



As part of the THT Summer Fair 2019 event, local health and care providers from across the THT partnership were invited to host a stall to promote their services. In total, 43 services were present on the day. Although the nature of the event did not allow for attendance registration to be taken, a guestimate based on food and merchandise provision indicates between 350 – 400 people have taken part including the service stall holders. It was also evident that amongst the attendees were some service users.

Below is a verbatim report on the post event feedback collated from the service users. 24 out of the 43 responded to the survey. A list of the services are listed at the end of this report.

What you felt went particularly well:

- The networking and stalls.
- Attended by professionals who are likely to refer into the service. Fantastic atmosphere.
- Well organised. Good resources and info.
- The whole day and the opportunity to show case my service.
- Very well, turnout was good, weather was great.
- Good to interact with colleagues.
- It was enjoyable, engaging and I learnt about other services that can be passed onto our team to refer into.
- Liaising with other professionals, learning about different services in TH.
- The event was well organised. There was even a marquee in case it rained! Our team got a good spot as we arrived early to set up as advised. Lots of traffic to the stall with loads of queries answered. Learnt regarding other services that I was not aware of. Great mingling and bonding with internal and external agencies including Social Services, DLR... Brought back loads

of info to our team to share. And of course, the impressive catering. Thank you!

- Lots of networking amongst professionals.
- Good attendance.
- Turnout and interactions with service providers.
- Weather.
- The number of services represented.
- Good to see other services and also catch up with colleagues.
- Great engagement with other service providers and how we can work together.
- Staff was accommodating and we had a good turnover/networking.
- The Networking with other organisations was great. We need more opportunities to do this. Let's do a winter fair as well?
- Interactions and discussions with attendees.
- Weather, amount of people attended information on offer.
- Stalls were organised well and provided adequate areas to display, promotional items. Meals + fruit provided was good. Well-spaced out stalls and easy access to the garden.
- Everything was well organized.
- Although I have been working in TH for a number of years, there were services that I had not heard of, that will be great support for service users. Great to bring everyone together.
- Lots of team and staff engagement.

How future events could be improved

- Ensure the right number of stalls for stallholders!
- More notice of event to allow forward planning.

- Get more people to attend event.
- Would need a bigger space and enough room to accommodate the huge interest for stall holders.
- Planned stalls rather than first come for space.
- Nothing.
- Also invite local people.
- Surely need more stalls to accommodate fairly larger number of services.
- Tables not stuck together music too loud.
- Having directions at entrance of hospital leading to event. Maybe teas coffees available for stall holders.
- Have a similar event more frequently. Consider encouraging specific service users to attend e.g. from day centres.
- Music too loud.
- I need to bring a "side kick" so get more opportunities to look at other stalls.
- By making sure there are enough stalls for the organisations booking the event.
- Winter fair.
- Workshop type discussions now that introductory discussions have taken place.
- Better planned.
- 1- Stalls should be labelled in advance with each organisation name on the table. It will stop the issue of turning up and searching for a space, 2- Open it out to the public a bit more, there was a lot of employees of Barts Health, community services and the CCG, it was more for networking which was great, I learnt a lot from other stalls.
- Invite more people form the public.
- More public involvement, another more visible site perhaps.

Key points raised by visitors at the stall were...

- Good to have referral criteria clarity and on the spot Foot Health advice.
- Visitors were able to discuss Namaste and Compassionate Neighbours services in depth and we were able to provide some general guidance about living with dementia. People also interested in other St Joseph's services, for which there was literature.
- Understanding of remit of service- referral criteria etc. Friendly stall holders. Good resources/visuals.
- Awareness of the service, and how access can be gained.
- Most visitors felt it was very good gathering of various services.
- To know who we are and what we do- put faces behind where referrals get sent and build relationships.
- The visitors asked many questions about the service, and specific pains that they are experiencing now. Many visitors benefitted from the leaflets of information on particular pathologies. Visitors enjoyed testing their fitness with squat challenge, balance and jump. Lots of visitors shared their experience of Physiotherapists.
- Didn't collect feedback, from discussion people most benefited from learning what our team does and doesn't do.
- The visitors valued the depth of info provided in a short of time. Some commented how well they were already aware of our services prior. They discussed about their personal issues for advice.
- They valued information about our service and how to make referrals into our service.
- The diversity and varied activities involved in TBFA.
- Found information provided at our stall very useful and other service providers will start to refer to us.
- Lots of interest in non-NHS services in Tower Hamlets community (i.e.: Oviva UK Ltd weight loss service).

- They learned there were OT's in the service. Staff involved are friendly and supportive- a great service. A supporting and MD support via joint working with liaison nurses who do robust assessments.
- Hearing about what we are and thoughts on non-medical referrals into our service.
- Effects of carbon monoxide Smoking cessation support that is available.
- Visitors appreciate our work and team efforts.
- A lot of people did not know we were in mile end hospital so that was good share that simple knowledge. Lots of ideas about joining up to work together on different projects.
- Chance to discuss aspects of autism.
- Liked the train control panel, great project, was not aware of it, enjoyed finding out what BOT was about, enjoyed gifts.
- 1- Very interesting and informative. 2- "Didn't know this service existed in Tower Hamlets, and so much choice for women from early stages of their pregnancy." 3- Happy with the service offered, expectant mother who has book with the Home Birth team, and was able to arrange an appointment the following week to discuss further. 4-"Brilliant explanation and lots of useful literature to cascade to my community. Well done -keep up the good work".
- Nutrition education. They were very pleased to know more about malnutrition in UK and about our work in the community. They were impressed with the estimation of 1.3 million people over the age of 65 living in the UK are suffering from, or are at risk of, malnutrition, and 93% of these are living in the community.
- Visitors really enjoyed the freebies, we did not get any feedback on sheet provided.
- General information on legs and swelling, we had 4 onward referrals to the GP made due to likely concerns, a GP letter template was used. Collaboration and networking was appreciated.

Further comments

- Thank you for lunch it was very tasty.

- A great day - thank you!
- It was a well-planned day, full of interaction with colleagues and some service user.
- Hospital Social work.
- We had great fun doing it and found it a very valuable experience for both visitors and store holders.
- Great event, well integrated!
- Very important event to get to know what's out there in TH. Good publicity as well.
- Thank you for invitation valuable experience to promote what we do and for other people to be able to benefit from look forward to your next event.
- Who won best stall?
- Thank you for a great event (and for the weather!)
- Well done to event organisers, great event put together!
- Thanks for organising it. We are looking forward to the next ones.
- Great Day. Well done.
- Thank you it was a lovely event.
- Please plan another event later in the year.

List of the all services that showcased:

0-19 Integrated Services

Accelerate CIC

Adult Autism Awareness

Adult Respiratory Care and Rehab Team (ARCaRe)

Carers Link Service

Alzheimers society Tower Hamlets

Autism Spectrum Disorder Assessment Service (ASDAS)

Back on track

Community Children Asthma Clinic

Community Geriatrician Service

End of Life Care

Community Learning Disability Service

Community Womens Services
Continence service
Day Opportunities
Diabetes Care Centre, MEH
Foot Health Services - Tower Hamlets CHS
Healthwatch Tower Hamlets
Lotus and Barkantine Birth Centre- Maternity Services
MIND Advocacy Service
Physiotherapy MSK Outpatients
RESET Drug & Alcohol Service
P-RESET
Quit Right Tower Hamlets (Stop smoking service)
Reablement and Sight & Hearing Services
Rethink Mental Illness - Tower Hamlets Carers Support Service
Safe East - Tower Hamlets Young People's Health and Wellbeing Service
Social Prescribing
St Joseph's Hospice Services and Volunteering Opportunities
Thai Boxing Fighters Academy
Tower Hamlets Community Dietetic Service
Tower Hamlets Community Neuro Team including Community SLT Services
Tower Hamlets Digital Portal
Integrated care mental health liaison team
Tower Hamlets Mental Health Crisis Line
A+E Consultation Service
Tower Hamlets Talking Therapies
Visual Care Options
Providence Row
Whizz Kids
Single Point of Access/Urgent Care
THT CEPN/Training Hub