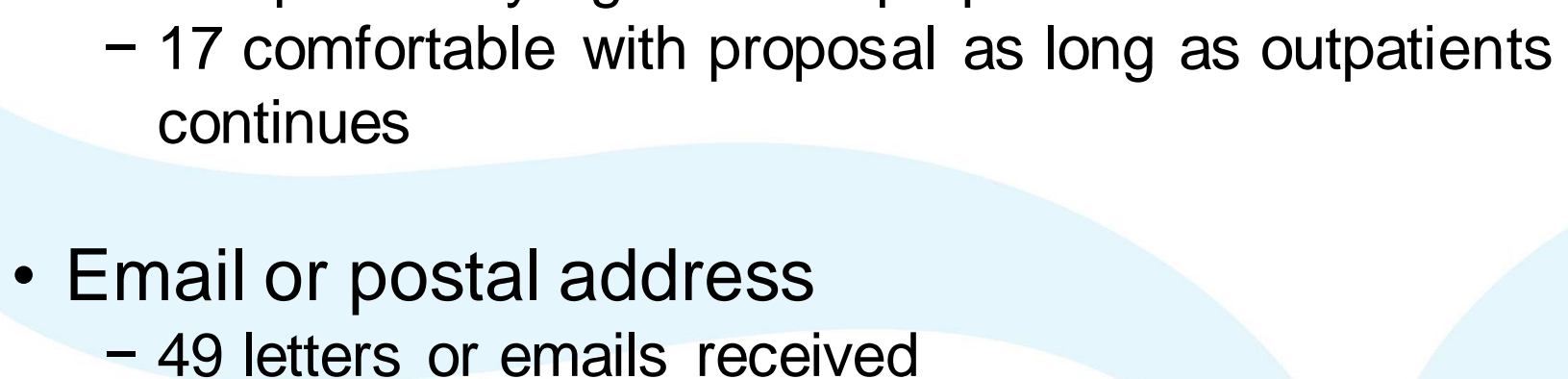


Centre for Integrated Care – Patient Panel Engagement Overview

Lorna Gray
Patient Experience, Public Involvement
Project Manager
21st November 2016

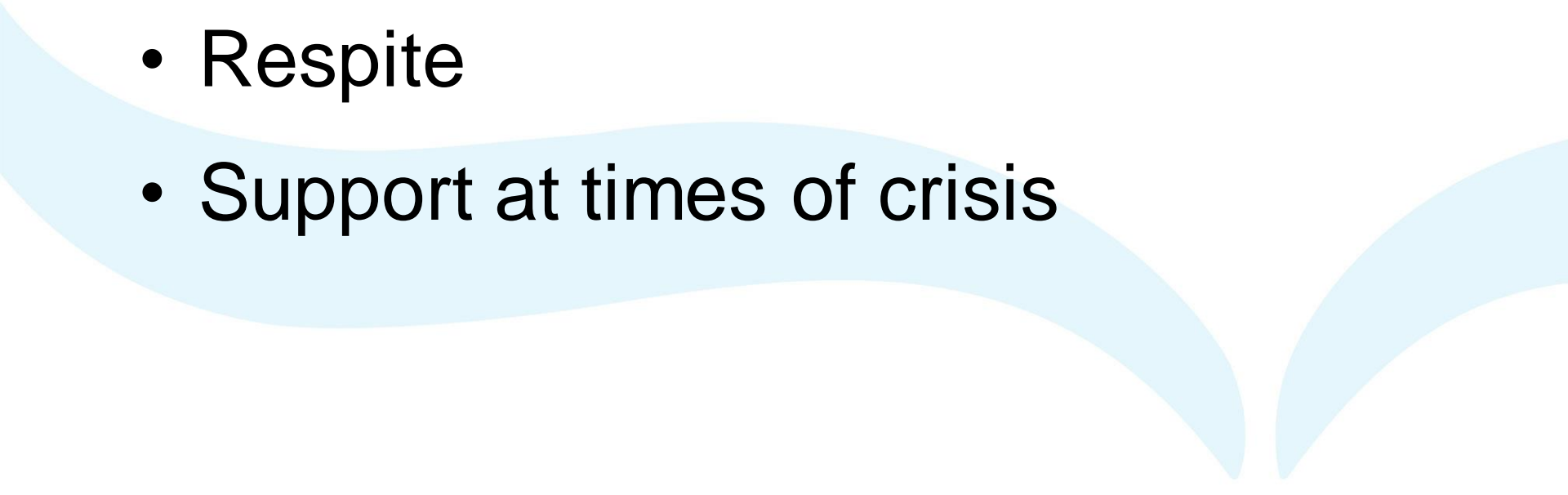
What have we done?

- Two letters to current patients (2,431)
 - What is the proposal
 - How to get involved
 - Telephone line
 - Spoken individually to 75 patients or carers
 - 29 specifically against the proposal
 - 17 comfortable with proposal as long as outpatients continues
 - Email or postal address
 - 49 letters or emails received
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What have we done?

- Stakeholder Reference Group
 - Representatives from patient groups or organisations (e.g. Long Term Conditions MCN; The Alliance; Friends of the CIC)
 - Oversee our engagement process and offer ideas or suggestions
- Patient Panel
 - 28 patients/ carers attended first meeting
 - 35 attended the second meeting
- Drop-in Sessions
 - 42 patients attended over 6 sessions

What have we heard?

- Rest periods between classes
 - Time with other patients
 - Travel and transport
 - Respite
 - Support at times of crisis
- 

What have we heard?

- Specific overnight support
 - Cumulative effect of treatments/ therapies being delivered each day
 - Time for patients to fully open up to staff
 - 24 hour assessment, and access to electro-stimulation and heat lamps
 - Emotional support from staff if upset or having trouble sleeping