

Healthwatch Doncaster

Living Well Event Report

Doncaster Trades Club, Frenchgate Centre

Friday 27 February 2015
10am – 1.00pm

Aims of Event

Healthwatch Doncaster (HWD) planned the Living Well Event as part of HWD commitment to their strategic engagement priorities, cross boundary working and signposting. In addition the presentations aimed to impart information and knowledge which attendees and HWD members can share with all relevant partners.

Programme

Speakers:

Tom McKnight – CVS – Choose Well Campaign
Liz Hopkinson- Services Manager, Alzheimer's Society and Jim Sheard , South Yorkshire Police - Herbert Missing Person Protocol.

Event Details

The Choose Well presentation was delivered by Tom McKnight of Doncaster CVS. Tom used a slide show presentation which was taken from the accompanying leaflet, (available in 10 languages) to highlight the choice and range of care options available other than A & E or GP services. Alternative services which were explained within the presentation included the 111 non-emergency number and pharmacy services.

The Herbert Missing Person Protocol presentation, jointly delivered by Jim Sheard and Liz Hopkinson, explained the reason for the development of the protocol and how it is being utilised locally. They highlighted the number of people with dementia who are reported missing each year and the stressful situation it has on family members or carers who report a person missing. Stress may affect the speed and clarity of information given to the police, which will be required to find the missing person as quickly as possible.

A Herbert protocol form has been developed. The form can be completed at leisure and is kept by the family member or carer of the person with dementia.

Liz Hopkinson emphasised the importance of filling out the form in advance of any deterioration of mental health.

It is advisable for the family member or carer to keep this information with them at all times in the event of being contacted by the police.

By filling in important, information on a Herbert Missing Person Protocol form, then keeping the form accessible the process of gathering information relevant to searching for the missing person is speeded up.

Feedback

22 feedback forms were completed.

The feedback forms were overwhelmingly positive with 14 rating the event as excellent and 8 as good.

When asked if the event had met expectations 12 gave a fully rating and 10 mostly.

Choose Well Presentation feedback:

- The presentation was deemed as informative, 5 attendees made reference to being made aware of the 111 service.
- Several feedback forms made reference to the manner of the presentation.
- One feedback form asked that all HWD members be informed of alternatives to the 111 number available to deaf/hard of hearing people.

Herbert Missing Person Protocol feedback:

- The presentation was interesting and informative
- Attendees were made aware or further informed about an “important, excellent initiative”.
- An attendee suggested the information arising from the presentation should be shared and disseminated to all.

General Feedback

Under further comments 12 were deemed to be positive, 2 neutral and 1 negative
Future challenges identified were:

- Visual and sound quality, information on slides was unreadable and did not fit the screen.
- Handovers could have been smoother.

The majority of feedback is very positive and many of the forms judged the event as very informative, interesting, understandable, appreciated and enjoyable.

Attendance

There were 31 attendees

Promotion of the Event

The Event was advertised on:

Social media including Twitter, Facebook, HWD Web Page, HWD membership and partner agencies. HWD members were invited to the event via requested contact method. The event was advertised at various HWD events and Hubs. Members of the Engagement Group took posters advertising the event, to be displayed in various locations around the Doncaster Borough

Findings

In terms of meeting objectives/aims 4 new members forms were completed and 22 attendees completed feedback.

Action Points

Sarah Whyte presented information from the feedback forms to Kay Kirk (HWD Board member) for agreement at the next meeting on 17.03.2015 and the final draft copy to be discussed at HWD engagement sub-group meeting 18/03/015.

Kay Kirk/Sarah Whyte identified specific points (below) regarding The Herbert Missing Person Protocol which could be further explored:

- Very good information, what to do with the collected information
Excellent, great protocol useful to all
- Information should be disseminated to people around the Borough of Doncaster

- Protocol in place, development of information
- Very useful information hope HWD takes it forward and promote it to general public.

Next Step

1. HWD to disseminate / promote information on Herbert Missing Person Protocol via media networks
2. The completed report to be presented to the HWD Board. The report forwarded to organisations which attended the event and also publish on HWD website.
3. SW to research information regarding 111 number for deaf/hard of hearing people, that this be included on HWD newsletter/social media
4. All future feedback forms have space for optional contact details in order for quotes to be published.
5. HWD Engagement/Publicity Sub - Groups to address visual and audial presentation difficulties noted within feedback.