

## Evaluation forms from 5<sup>th</sup> October workshop.

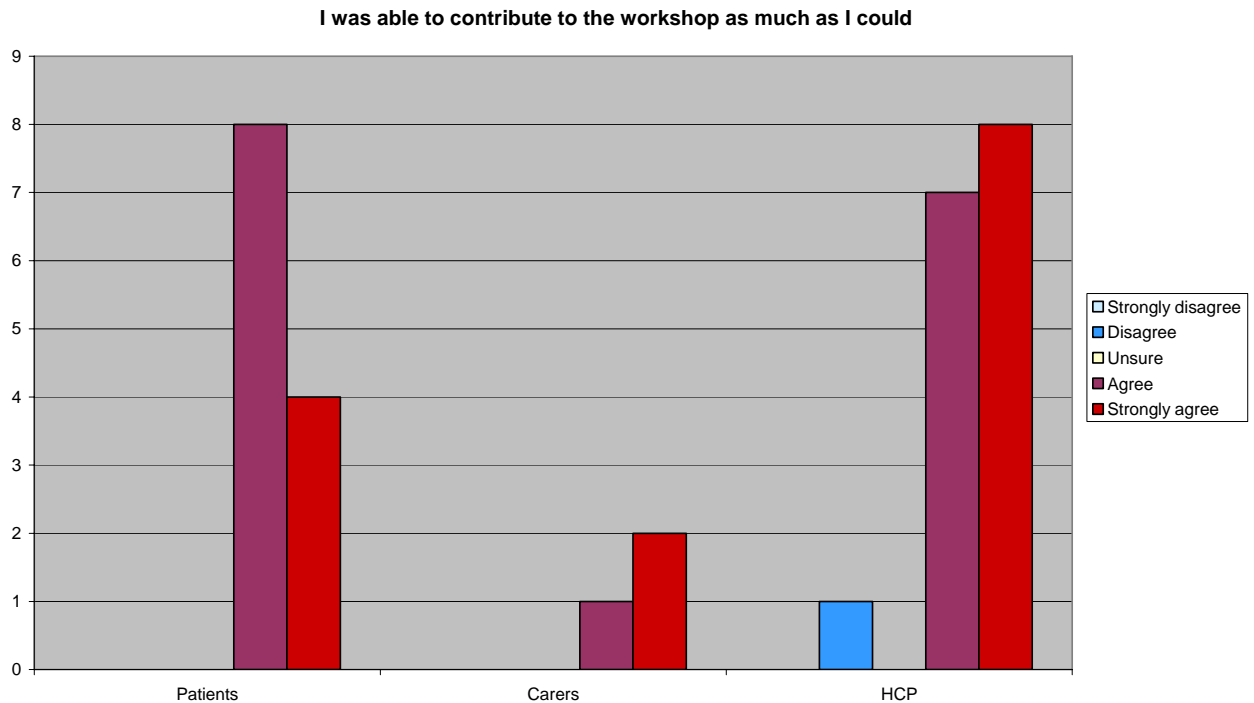
Number of forms returned (total attendees in brackets):

Patients: 12 (12)

Carers: 3 (3)

Health care professionals: 16 (16)

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



#### Patients

“Excellent – I hope it is as beneficial to clinicians as for me.”

“Enjoyed sharing experiences and information with everyone.”

“Really enjoyed workshop approach and the rotational aspect – cross-fertilisation of ideas and experiences.”

“Felt my comments were listened to by professionals”

#### Carers

“I found that the professionals listened to me more than I thought they would.”

#### Health care professionals

“I arrived late” (as to why wasn’t able to contribute as much as possible)

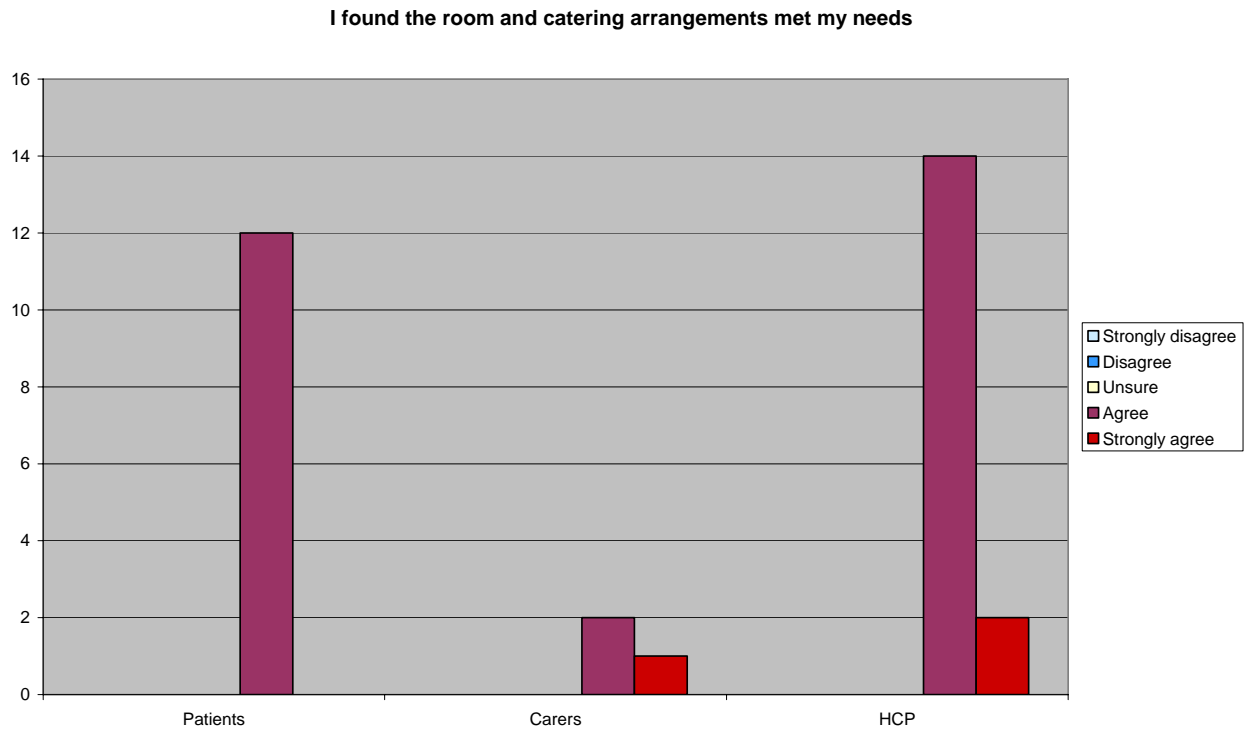
“Workshop design conducive to all people to participate.”

“Good and interactive.”

“In one group there was a good deal of initial antagonism to my profession which was slow to dissolve.”

“Good interaction between health care professionals and patients. Valuable insight into patient experience of the service.”

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



#### Patients

“Some good GI food (still evidence of white bread).”

#### Carers

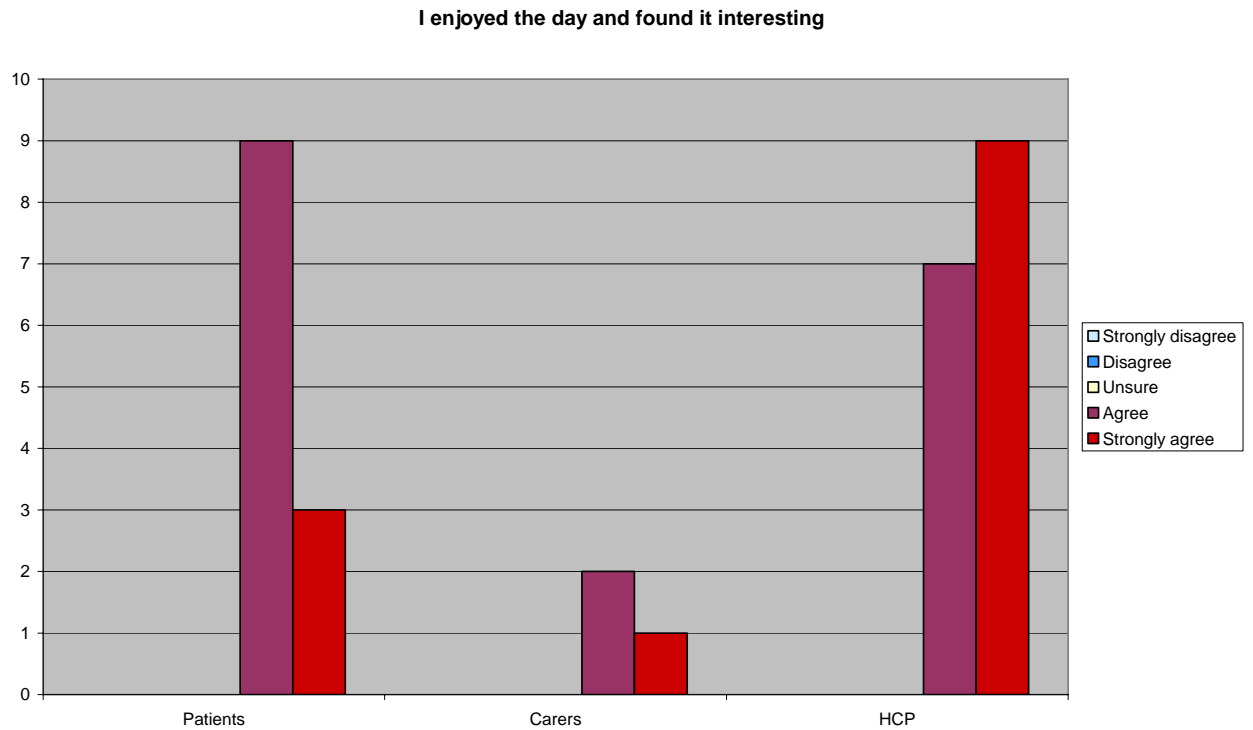
“Some spiced food not welcome. Enjoy English.”

#### Health care professionals

“Venue needs better signage! Rest fine.”

“Excellent, good venue, good car parking.”

## Question 4: I enjoyed the day and found it interesting



### Patients

“Helped motivate me and made me more positive and optimistic.”

“Interesting to compare experiences with fellow patients, particularly the difference in care within the North East.”

“Excellent opportunity to work with other diabetics and clinicians in a new context.”

### Carers

No comments

### Health care professionals

“I think the first session was the best – the second and third tasks were more difficult to tackle and I think people got fatigued trying to think of things again and again.”

“Interesting to meet others from other areas.”

“Informal and enjoyable.”

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

### **Patients**

"Hold it in Newcastle – hard to get to the Team Valley."

"Compulsory introduction on individual tables."

"To have received the information about the workshop sooner – as I only received my letter at 12 noon the day before."

"Larger room may have been useful for some. More time to discuss issues."

"A more detailed structure of the day would have been helpful, and details provided earlier."

"More information prior to the meeting could have made me better prepared for the conference."

"None – it was perfect for me – intense, structured, progressive, clear outcomes from the work."

### **Carers**

"Happy with things the way they were."

### **Health care professionals**

"It might have been more helpful to concentrate on task one more, so that we looked at the situations in more depth."

"Better public transport links."

"Give outline of structure of day at the beginning."

Brief introduction from attendees.

Provide information at start of day re locality of toilets etc.

Give advice at start of day re points to keep the groups on track."

"It would be good to do this separately with people who have diabetes and clinicians. I felt that I always gave way to the patient's view."

"Some pre-selection of members of groups to maintain a balance in participant groups – but not sure how you'd achieve this."

"Brief introduction of who's who."

"More feedback on what other groups were discussing and concluding."

"A lot of content packed in."

## **Question 6: Other observations that might be helpful**

### **Patients**

"One of the better workshops. Good."

"Useful to have a say from the patient's point of view."

"More education and meetings to help everyone. Learned a lot one what to do."

"This was a fantastic opportunity to engage with like-minded people – I feel invigorated by the experience."

"Enjoyable opportunity to have views considered."

### **Carers**

No comments

### **Health care professionals**

“Felt that at some points the issue of patient records was overlooked – more concentrating on communication by clinicians/clinical practice etc. Maybe try to keep people on track a little more.”

“Final exercise conceptually unclear.”

“If I know what the electronic patient record will look like, I will contribute more effectively.”

“Some attendees had problems finding venue. Could have provided sweeteners.”

“Excellent facilitation – many thanks for the opportunity.”

“Came as an IT project manager but was able to join in discussion and found it very informative. A very useful session to help us planning our bradyarrhythmia session.”

