

Feedback from the Integration Workshop held on Wednesday 27 May 2015 in the Beach Ballroom

Context

Integration workshops have been a key aspect of communicating with partners for a number of years. The Development Facilitation Team for the integration of health and social care in Aberdeen has been given a regular half-hour slot at the workshops to engage participants and seek their views.

At this workshop there were 25 attendees, of whom 9 were at an Integration Workshop for the first time.

Topics for engagement

The main part of this workshop was in the format of a quiz. The aims were to: -

- 1. Gauge and raise awareness of a range of aspects of integration.**
- 2. Engage attendees in an innovative but hopefully effective way.**

Methodology

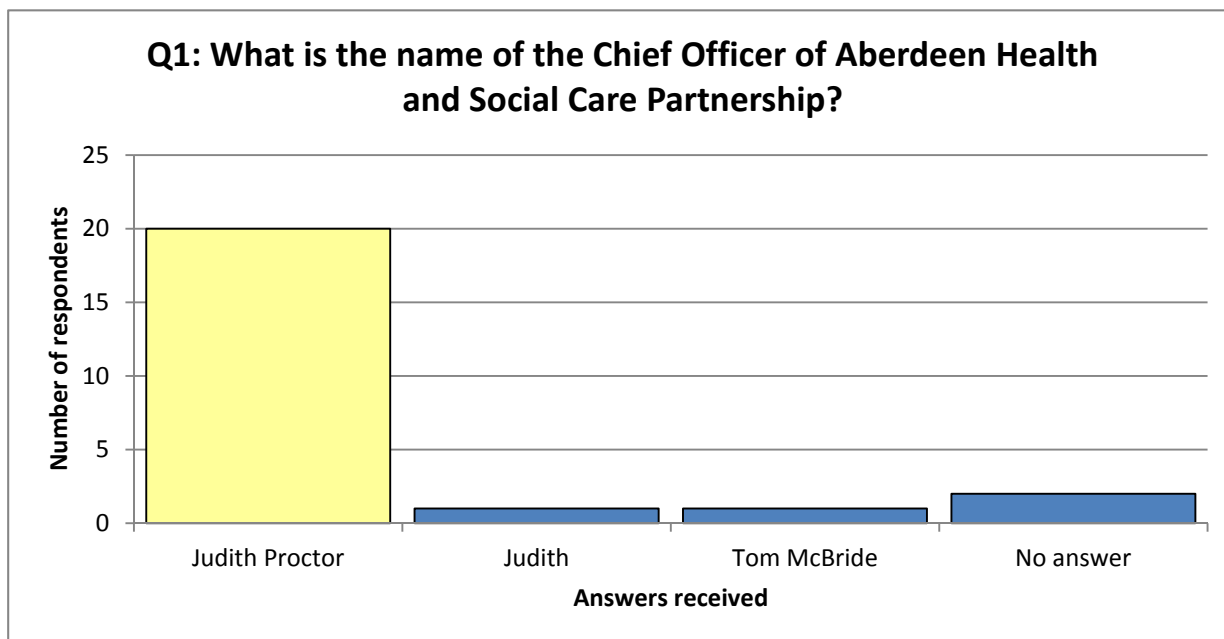
Prior to the session run by the Development Facilitation Team, Peter McDonnell of the Integration Team had given a presentation on Self Directed Support. This was followed by several questions from attendees and discussion about SDS.

All attendees were then given an answer sheet and asked to write their job title and organisation on the sheet. They were encouraged to fill out the quiz as individuals. Unlike many of the previous workshops, there was not a direct link between the presentation and the Development Facilitators' session.

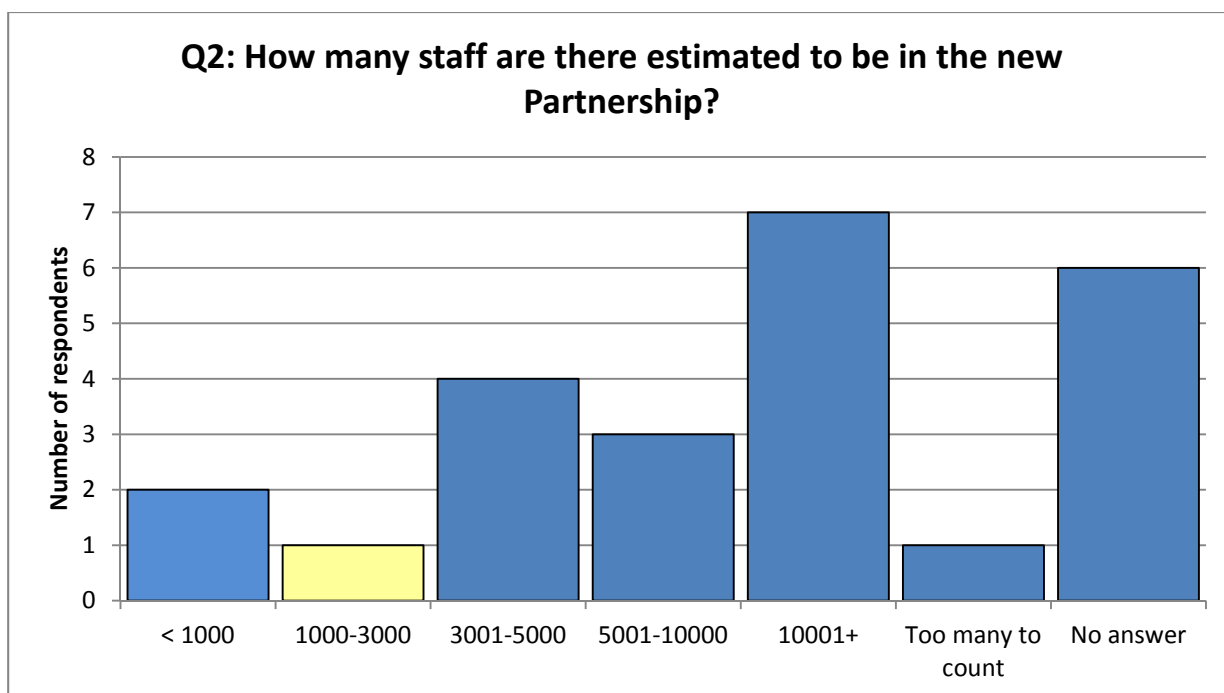
The questions were read out by the Development Facilitators in a "pub quiz" style. When everyone had finished, the answers were read out, which triggered significant further discussion with attendees. The answer sheets were then collected and analysed by the Development Facilitators.

At the end of the workshop, attendees were also given a form for any questions they wanted to ask and a questionnaire about the workshop format.

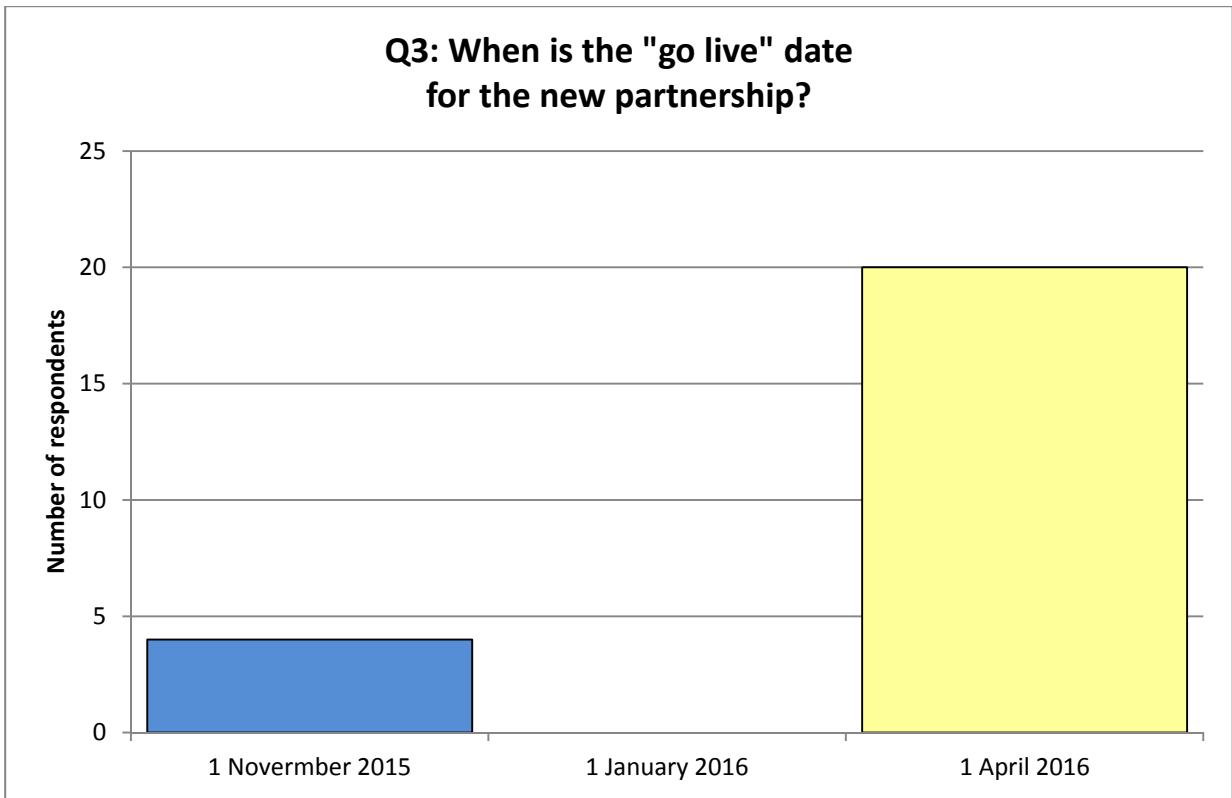
Integration Quiz results (from 24 completed answer sheets)



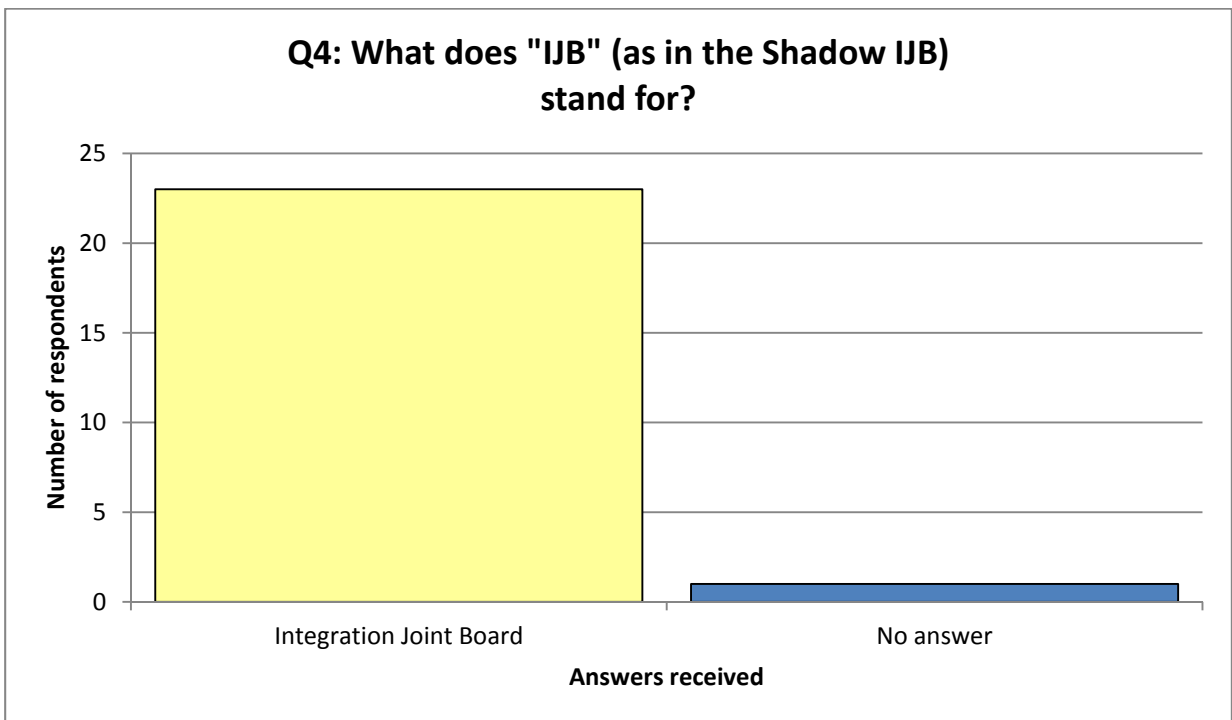
The majority of attendees knew the name of the Chief Officer (Judith Proctor – correct answer highlighted in yellow in the chart above). One respondent answered “Tom McBride” which would appear to be a conflation of Tom Cowan and Fred McBride.



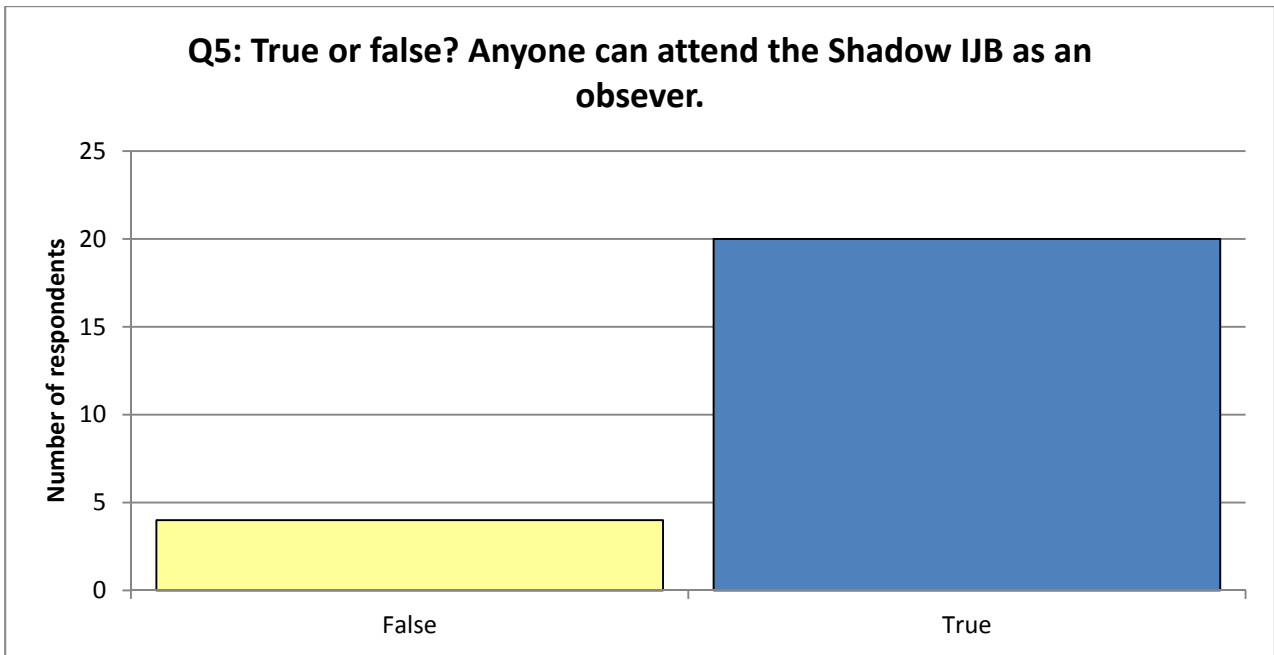
Of all the questions, this one had the most variation in answers. The correct answer is 1700, but only one person came close. Attendees overall seemed unsure of who would be classed as part of the partnership and who wouldn't. Some thought that all NHS staff would be included. In the discussion of the answers, the Development Facilitators advised that the 1700 figure related to staff who would have Judith Proctor somewhere in their line management structure.



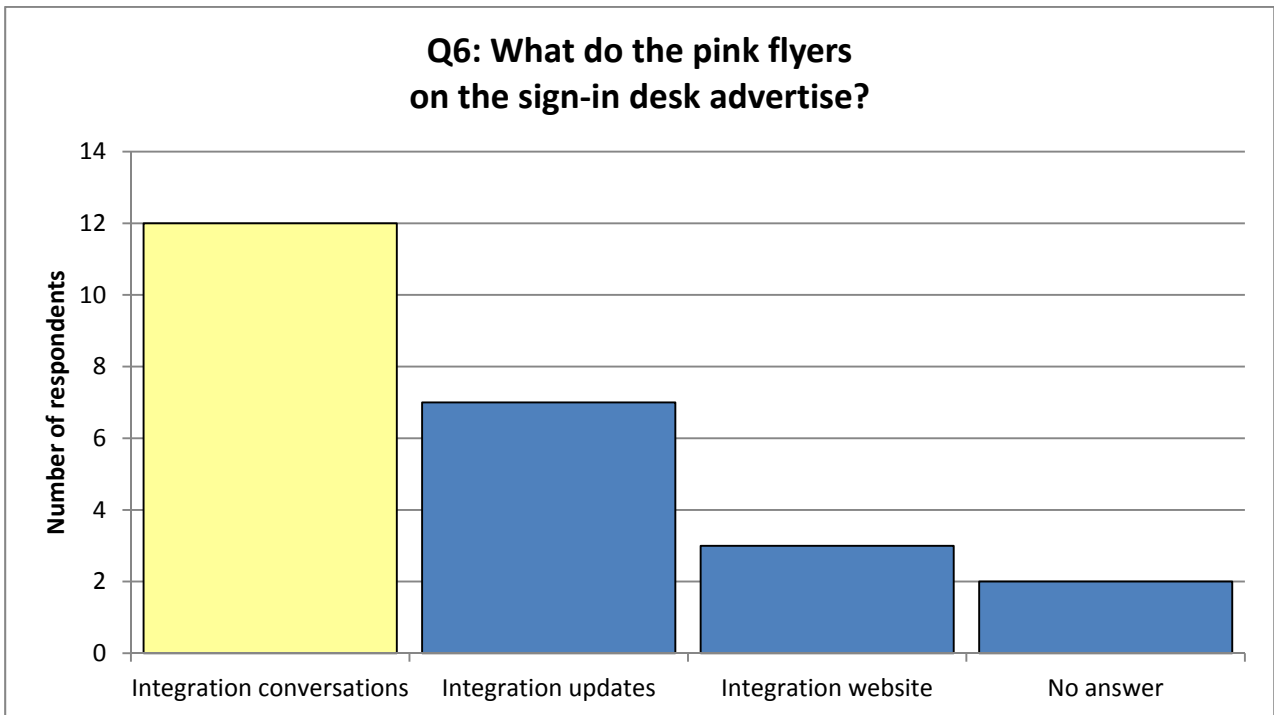
Most respondents answered this question correctly (1 April 2016).



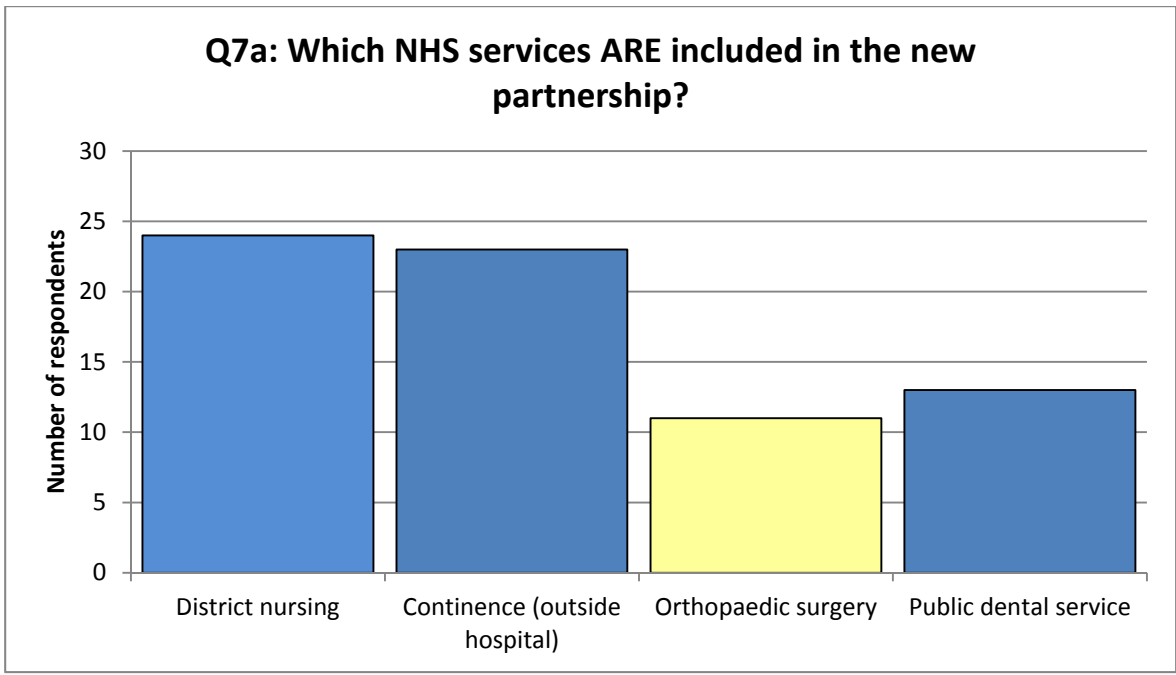
Most respondents answered this question correctly (Integration Joint Board).



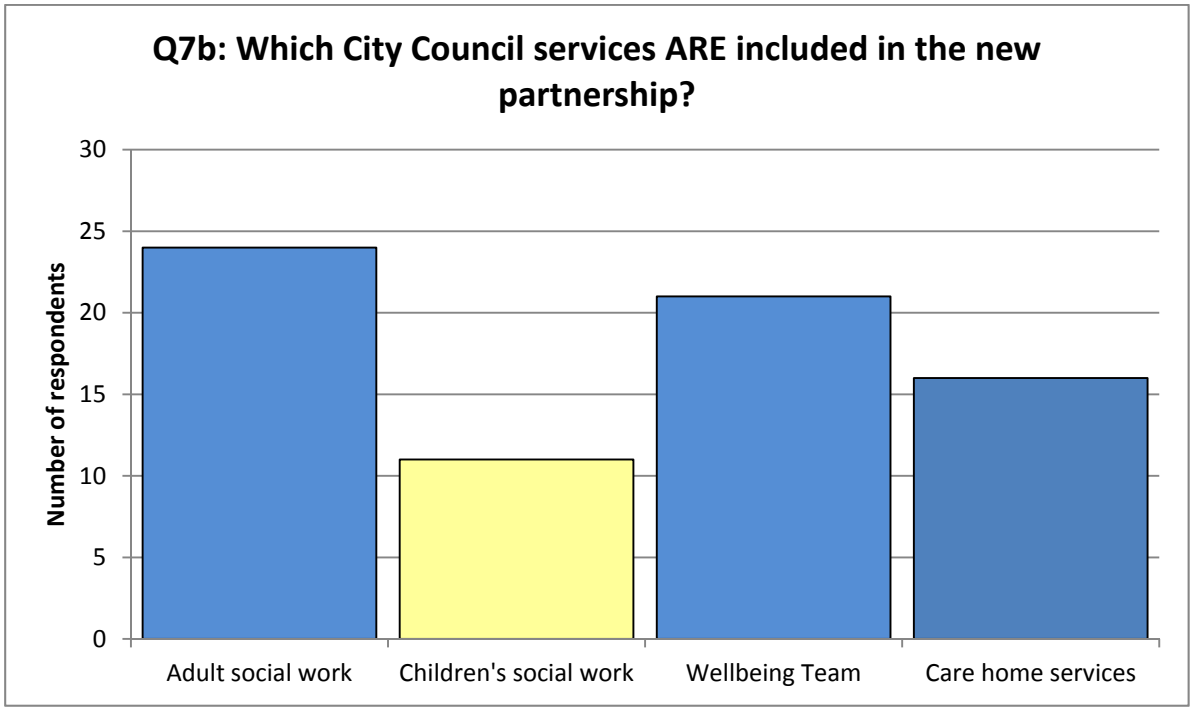
Most respondents got this question wrong (the correct answer is “False”). However there was discussion on the arrangements once the Shadow IJB becomes the IJB in 2016 when the meetings will be open to all. In the meantime it was highlighted that the Shadow IJB may review this situation in the interim and this arrangement could change before then.



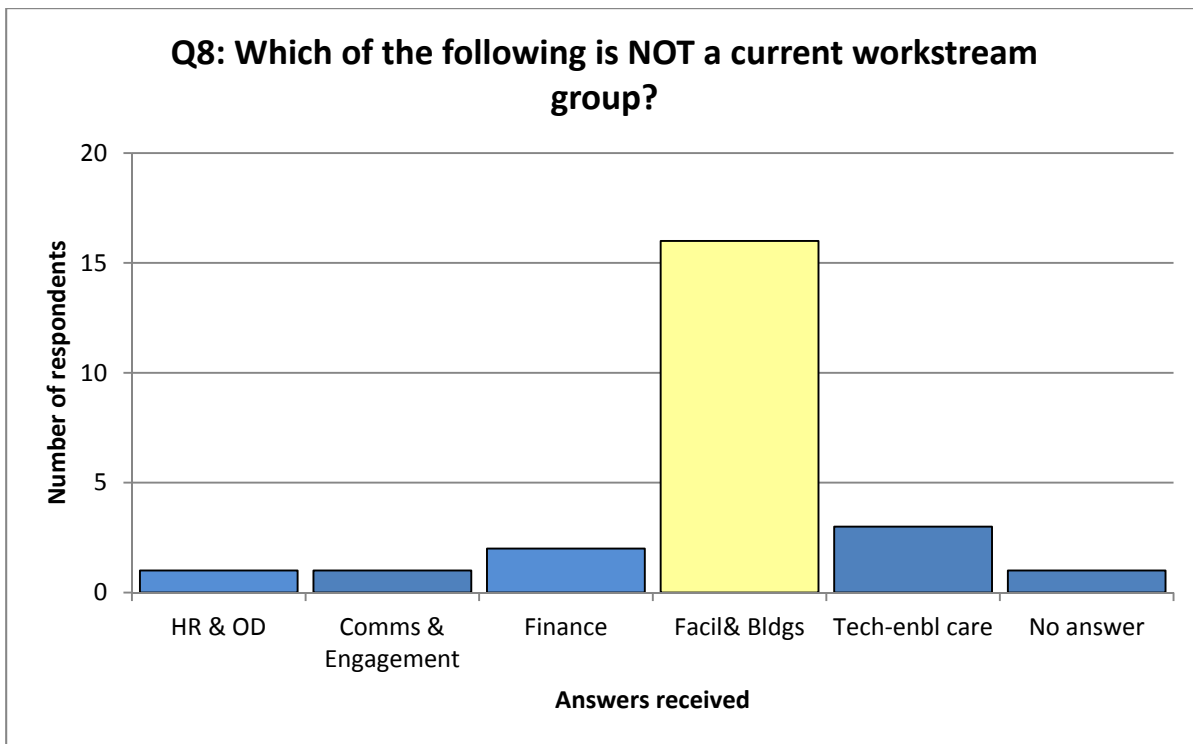
This question was included partly as a test of observation. The pink flyers advertise Integration Conversations and have been actively distributed at Integration Workshops for several months. At this workshop the flyers were on the reception desk, next to the sign in sheet so should have been seen by everyone when they entered. Again, this question prompted discussion and several attendees expressed an interest in having an Integration Conversation in their workplace. In addition a number of attendees asked for multiple copies of the flyer to distribute in their areas.



Respondents were advised that one NHS service listed was not included in integration. All respondents correctly identified district nursing as being included in integration. All but one also correctly identified continence services outside hospital. The main area of confusion was around orthopaedic surgery and public dental services (orthopaedic surgery is NOT included in integration). Public dental services are part of the new partnership.



Respondents were advised that one ACC service listed was not included in integration. All respondents correctly identified adult social work as being included in integration. All but three also correctly identified the Wellbeing Team. The main area of disagreement was around children's social work and care home services (children's social work is NOT included in integration). Care home services provided by the council will be part of the new partnership.



Most people answered this question correctly and identified that “Facilities and Buildings Management” is not a current workstream group.

Questions/suggestions received

Two blue “Your questions for us” forms were returned.

Comment from independent sector representative:

“As we get closer to the go live date it would be useful to have an update at the Care Providers Forum - perhaps on 3rd November? I chair the forum so will be happy to liaise with the appropriate person.”

Comment from third sector representative:

“Do you know that all information you wish to put out can be transcribed into accessible formats for people with sensory loss by NESS (ie larger print, Braille, audio, BSL video)?”

Conclusions – Integration Quiz

Most attendees seemed to be fairly well informed of the basic facts of integration.

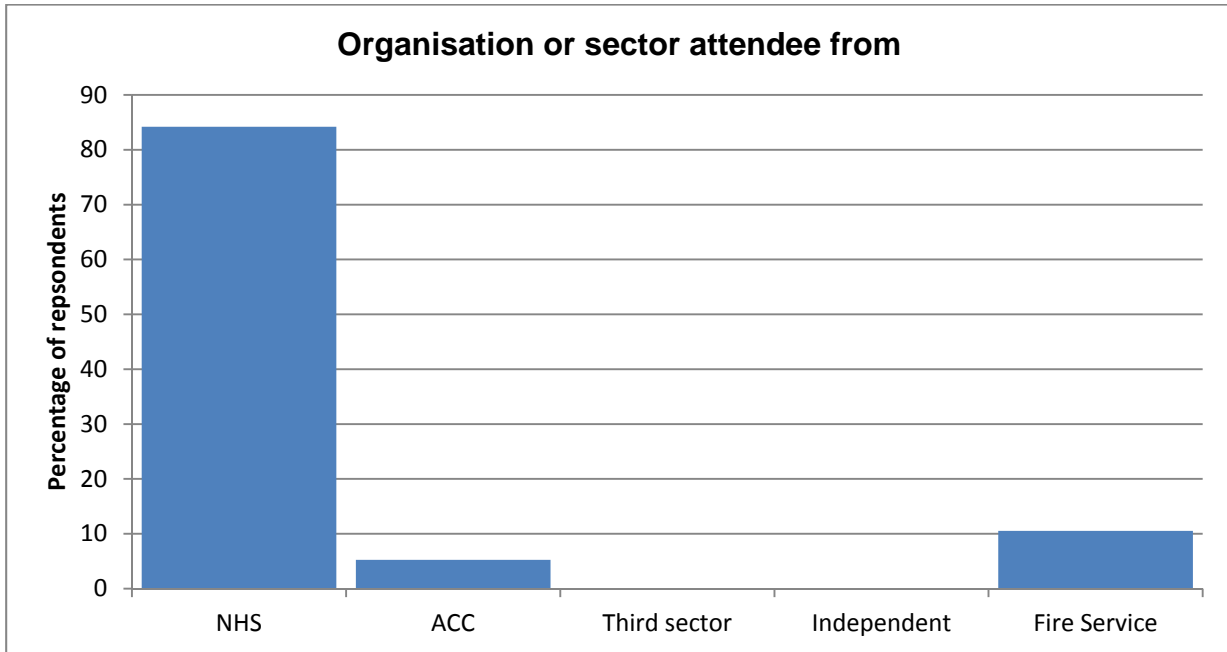
The main areas of confusion were:

- The number of staff who will be part of the new partnership
- If the Shadow IJB was open to all

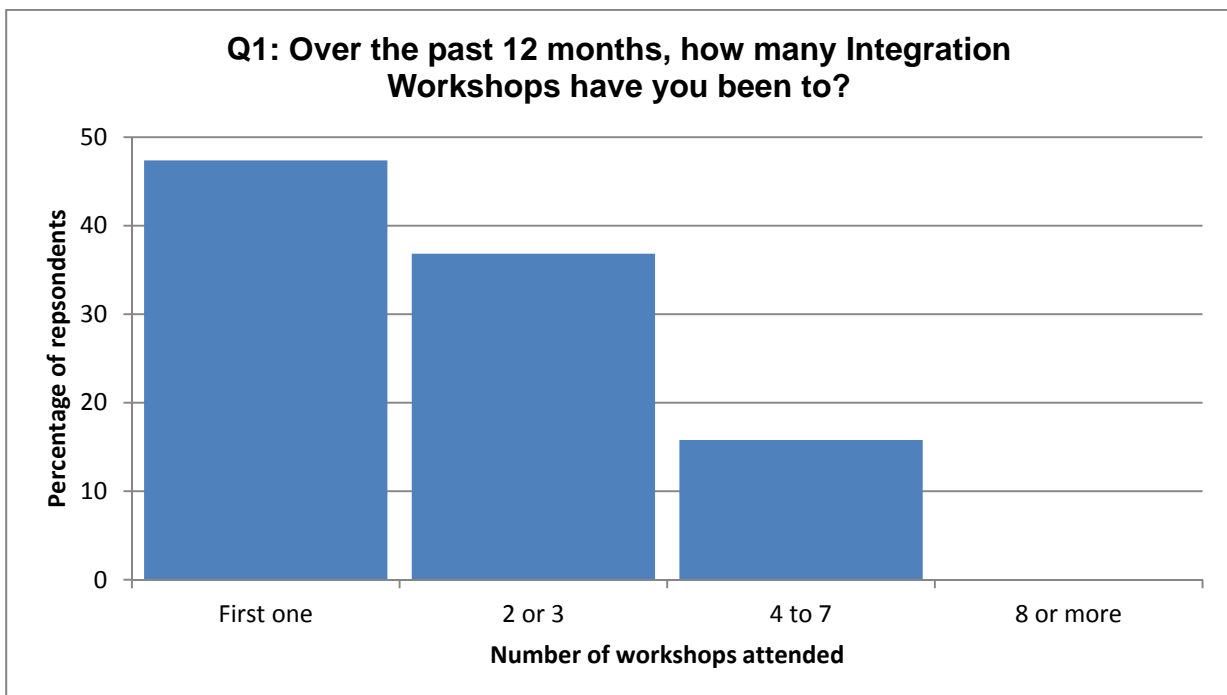
The quiz format was well-received and triggered a significant amount of discussion. It was suggested that the quiz could be a useful ice-breaker during Integration Conversations etc.

Questionnaire regarding the workshops and their format

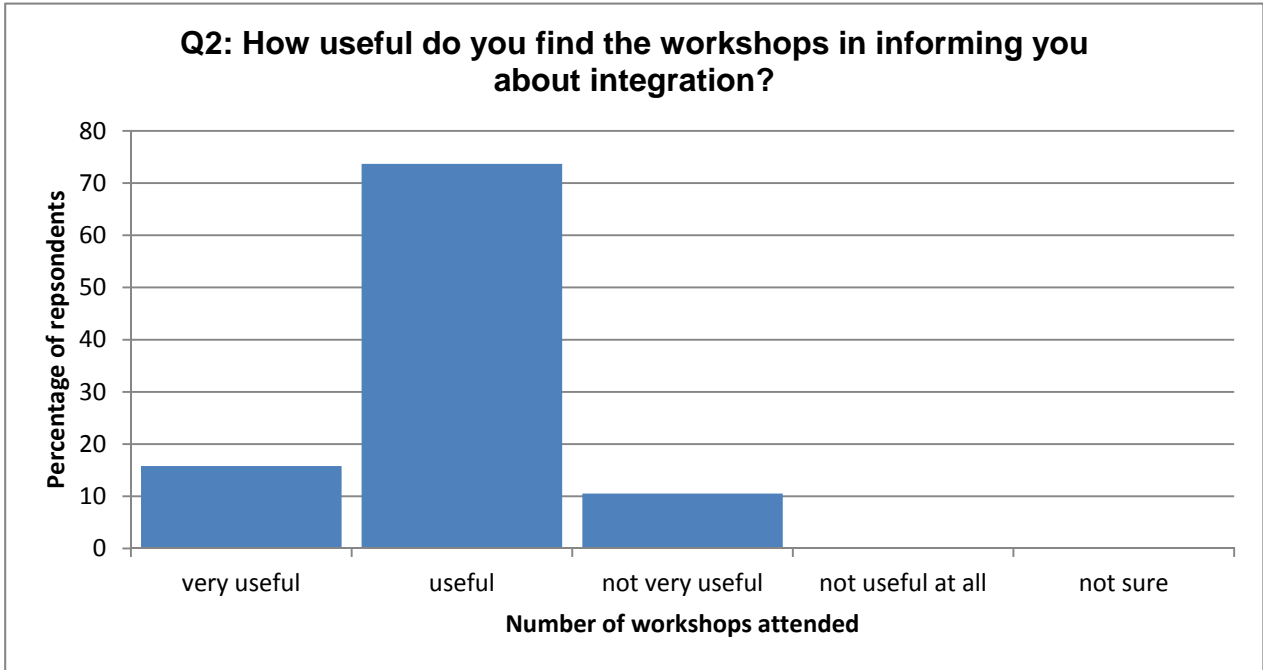
A total of 19 completed questionnaires were received. This was slightly lower than the previous questionnaire as several people had left the workshop at this point (including the representatives from the third and independent sectors).



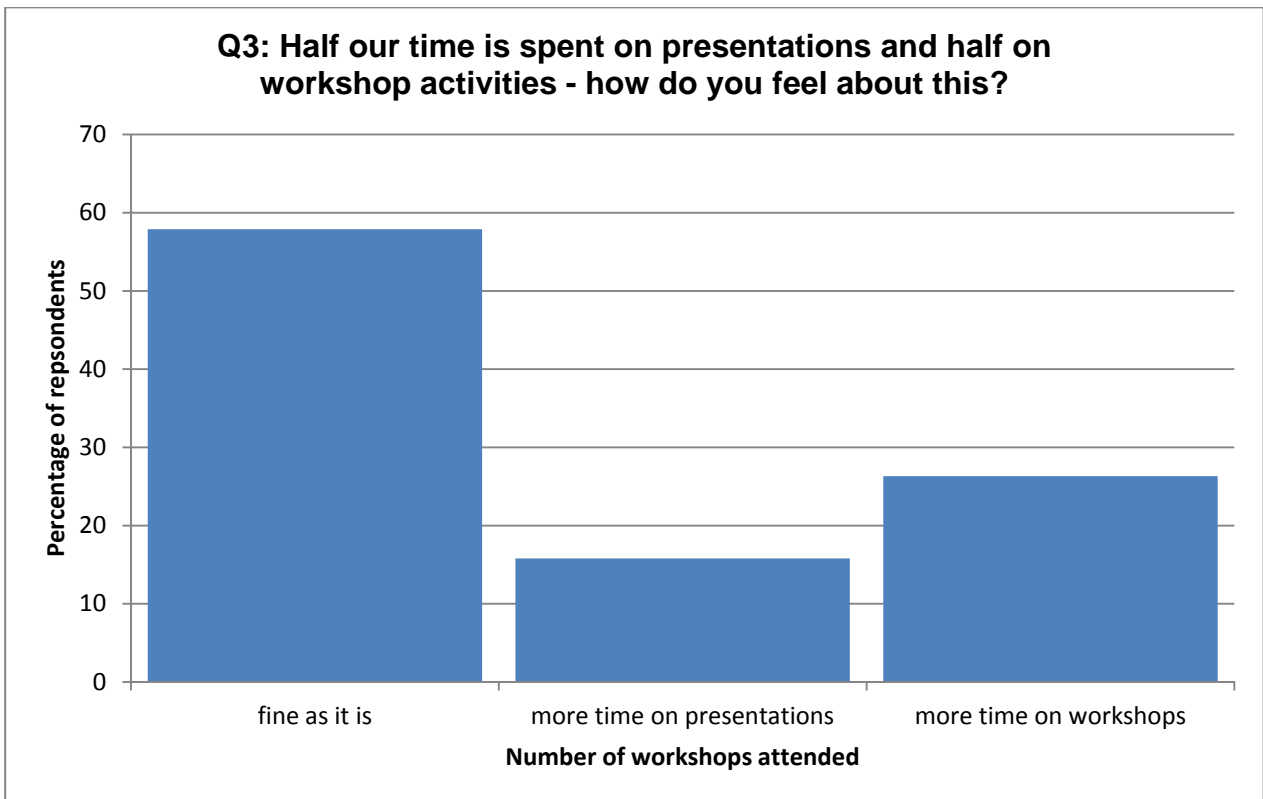
Unusually, only one attendee was from the local authority at this workshop.



A relatively large proportion of staff were attending an Integration Workshop for the first time (9 out of 19 respondents).



The 2 respondents who answered “not very useful” were attending their first workshop. Of the 3 respondents who had attended 4 to 7 workshops, 2 thought the workshops were “very useful” and the other respondent answered “useful”.



The most popular answer was that the workshops were fine as they were, with no differences noted between new attenders and people who had come along to several workshops.

Comments received:

The comments received are reproduced below and sorted into broad themes:

Practical workshop considerations

Light that falls on the screen makes reading presentations so difficult

Was very difficult to hear speaker

More attendance from ACC employees! (*respondent was an ACC employee*)

Different venue – too far away from central Aberdeen

Difficult to hear because of traffic noise outside, but useful to hear about different work within the partnership.

Couldn't really hear well as it was too noisy due to windows being open which spoilt it for me.

Less information on presentation slides.

Positive comments about workshops

Thanks for all the organisation – organisers!

Good workshop – would like more on the second part of the workshop – more practical/answering questions as this improves learning.

Informative, good informal set up, plenty opportunity to ask questions

Advance notice of workshop topics

Wasn't what I expected, however useful all the same. Thought it was a presentation at a more strategic level describing integration as a whole.

Not all events have been equally useful. It would be useful to know topic of presentation in advance to aid selection of event to attend.

More information about topic of workshop prior to coming.

I wasn't sure what the presentation was going to be on. Not sure if I missed an email on this.

Suggestions for future workshop topics

Carers and agencies available

Workforce planning for the future

External impacts – eg fire vulnerability in vulnerable groups.

Overall NHSG plan of how it will look in the future with health and social care integration? It may be difficult to foresee what the future holds but at the moment little direction to what is going to be achieved?

How community services will work. How OT services will be in the future as at present work separately.

Unsure at this precise moment

Conclusion – questionnaire regarding workshop format

Due to small number of attendees and the preponderance of responses from NHS staff, it is difficult to draw robust conclusions from this questionnaire. However, several general themes did emerge:

- Advertise the topic of a workshop before people attend.
- Several suggestions for future workshop topics that merit further consideration.
- Ensure that venue windows are closed when traffic is heavy!
- Ensure that workshops are clearly described and dates re-circulated so people are aware of when they are and what to expect.

It should also be noted that attendee numbers were significantly down at this workshop. It remains to be seen if this is a “blip” or a trend.

Integration conversations

Integration Conversations are informal presentations to raise general awareness of integration and the timetable ahead. Attendees who are interested in having a presentation in their workplace are encouraged to contact the Development Facilitators for further details.

How to contact us

If you would like to discuss any aspect of this report, please contact one of the Development Facilitators (details below):

Name	Email	Telephone
Ann Smith	asmith34@nhs.net	01224 555268
Gail Groves	gail.groves@nhs.net	01224 555254
Gordon Edgar	gordon.edgar@nhs.net	01224 555574
Lynn Thomson	lthomson3@nhs.net	01224 555524

The Development Facilitation Team will be at future integration workshops to seek your views and thoughts – we look forward to seeing you then.

Development Facilitators
29 May 2015

Integration Workshop Quiz - Answer Sheet

Job title:

Organisation: ACC / NHSG / Third Sector / Independent Sector / Other

1.

2.

3. 1 November 2015

1 January 2016

1 April 2016

4.

5. True / False

6. Integration updates

Integration conversations

Integration website

7. Please TICK ALL the services that ARE included in integration

From NHS:

- District nursing
- Continence services outside hospital
- Orthopaedic surgery
- Public dental service

From council

- Adult social work services
- Children's social work services
- Wellbeing team
- Care home services

8. Please TICK the option that's NOT a current workstream group.

- Human Resources and Organisational Development
- Communication and Engagement
- Finance
- Facilities and Buildings Management
- Technology-Enabled Care

Please hand this form into the Development Facilitators

Integration Workshop Quiz May 2015

Questions and answers

1. What is the name of the Chief Officer of Aberdeen Health and Social Care Partnership (first and last name please)?

Judith Proctor

2. How many staff are there estimated to be in the new Health and Social Care partnership (to the nearest 100)?

1700

3. When is the “go live” date for the new partnership? Is it:

1 November 2015

1 January 2016

1 April 2016

4. What does “IJB” (as in the Shadow IJB) stand for?

Integration Joint Board

5. True or false – anyone can attend a Shadow IJB meeting as an observer.

False until the “go live” date when it will be open to the public, however the board will continue to review this until then.

6. The pink flyers we always have at these workshops – there’s a pile of them on the desk over there – what do they advertise? Is it:

Integration updates

Integration conversations

Integration website

7. Which of the following services ARE included in the new partnership?

From NHS:

✓District nursing

✓Continence services outside hospital

✗Orthopaedic surgery

✓Public dental service

From council

✓Adult social work services

✗Children’s social work services

✓Wellbeing team

✓Care home services

8. Several groups have been set up to take forward particular workstreams for the new partnership. Which **ONE** of the following is **NOT** a current workstream group?

✓Human Resources and Organisational Development

✓Communication and Engagement

✓Finance

✗Facilities and Buildings Management

✓Technology-enabled Care

Integration Workshops

Tell us what you think

All your answers will be treated in confidence

Job title:

Organisation (please circle): ACC / NHSG / Third Sector / Independent Sector / Other

1. Over the past 12 months, how many Integration Workshops have you been to?

- This is my first one
- 2 or 3
- 4 to 7
- 8 or more

2. How useful do you find the Integration Workshops in informing you about integration?

- Very useful
- Useful
- Not very useful
- Not useful at all
- Not sure / don't know

3. At Integration Workshops about half the time is usually spent on presentations and integration updates and the other half is spent on the workshop activities (e.g. questionnaires, working at your tables).

How do you feel about this?

- It's fine as it is – half and half.
- Should spend more time on presentations and updates
- Should spend more time on workshop activities

Comments:

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4. Are there any topics you'd like discussed at a future Integration Workshop?

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5. If you could change ONE THING about the Integration Workshops what would it be?

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6. If you have any other comments about the Integration Workshops please write them here:

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Please pop your completed questionnaire in the box before you leave.

Thank you!

Your questions for us

Do you have any questions about integration? If you do, you can note them here and then hand in this form to us before you go.

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Your contact details (optional – only include if you want a direct response to your question).

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