

# Feedback Compiled

Greater Nottingham Transformation Partnership – 1 February 2018

## What was the best thing about today?

Hearing people's opinions re: how the development should go forward.

Good length of time for questions

The willingness of the health and social services to work together to deliver a better service

Information, networking, developing a greater understanding of work

A very informative evening in a calm environment. More table discussion time appreciated and engaged well with group of people on the table I was on. Feel more positive about health and social care really being able to work together one day

Always good to share views

Varied composition of tables (although this was not planned)

Good circular tables. Very well organised

Hearing others' experiences and how the system can become more integrated and person-centred

Very informative. The open forum was extremely helpful. Roundtable discussion was also invaluable.

Sharing people's views

Sharing views and experiences. Progress is clearly being made.

Well organised this time (no one shouting out about their own personal grievances)

Facilitated table discussions

Good turn out so positive feel for influencing joined up Health & Social Care

Excellent table top discussions led by Rob Morris

Discussion in groups and Q&A

Good opportunity for sharing views

After hearing stories of poor support it was clear that we need greater investment in order to improve services – there was definitely support for increasing general taxes to pay for improvements within NHS

I was able to put forward my personal issues re caring for parents and son

Open discussion

Good length of time for table discussion

Local views on decentralising integrating of services and tackling poverty

Round table discussions

Much better organised than previous meeting

### **What could have been better?**

Room was a little cool and you couldn't always hear easily

Parking please because of my physical health needs

Please don't keep referring to it as the NHS if we are aiming it to be integrated

More time spent on initial information re: ACS. Bit too stage managed (for understandable reasons)

All the speakers were proponents of the cuts and changes in the NHS, support for private consultants

More diverse input. Need some more younger input. How can the lifespan be covered? Most people in the room will have a patient/carer experience as older people

Additional time to discuss some topics of import at greater length

The people on my table were all representing organisations and not individuals. Didn't feel a good start on what we were supposed to be doing in table discussion

Refreshments – tea and biscuits is not ample as meeting is held over evening meal time for most

Input about the likely structure and accountability

No answer to important questions around accountability – who will be responsible

More answers on the way forward

Venue a bit out of the way for City residents particularly on public transport

Feedback notes needed to be shared in more detail

Clarity about what happens next, full feedback on how views have been incorporated

More explicit discussion about ACS

**Did you have any questions that you were not able to ask and would like us to respond to? (please include a contact number/email)**

How is information from private agencies like Igneus (diabetes) the talking therapies relayed to GPs?

More information on Centene's work and financial commitment to them.  
Question already sent by email

If ACS requires more self care how are we going to educate and encourage individuals

**We're holding more public events to discuss the health and care transformation work. What would you like to see on the agenda?**

More on mental health and groups who are yet to engage, eg substance misuse

How are you going to work in partnership with the voluntary sector in the future

More examples of actual projects for those who aren't informed

With ever-changing thoughts, we need to know what happens

How communication between authorities and organisation can be improved to give a more dynamic service.

Caregiver assistance. Preventative self care at home.

How can information in the future be communicated always to the right people at the right time. We must learn from other countries.

Need more info re: cost cutting

More individual engagement from general public

Worked examples / case studies of what the future of health and social care may look like and then critiqued with table top discussions

Future organisation and funding structure. Clearly needs something more than a single monolithic behemoth

Not clear on exactly what Centene is able to do that key NHS personnel would not be able to do with greater commitment both financial and other  
More information on the way forward. There is a need for change, better communication between GP's, hospital and public.

How we can get the local services provided by NHS, GP's, local authorities, voluntary sector and charities better funded

Support to social capital unpaid community care

How resources will be allocated, especially to voluntary sector

Unpack self care

**Please give any other comments:**

Whatever shape this takes, we need the staff to maintain them. The retention of doctors and nurses is vitally important and this needs to be addressed, along with social services staff and the staff cuts are having a great effect on staffing levels and staff morale.

Thanks for a very good debate and evening

Enjoyed hearing positive patient stories and having time to hear about gaps in services which need to be developed.

Will anyone take any notice?

This is a PR event to say how brilliant the changes are. Not a lot of mention of cuts and the problems ensuing

Need to find other solutions to help the NHS. The more community and person-centred the better. But there needs to be better dialogue to cover lifespan views.

The NHS is under great pressure for a number of reasons. It is up to all of us to do our part to help improve the system and ease that pressure. We must work together with integration from all aspects and all quarters.

All excellent

Great meeting – chaired well and kept to timings

A more positive and constructive approach from participants to the last meeting. I think points needed to be aired previously and now we can move forward in a more positive way with greater understanding and empathy

Most useful

Please assess your overall satisfaction with the event on a scale of 1-5 (where 1 = very poor, 3 = average, 5 = excellent)	4, 3, 4, 5, 4, 5, 3, 4, 5,
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NOTE: We had 30 feedback forms filled in, but not everyone scored the event

3.5, 4, 4, 5, 3, 3, 4.5
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(divided by 16 responses = **overall score of 4**)