

GP Commissioners Briefing Evaluation

Thursday 12th May 2011

Summary

Twenty-eight evaluation forms were handed in at the end of the event. There were 50 people who were recorded as attending the conference. This did not include members of Oldham LINK and the other helpers from Forum4Age. This equated to a 56% return of forms.

Evaluation Comments and Scores

What was your main reason/s for attending the conference?

Information

To make contact with Oldham LINK. To find out what health provision plans there are for Oldham.

To learn more about the changes in NHS.

Like to be kept up to date, and support local groups.

To see how commissioning will be developed e.g. who might provide services (small v international/national orgs as now?)

Information

Information on the latest developments

To keep abreast of local health service changes.

I was invited to the event.

Gain information.

Regarding relative getting care from ADS. Relative would like to be involved.

Carer and public rep. on LINK.

To gain information to pass on to other carers. To represent mental health carers views.

To learn about stuff.

Was invited by Voluntary Action Oldham.

To be more informed about changes.

Follow up from commissioning panel.

Be more informed of what and how the changes will work.

To get information on GP commissioning and particular on accountability once wish to be informed of the developments in the NHS and how I may be involved.

Update of health care in Oldham.

For information to find out what is happening.

Re health services within local community.

To verify information already sorted.

To better understand the GPs perspective.

To find out more about primary care commissioning.

Information, participation, involvement.

Was there anything else you would have liked to have been included?

Yes. Financial state – caused by excessive increase in population – uncontrolled.

A contribution from a patients group on the panel would have helped introduce some balance. GPs on panel very biased towards Health and Social Care Bill – quite uncritically.

Facts – who, when, what will be commissioned, Oldham priorities.

Flowcharts/organisational info on white board and timelines (that way things can be monitored by attendees)

No

No. Maybe more time?

Support for help with housing person/patient.

No – not at this stage.

More information on accountability facility to the public/patients organisation.

Questions covered the omissions.

More answers.

Public health i.e. local government requirement within commissioning services.

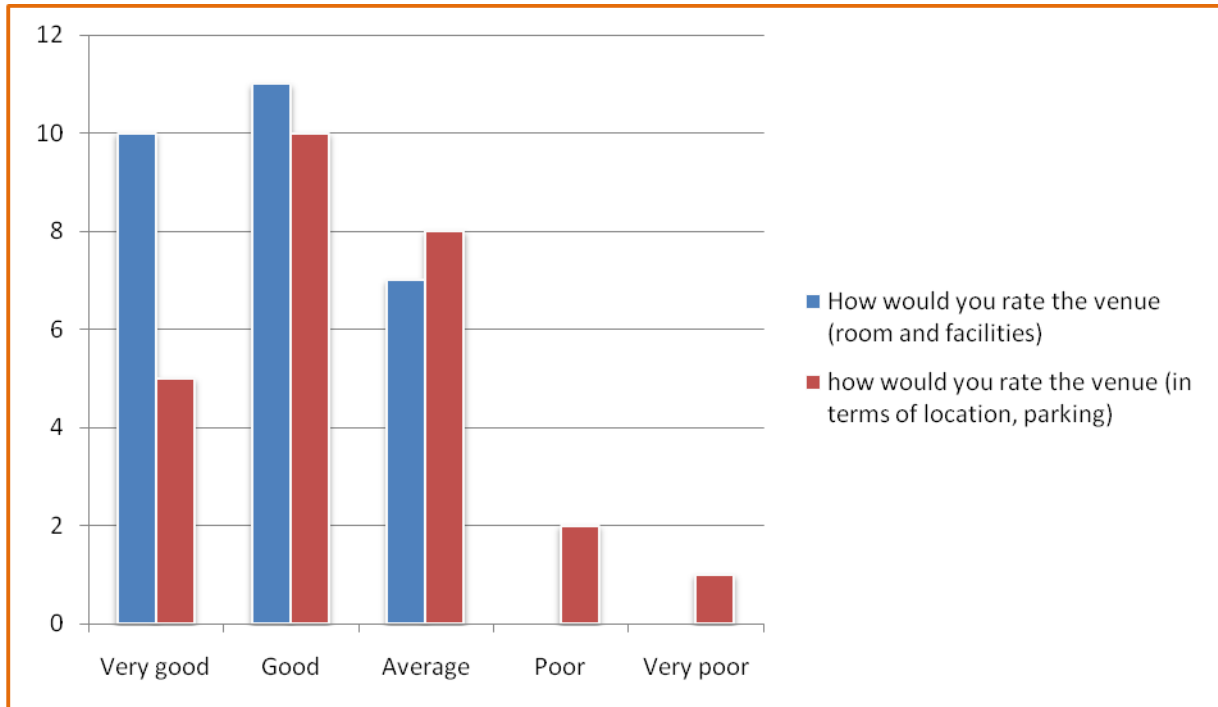
Yes, the question why do we need to alter NHS systems to this degree. If GPs are able to do more why not in the present set up.

Next steps.

How will this way of working manage to avoid postcode lottery of services.

Listen to more

Venue



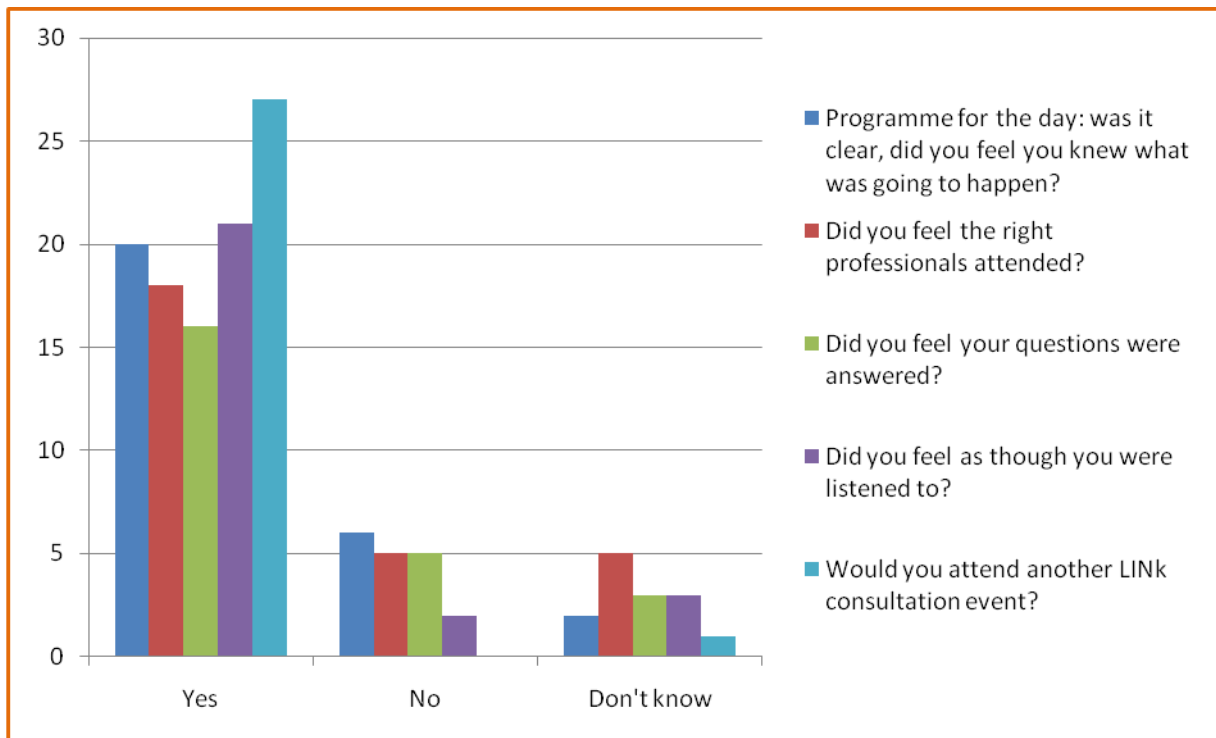
Additional Comments

"Bit cold"

"Cold"

While the venue scored quite well in terms of the room and facilities it did score less well than other places we use. Part of this may have been that the room felt cold to some people as per the above comments. In respect of location and parking the Honeywell Centre scored less well and this may reflect the difficulty some people had in parking.

The event



Additional Comments

Programme for the day

(Not clear) "Prior to event"

Did you feel you were listened to?

"In theory"

"Not always as some people had axes to grind"

Did you feel your questions were answered?

"Didn't ask any"

"Not all"

"Most of them"

"Sort of"

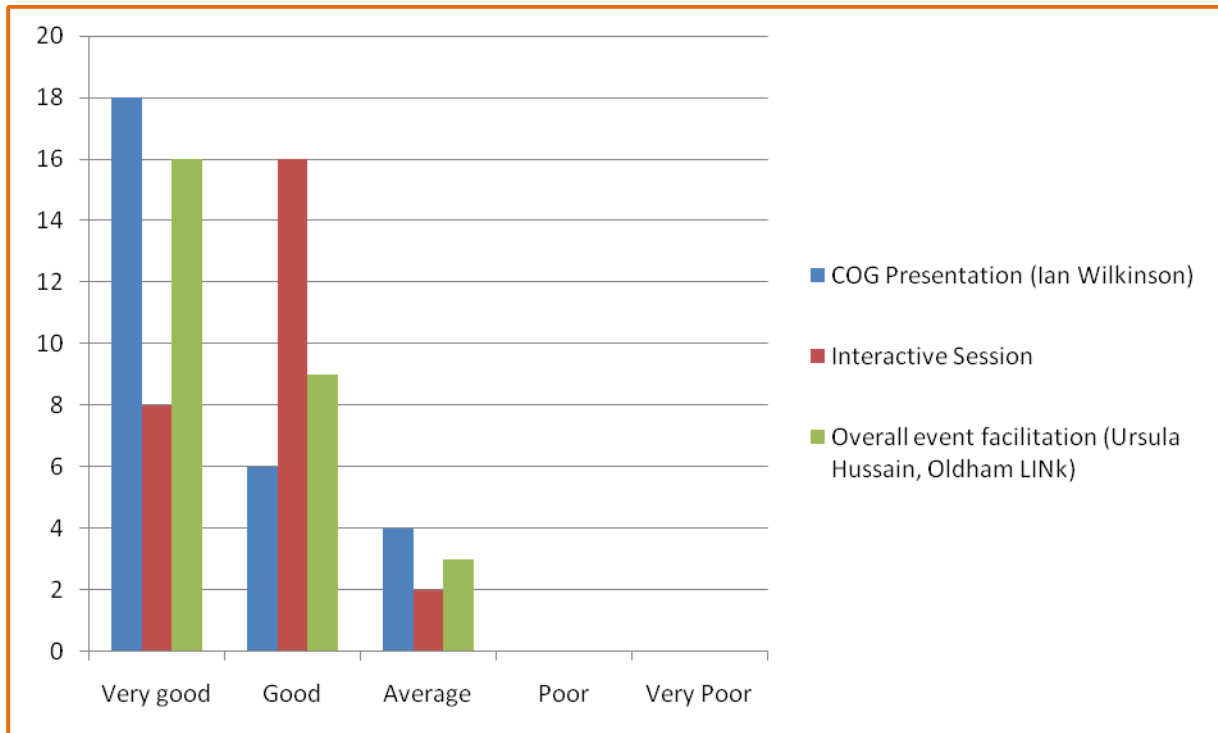
"Not really"

Did you feel the right professionals attended?

"Should have local authority inclusion"

Although most people understood what the event was about and felt things were ok, there were a number of people who were less certain about things. When looking at the comments people have made about the whole day it would appear that some had different expectations about the event. The event however was advertised as a briefing session and not a consultation event.

Presentations



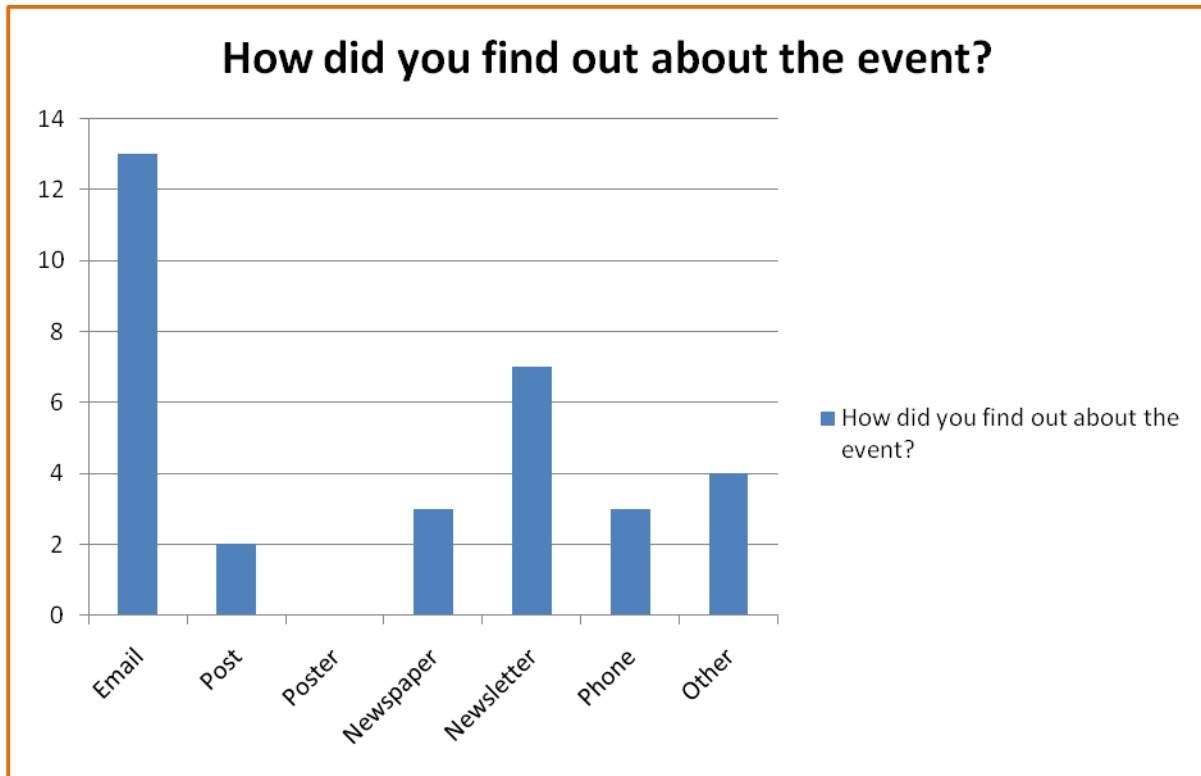
Additional Comments

“Doctor Wilkinson was a very good speaker”

“Excellent all over. Thank you”

Doctor Wilkinson scored highly as a speaker and the event as a whole was well received, although there did appear to be a little confusion around what constituted the ‘interactive session’.

Publicity



Email continues to be the most effective source, and the newsletter is also very useful. Phone calls have been shown to have an impact and this may be underestimated as people may just see this as a reminder about the event, or perhaps a reminder to book on the event. It is quite pleasing that publicity in the local newspaper is able to reach a few people.

Conclusion

This was a well attended event and we possibly missed a few people on signing in as well. It was commented on how well informed the audience were, and this was reflected in the questions that people asked. Although one or two delegates were expecting a debate about the proposed GP Consortium system, the majority of people understood that this was an opportunity to make a connection to the Commissioning for Oldham Group and a chance to ask questions of the GPs who under the proposed new system will bear the major responsibility for commissioning health services in Oldham.