

TABLE TOP COMMENTS

Topic 4: *One of the main aims of the self-care and prevention programme is to support people to have skills, confidence and tools to manage and take control of their own health and wellbeing. With this in mind. Q1. Do people know how to self-care and where to go for information, advice and support if they need it? Q2. How can we improve self-care messages and what might we do differently? Q3. Do people feel involved and listened to when having conversations about their medical or social care needs? Q4. If not what needs to change to make this happen?*

- Not heard – GP's read off the screen
- GP to encourage patients with Self Care
- Patients know what to expect and when
- How can things change if no feedback mechanism?
- Plan – improvement plan at the surgery in signs things off re PPG – activities
- Need to improve communication channels in appropriate staff/training / newsletters/using wall space / media board
- Notice boards need regular updating
- Access people outside of usual health areas
- Use waiting areas – tv screens
- Need a consistent message
- What do people find most difficult about looking after self?

Resources

- Social prescribers
- Sign post to groups
- Booklet with local groups for patients at Haigh Hall/ can this be taken up by other Health Centres
- Health practice champions – arrange walking groups, coffee mornings
- Social media - Facebook, Instagram, promote health messages
- Social media works for many but not all
- TV campaign
- Newsletters on noticeboard
- Tailor messages to client groups
- PPG visit to old people's homes to talk about Care Navigation
- Health messages on GP tv screen/ who finances?
- Don't feel I have a voice/ listening to patients
- Patients to be proactive
- Sign posting patients to correct services
- Support group meetings – peer support – communities

- Promoting self-care – local community events
- Self-Care champions who are part of community partnerships – need work holistically
- How direct do we need to be with patients?
- Start young to promote
- Get children on board to help educate their families
- Follow up A&E visits with patients/ was this appropriate
- Good information on line about Self-care
- How can we get messages out to people who aren't already engaged
- PPG members can have a role in the power of conversations
- Support people who are lonely/isolated
- Community connectors – influences neighbourhoods lost sense of neighbourliness over time – needs to be re-developed – 'neighbourhood watch' model
- Needs to be promoted at community engagement level
- PPG examples – putting on play about dementia
- More consistency in resources, funding and opportunity
- Carers looking after others before self, therefore difficult to selfcare
- People too relaxed about own health – sometimes they leave it too late
- PPG's to approach people face to face to get message across
- Change language to: 'how can you manage your condition' as opposed to 'what can we do for you'
- Promote in workplace
- Health trainers worked - continue this approach
- Chemist before GP/ need to advertise more prominently