

Evaluation forms from 27th September workshop.

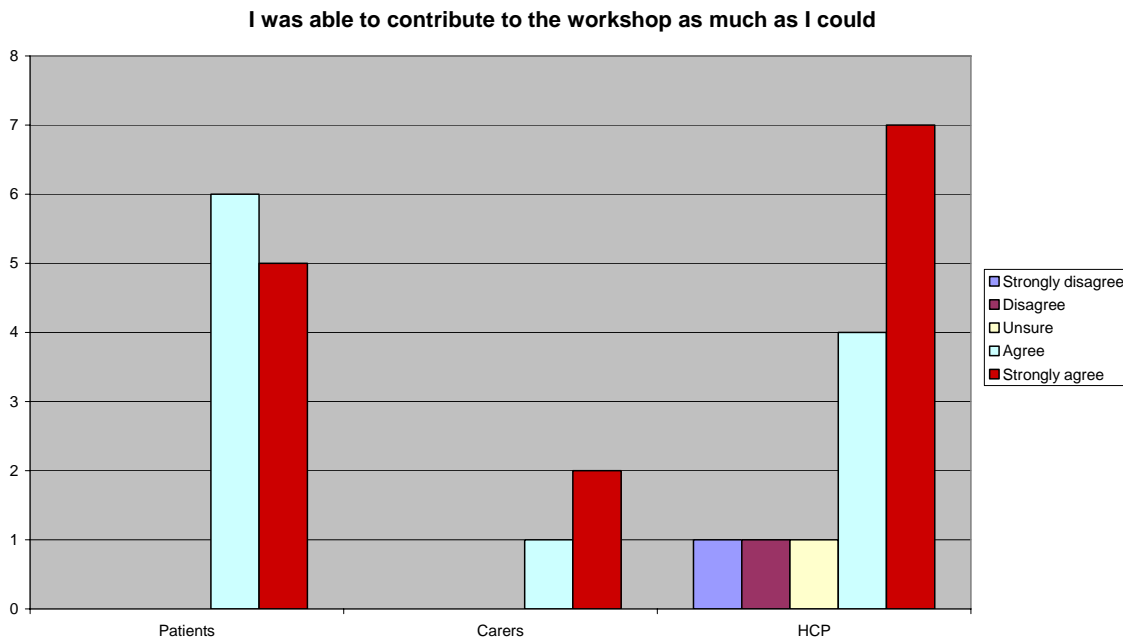
Number of forms returned (total attendees in brackets):

Patients: 11 (11)

Carers: 3 (3)

Health care professionals: 14 (16)

Question 2: I was able to contribute to the workshop as much as I could



Patients

“Good atmosphere generated to encourage participation by people with diabetes, however professionals (especially doctors) curiously enough started to dominate procedures and recorded their views first”

“People were pleasant and helpful. Some things were a bit over my head I felt.”

“The format of the day – working individually/in pairs/in larger groups allowed me to contribute equally to other people”

“Good mix of health care professionals, people with diabetes and carers.”

Carers

“Extremely useful to talk to other patients and health care professionals”

Health care professionals

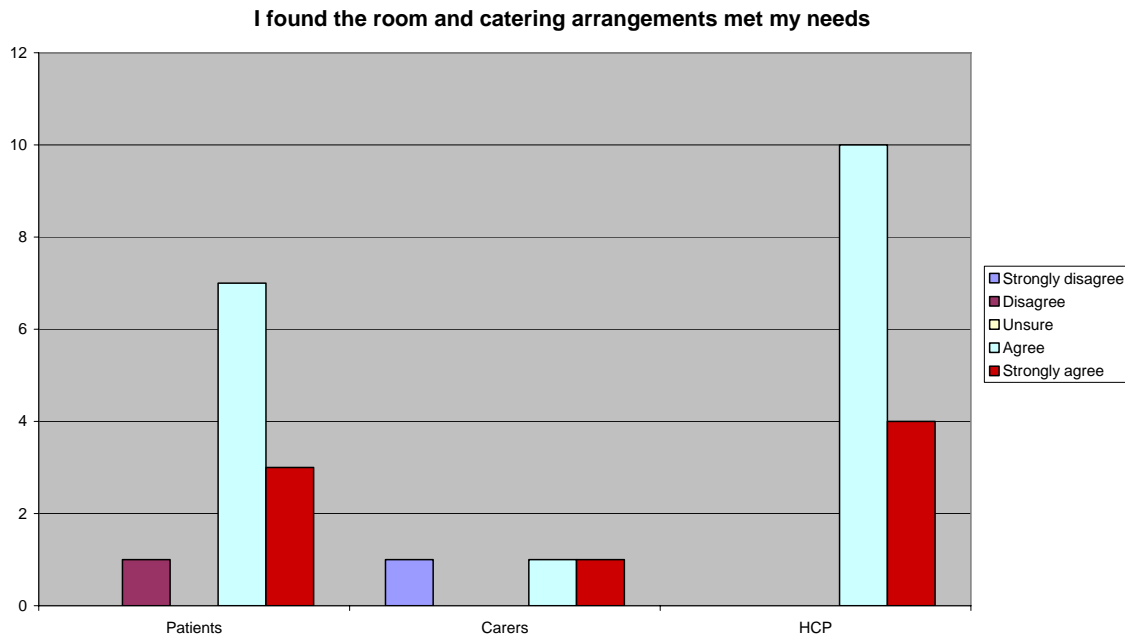
“Well designed day. Great facilitation”

“Not sure how much I added to the day from the workshop point of view. However, I was interested from my own project’s point of view”

“There was some difficulty in discussion sensitive “professional” issues when patients in group. Discussions sometimes strongly influenced by patient perspectives so sessions not as productive or focussed as could be.”

“Great to see such a large patient representation”
 “Could have been used to produce an example of a product by the end of the session”

Question 3: I found the room and catering arrangements met my needs



Patients

“Quite a noisy room”
 “Air conditioning a little chilly”
 “Could have been more choice for vegans”
 “Fruit at morning break welcome but should have included biscuits as people with type 1 insulin also present.”
 “Food was good and plentiful. Tea and coffee could have been hotter”
 “Background noise a little too loud between groups”
 “At times I felt medical professionals dominated mixed groups and the room was too small. I have hearing aids and couldn’t hear that well.”
 “Room comfortable, food excellent”.

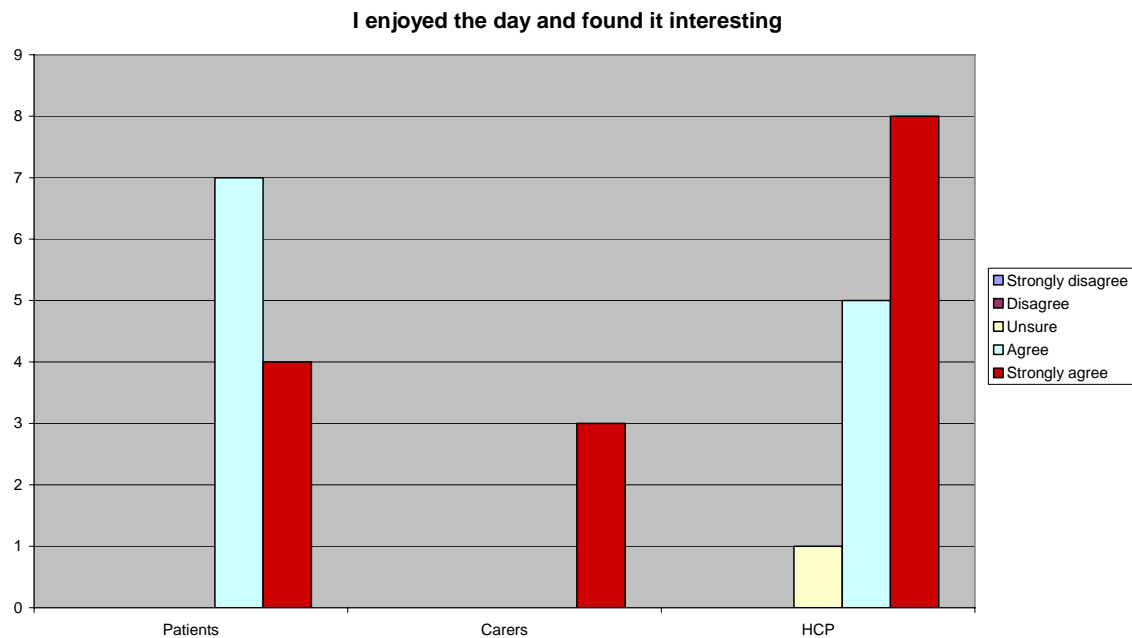
Carers

“The room was fine, the food not as being veggie and vegan not much selection”
 “Acoustics a bit difficult”
 “Very good”

Health care professionals

“Room a little noisy. Baked potatoes terrible”

Question 4: I enjoyed the day and found it interesting



Patients

“Learnt a lot of things I didn’t know from professionals and other diabetics and carers”

“I agree this was an interesting event, but should have included two or three people with diabetes at the final session when professionals talked and discussed among themselves”

“Interesting outcome”

“Interesting to hear other people’s experiences. Felt valued. Not intimidated by health care professionals”

“Very useful but felt some ambiguity about tasks”

“I hope we hear about the outcome of the day – when the work goes national, and also understand the summary of the day will be posted in several days time”

Carers

“learned a lot and found that the doctors etc have a heart too”

“It was illuminating to get the nurse’s perspective, which I hadn’t heard before”

Health care professionals

“I am very interested in receiving feedback. Also interested in how information will then be taken forward.”

“Learned more from meeting patients – the structure of the workshop was very one dimensional”

Question 5: Ways this event could have been improved include...

Patients

“Colour coded badges to be able to help us to define health professional, patients and carers”

“Clarify understanding/expectations of day. My afternoon group focused on what needed to be provided in the electronic record – I hadn’t understood that was what we were looking at.”

“For more younger people (16 – 24) or their parents to have their say”

“Working more than one group to a table caused some difficult noise problems”

“Feedback very slow 2007”

“Be clearer about issues to be identified i.e. positive or negative.

Better balance between patients and health professionals in mixed groups – I was in a minority.

Better sized room for better sound acoustics for people with hearing difficulties.”

“None”

“Unable to add anything. This was a very well thought out day, thank you.”

Carers

“Nicer coloured paper (only joking!)”

“Prior knowledge of exercises might have enabled me to marshal my thoughts a bit beforehand and stick to the point in discussion”

Health care professionals

“More condensed timetable e.g. held during a morning as lots of breaks/coffee. Parking was a problem.”

“I am quite unclear about what kind of product you will get from the day i.e. how are you going to be able to assimilate the information written on the coloured forms. All of the discussion I listened to or was involved in was quite philosophical and rarely got down to specifics”

“Clearer firmer boundaries within which to focus the ideas and thoughts.

Clearer explanation at the start of objectives and aims of the workshop”.

“Going off in groups to design a whole ‘spread sheet’ working example of a ‘situation’”

“Get coffee from Starbucks”

“I think it was a successful event and think that there is little that could be improved”

Question 6: Other observations that might be helpful

Patients

“Nice handy venue into Newcastle, enjoyable day, lovely food.”

“When patients were left on their own during periods to allow professionals to compare comments, there was no lead supplied as to how feedback could be arranged, so a slight loss of impetus felt.”

“Informed by a GP that children with diabetes were not to be included, but no explanation given as to this omission”

“Well done. Felt everyone had opportunity to contribute. Really interesting to read the ‘wall paper’ and don’t envy whoever has the responsibility for pulling it together”

“Label vegetarian food please! A bit of a lottery!”

“Very welcoming to patients and I felt equal to anyone here today. Thank you.”

Carers

“Collaborative working usually reflects the views of the more dominant group members...”

Health care professionals

“Health care professionals have highly developed views and understandings of their relationships with patients. I’m not sure where the views of each meet.”

“Patient representatives appeared to be of a similar age and retired. Views therefore may not be representative of many people with diabetes (e.g. age 20 plus in employment). Overall very interesting day with good networking opportunity.”

“Maybe I am ahead of where this project is at, but therefore (or because of this) was a little disappointed.”

“Very important to have follow through (as promised by Sue!). ?DOaS website. Very well facilitated.”

