



Tower Hamlets Together Staff Engagement event Evaluation Report

12th July 2016

Merchant Street Community Hall

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On the 12th July 2016 Tower Hamlets Together facilitated a staff engagement event at Merchant Street Community Hall. Staff from All Tower Hamlets Together including the voluntary sector and the CCG were invited to attend.

There were 77 attendees at the event. There may have been more people who attended but failed to sign in on the day. A total of 43 attendees returned completed feedback forms at the end of the event.

Attendee breakdown

Organisational backgrounds of participants:

Barts Health	East London Foundation Trust	London Borough of Tower Hamlets	GP Care/ general practice	Other
61	4	12	4	8

Staff who completed the evaluation form are based in the following services:

- End of life care
- Quality and Governance
- CHS
- Community Nursing
- Children's Community therapies dept
- Community Paeds Physio
- Children's Physiotherapy
- Community Neuro Team
- ArCare
- Clinical Health Psychology

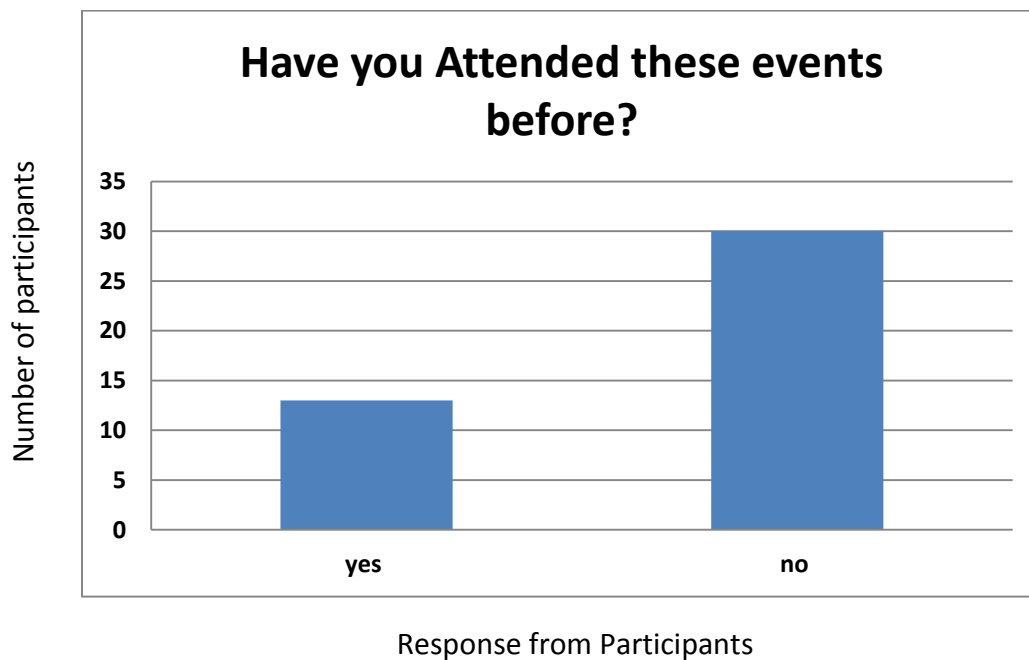
List of roles of participants who attended:

- Administrator x 3
- AHP Lead Therapist x2
- Care Navigators x12
- Children's Occupational Therapist x4
- Community Children's Nurse
- Day Centre Manager
- Diabetes Service Manager
- Health Care Assistant
- Hospital Social worker
- Integrated MH Liaison Nurse
- Interim Senior Practitioner

- Macmillan Specialist Palliative Care social Worker
- Mental Health Nurse Practitioner
- Patient Experience Manager
- Phlebotomist
- Physiotherapist x10
- Practice Development Facilitatorx3
- Respiratory Technician
- Safeguarding Children Adviser
- Social Worker x6
- Speech and language therapist x 4
- Studentsx2

The information below is collated from the returned feedback forms.

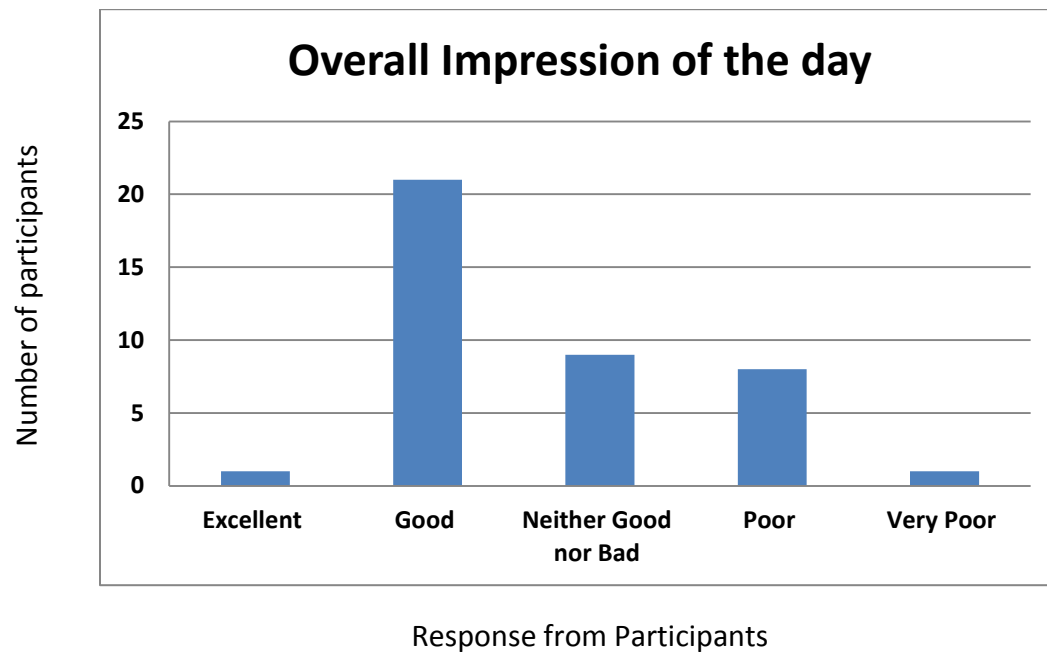
Attendance at previous staff engagement events



‘Where did you hear about this event’:

- A total of 29 participants specified that they heard about this event via Email some specified that this was cascaded down from their line Mangers.
- A total of 8 Participants stated that they heard about this event from colleagues or from their manager
- The remaining forms were left blank and one stated ‘told I had to come’

Overall Impression of the day:



When asked what attendees found most useful about this or past events the following comments were expressed:

- Meeting people from other areas in Tower Hamlets
- Very Little
- I thought this event was meant to be a disseminative of the information regarding the THIPP tenders and how it affects our teams
- It was good to be given the opportunity to think about how we could deliver better outcomes
- Change workshop/activity- the only activity that was clear on what was being asked
- Not really
- Starting to think and plan outcomes based measures
- Additional Intro
- Mixture of professions and services
- Feedback from previous events
- Opportunity to discuss the change with various specialties
- Update on how TH is progressing and developing since
- Now aware of the 'story so far'- what has been achieved
- I liked looking creatively at how community services could improve
- I liked hearing from other clinicians and other trusts
- Interactive workshops
- Networking
- Bring people together
- Exercises made people talk/learn about each other

- Updates: you said, we did
- Little more info on Outcomes
- Opening things up and inviting staff to become involved
- Expressing concerns about change
- Generating enthusiasm and providing real opportunities for staff to sign up to specific change improvement roles also good to see staff from various different backgrounds
- Sharing of information
- Getting different roles and professions together
- Speakers explaining how things will be in the future
- Getting feedback from different areas
- Description of outcome Framework
- Finding out what the objectives of the THT are, how we can change things, what is happening behind the scenes?
- This event was more useful than previous events as tender now decided, liked the focus on outcome measures and acknowledgement that outcomes might not match patients, providers and CCG
- Overview of what THT is about
- Good to hear that THT will work on all outcomes
- Opportunity to work with and meet with range of different people from different organisations and Citizens
- Knowing that there is an outcome project going on

Responses when asked what would attendees like to see being improved:

- Clearer objectives for the day, better information before the event
- A clearer agenda, was not what was expected
- To work in smaller groups specific to service
- The group tasks to be explained more clearly
- Disjointed
- Tasks not clear, need instructions
- Information being communicated not very clear
- Smaller more specific areas
- Better slides, could not view if not close to the screen
- More practical examples of outcomes and models of care
- Be clear from the onset what the meeting is about, it took more then 20mins before I understood what it was about
- Keep to time
- I do not see myself as a 'policy worker' but a front line worker. But need to know what is going on to be able to communicate this to clients and patients
- Was not asked if I had any special requirements when booking and I am visually impaired so could not see the PowerPoint and would be best to have large print less jargon topics explained better, more activities to keep my interest rather than being talked at

- Make sure more Non-qualified staff are involved (Health Care Assistants and unqualified Social Workers)
- More case studies to show how integration is working
- More clarifications on structure
- More initial clarity of the session, I found the outcomes talk was confusing and associated group work seemed less productive then it could have been.
- The practical exercise was unclear- I was not completely sure what was expected
- More information on what service users/ professionals said at interviews
- A little more simplistic terminology as lots of buzz word that mean nothing without context
- More GP involvement
- Better defined activities
- Hopefully more 'concrete' examples of change
- More time to Network

What would attendees would like to see specifically on the agenda at future events?

- Examples of how it is working in practices
- HR invited
- What working groups/work streams you might be able to get involved in to this 'change' process
- Time line of what's next
- More understanding of what TST actually means for me and my patients
- How to make integrated care mire effective
- Feedback from staff on changes
- What should we be saying to patients?
- A better understanding on how change will be implemented
- Ongoing work on outcomes
- Education
- Integrated care joint assessments
- Joint projects and contacts
- Inclusion of all staff
- Mapping out/illustrations of existing working parties/work structures
- Keep updates Q+A from last session and answers that couldn't be provided today and other THIPP/TST sessions
- Retention of skilled staff and acknowledged development of innovation
- Doesn't seem useful or productive seems like it's being done for the sake of doing it
- Increase the structure with facilitation of the event, I am none the wiser with the process of implementing change
- How change will affect specific teams

Additional comments on the day included:

- Unfortunately I was thinking about of all the reports I could have written this afternoon, I didn't feel like a good use of my time
- Not useful
- I haven't learnt anything new at all today
- When did we become Tower Hamlets together?
- Didn't feel like I learnt anything new or anything I can take back to my department
- Pens did not work
- Feedback about mobile EMIS does not reflect our experience we are not able to do much apart from write brief consultations, unable to raise prescriptions or order equipment or refer to other services.
- None of the pens supplied work, waste of resources
- What is Tower Hamlets together? What is the change?
- A bit confused about the outcomes presentation, are they loading on developing outcome? Thought this was service led?
- Good Food and Good Networking
- Please explain Changes brought about first
- Last presentation could have been the first presentation that would have explained everything a lot earlier
- Thank you for the invite very informative evening
- Thank you very informative
- Felt a little lost through the afternoon, not sure about the point of many things we talked about/why we talked about them
- Don't think many items were explained
- Ensure running to correct timings
- Pens were not a very good investment
- Very good many thanks labeling food to make it clear
- Enjoyable, thanks nice refreshments
- Enjoyed the full event will try and attend more
- I nearly didn't attend as I hadn't heard about the name change from THIPP to Tower Hamlets Together, clearer communication need to be made of this change
- Messages to staff and patients could be delivered in less complicated terms or manner- eg most patients do not have effective means of sharing / communicating information between social and mental health teams. Leaflets should give practical examples of what TST will mean for them