

## Urgent Care Public Reference Group Workshop 11 June 2018

### Feedback from attendees

We received feedback forms from 17 attendees

#### To what extent were the following aims met?

- To provide information about the urgent care consultation, with particular focus on what we have heard from local people
- To have a discussion about travel times and the weighting of criteria that were used to choose options
- To hear the additional options that were suggested during the consultation and have an opportunity to feed back any pros and cons of each

Fully met	4
Mainly met	7
(Mainly/partly)	1
Partly met	4
Didn't meet	0

#### Describe this event in three words:

- Interesting, informative
- Interesting, informative, listening
- Informative, rushed slightly
- Vibrant, enthusiastic for change
- Informative, useful, friendly
- Excellent, informative, interesting
- Organised, informative
- Chaotic, improved
- Well attended. Informative, your ideas accepted
- Exhausting, frustrating, patchy – clarity on options perhaps more important than deeply ambiguous criteria such as 'best use of staff' – best for who?
- Well-attended, strong opinions, central location (St Mary's)
- Wide-ranging, detailed, open
- Entertaining, informative, well-intentioned
- Honest, productive, equitable
- Open, honest

#### What was good about this event?

- Public consultation
- A very useful update on thinking of the CCG. Liked the list of options. Appraisal criteria mixed persona behaviour preferences and organisational issues. Feel they could be sharpened and expanded
- Good opportunity to give my opinions. Staff listened and kept group on track well. Good refreshments and venue
- Having group facilitators and meeting people from other organisations. Food
- Different personalities
- Pleasant, informative feel. Helpful NHS staff to take us through each step. Felt listened to and comments noted.

- Meeting other people. Getting diverse views but coming to a consensus
- Given alternatives to choose. Meeting and greeting
- Good to meet everyone and talk to participants. Interesting talks
- Use of powerpoint. Using facilitators
- At last we got to discuss some real options unlike in the “consultation” but how were participants selected?
- Chance to discuss options. Good to know that this matters to so many people. Enjoyed meeting people, including the people running the day
- I thought you heard a good range of opinions and were asking the right questions
- Discussion round table
- Good table discussion. Great to listen to views of others and learn from these
- Genuine listening by CCG

#### **What could we do differently next time?**

- Involvement of younger section of population
- Facilitators need to be assertive and directive. People on my table didn't focus well on the questions. Why not ask people to answer personally on a piece of paper , then discuss, then have chance to record any change of view perhaps.
- Let people queue each side of food table. Good to have food though!
- Online consultations as well. More research about which ones are viable
- Be more “regimented” in organisation
- None come to mind
- Nothing
- Use the powerpoint for visually impaired attendees ( the maps were very small)
- Get the paperwork right!
- More use of powerpoint
- Put important info on screen (eg list of options renumbered). Re-train your facilitators to make sure everyone is heard. Make flipchart visible so we can see how our views are “recorded” or twisted. Invite more groups to be represented and tell us how you did it
- Give more time to the event as we weren't able to discuss all the options
- I think we got a bit bogged down in the semantics regarding the alternative options. More specific wording would be good.
- Formulate options more clearly
- Multi-voting. The coloured xx was my idea! Better prepared facilitators (still very good). Table introductions.
- Travel times discussion was confused by ‘central’ instead of ‘local’ and ‘distance’ instead of ‘time’

#### **Any other comments:**

- Thanks for giving this chance to be informed and consulted. I fear though the table discussions and responses may be confused and unfocused, perhaps failing to assess views and preferences accurately. Time wasted by people going off on tangents, hence my suggestion of individual questionnaire/checklists as part of process.
- It's great you involve us but as mentioned above online consultations (simple for everyone) could get a wider response. Also needed more time to go through options
- Need for update on general organisations/hubs
- Thank you for asking for our input
- Love to know what the budget is and the costings for each option! Thanks!
- Need more of these brainstorming sessions
- I hope that you are serious about consultation and are not just paying lip service to

what is a difficult situation

- Too much time spent on time travelled for milk. Insufficient time to discuss all the options. Feel not been consulted
- Great event, thank you for holding, please do follow up 😊
- Be clear questions being asked are worded and aimed in way that means answers have more chance of being appropriate/useful
- Still not enough focus on increased services in GP practices (as opposed to location of specialist centres)