

Care Navigation Campaign Log
Form completed by: Laila Ahmed

Date	Materials taken	Contact name	Where will materials be displayed/distributed	How will information be shared e.g. email, newsletter article, meeting, social media, website etc	How many people will the information reach (estimate)	Which protected groups has the information been shared with / discussed with	Feedback received
26/11/2018	female and community flyer		Anand Mian Hindu Temple	meeting	70	South Asian Indian , over 50s, both male and female	were not aware of the changes
26/11/2018	male and community flyer	Michael Pascale	Safer Forum (total 18 VCs) projects	meeting	£290	BAME, elderly, disability , women, young people, males	leads and volunteers to take out to their members
27/11/2018	main community & female flyer	Liz Firth	Maternity Voices Partnership - main meeting (VCS groups)	meeting	90	women	
28/11/2018	main community & female flyer and link	Liz Firth	Maternity Voices Partnership	Social Media	100	women	
28/11/2018	male and female flyer, community flyer, web link	Wendy Collins	CNET	Social Media	800	BAME, Faith, Ability, Age , Sexuality	Not face to face contact
04/12/2018	female flyer	Alison Brown	Bevan House	group session	30	asylum refugees, females	
06/12/2018	female flyer	Sonia Fayyaz	Girlington Community Centre	group session	100	South Asian , male and female , different ages, Muslim	
06/12/2018	female flyer	Aliyya Khan	Bradford Doulas	group sessions and training for volunteers	45	women, white and Asian	
07/12/2018	female flyers	Lubna Khalid	Women's Zone	group session (Elderly & Happy Group)	60	South Asian BAME	
07/12/2018	male and female flyers	Maggie Pearce	Baisan	group sessions (5)	100	BAME, male and female , low incomes , all ages	
08/12/2018	female flyers and link	Sheena Hussain	Islam Bradford	Notice board	75	BAME, females , 20 - 70 years	Albanian, Moroccan, Syrian, Rwandan, Eritrean
6th December 2018	Flyers and Tablet to play video on	Sonja Peers - Khalil Ahmed	Horton Park Primary Self Care Event - Spoke to attending parents, staff and other stall holders and gave out leaflets individually including to the Parent Involvement Worker at school, colleagues from Trident and Better Start Bradford	Face to face discussions and take away leaflets. Colleagues from Bradford Trident, and Better Start and the school agreed to share information with wider members of the population that they are connected with.	50	General population living in and around the Bradford 5 area. Spoke with a Kurdish lady and a gentlemen who is registered at Bevan House	Overall positive response from those we spoke to once the benefits of Care Navigation were explained. Some people confirmed that this was happening in their surgery already - Horton Park Surgery has a banner outside and staff are asking patients the questions before giving appointments
11th December	Flyers , posters and video	Sonja Peers - Sarah Carlin	HALE full team meeting - Presented Care Navigation to those in attendance, including, Community Connectors, Befriending and Advocacy Team, Wellbeing and Social Group Facilitators, Hypertension Outreach Team, Warm Homes Team and Young Peoples Team.	Provided team with an overview of Care Navigation and provided team with promotional flyers and posters to be used in their everyday community based activities and engagement with clients	60 at least, although I am confident that the team will continue to disseminate the information widely	Most vulnerable members of the population who are already engaging with a HALE service	Overall positive response to Care Navigation Model. Comments included they had heard about it on the radio and in the local T & A. Also a couple of practices were mentioned as actively promoting this including Horton Park, a, BD3 Practice and the University Practice. However most connectors said they haven't seen anything about it in practices yet.
10th December	Flyers, poster	Khalil Ahmed - Omar Sardar	The Vine, Parsonage Rd, Bradford BD4 8PL - Conversation with attending families and other stall holders primarily from the BD4 area. Better Start Bradford Staff and Trident Staff (BD5) gave out leaflets to all attending organisations including A3 posters to display in their offices and A5 leaflets to families. Discussion on the benefits of the new system and how they will be supported through their own GP practice	Face to face discussions and take away leaflets. More colleagues from Bradford Trident, and Better Start and other organisations were happy to display the large leaflets in their offices	150	Parents with young children accessing services in the BD4 area	Overall very positive response to Care Navigation. Some had heard about the service through their GP surgeries and childrens nurseries
13th December	Flyers, poster	Khalil Ahmed - Omar Sardar	Community Works Undercliffe La, Bradford BD3 0DW - Conversation and leaflets given to attending families (predominantly females with young children) in the BD3 area. 11 Outside Organisations (Forster College, Bradford Trident, Bradford Doulas, City Connect, Horton Housing, Connecting Opportunities, WomenZone, HENRY, Better Place, Born In Bradford	Face to face conversation and leaflets given to take away. Also leaflets for Hale and BTM given if they wanted to discuss any further details or invite us to any upcoming events. Organisations given A3 large flyer and some smaller flyers to distribute to their staff in respective offices	250	Parents with young children accessing services in the BD3 area	Overall very positive response to Care Navigation. There were some concerns on requirement to discuss personal medical matters with reception staff and the continuing difficulty of trying to get a GP's appointment
	Male flyer and female flyers	Lincoln Anderson	Marshfield Odsal Bankfoot Enterprise (Mobe)		38		
			Park Lane Centre				
12/12/2018	Women Health Network	Mitchelle Taylor	Via WHN network members	via meeting and email			
17/12/2018	Male flyer and female flyers	Mohammed Ibrahim	Khidmet Centre	Notice board	150	Male and Female, white, Elderly, BAME	
17/12/2018	Male flyer and female flyers	Firdos Hussain	West Bowling Community Centre	4 Notice boards and Tutors to give out info	40	Male and Female, mix age group, 19years upwards BME	Interpreter required to give out info
18/12/2018	Male flyer and female flyers	Mohammed Mahviya Hussain	Karmad Community Centre	2 Notice boards	100	Male and Female, Elderly/Kids, BME, Eastern European	Interpreter required to give out info
18/12/2018	Male flyer and female flyers	Emma ward	Killinghall Primary School	2 Notice boards	200+	Male and Female Mixed and BME	
3rd January 2019	Flyers	Sonja Peers	Baldon Wellbeing Cafe - Monthly Group which meet at the Moravian Church Hall, West Fold, Baldon	Face to face discussions and take away leaflets. Volunteers from Moravian Church present along with wellbeing cafe clients wider members of the population that they are connected with.	60	Older people who have become socially isolated	Positive response from some attendees with one person sharing their positive experience about the speed and ease of being referred into Physio first. Some people didn't feel comfortable about having to talk to the receptionist in more detail about their private health issues.
11th January 2019	Flyers, posters, pull up banner	Khalil Ahmed	Wibsey Wellbeing Cafe - Beacon Road, BD6. Elderly persons tea and entertainment monthly event supported by Volunteers and carers. Most struggled with the small print on the leaflets so we talked face to face to small groups at each table and explained Care Nav	Face to face conversation and pull up banner to aid display of information	40	Retired elderly people, some in sheltered accommodation. Meet up for social session with live entertainment and tea once a month	Didn't really understand how it would affect them. Some struggled with their hearing whilst others preferred to talk to their GP
15th January 2019	Flyers and posters	Rachel Greene	Guys and Dolls older persons social group - Windhill Green Surgery, Thackley old Road, BD18 1QB. Small group discussion with question and answers and feedback from 1 participant who had been through the Care Nav service	Face to face conversations with take home flyers and poster	30	This groups is specifically for older people who have additional learning and physical needs and are socially isolated	Very positive response from most participants but some were concerned regarding confidentiality and still being unable to see their GP. However, all were in agreement that if the service leads to GP's being able to see patients quicker it has to be a good thing.
16th January 2019	Flyers,	Sonja Peers and Khalil Ahmed	Townend Surgery Patient Participation Group, Practice Manager, Business Development Manager. Discussion about Care Navigation and how this could be promoted to wider patients.	Face to Face conversations with take home flyers.	25	Members of the PPG who can share information across their networks throughout Settle	Generally the discussion was positive although the PPG members expressed concerns about reception staff trying to diagnose patients and the possibility of being sent to the wrong person, therefore this causing further work.
17th January 2019	Flyers, posters, pull up banner	Sonja Peers	Sewing Group - Weekly group that aims to support people who have low level mental health needs whilst enabling them to develop or enhance sewing skills.	Face to Face conversations with take home flyers.	15	Attended by some individuals who have low level mental health needs and attend the sewing group as a therapeutic intervention	This group seemed more concerned about the process of Care Navigation and didn't like the idea of having to talk through their private health needs with the reception team. They felt that the way practices are set up don't allow for private discussions at the reception desk. Although we tried to promote the positives that should come with Care Navigation they seemed quite determined about how they felt.

17th January 2019	Flyers, Posters, pull up banner	Sonja Peers	Knit and Natter Group - Weekly social group to reduce loneliness and isolation.	Face to face conversations with take home flyers and poster	20	A mixed group of attendees with varying ages and abilities.	The group seemed divided in their views. Some felt it was very positive We had a lady that spoke highly of the reception staff at her surgery. Some members were less positive and shared concerns about providing receptionists with more information about their personal situation.
17th January 2019	Flyers, Poster, pull up banner	Sonja Peers	Baldon Buddies Group - Weekly group for people 50+	Face to Face discussion with take home flyers	25	A mixed group of attendees with varying ages and abilities.	This was a really good discussion with the overall majority seeing the benefits of Care Navigation. One lady shared her experience of having a direct referral made via the reception team although she didnt know that this was Care Navigation. Some members confirmed that they had seen the information posters and leaflets in their surgery but didnt know much about it. we also had a really good discussion about what support can be given from the pharmacist.
17th January 2019	Flyers, Posters, pull up banner	Khalil Ahmed	Thornton Wellbeing Cafe	Face to Face discussion with take home flyers	60	Aimed at older people with mixed abilities.	Really positive discussion and response with many people pleased that the information was being given to them. As a group they hadn't heard about it or seen anything about Care Navigation up to this point. The group can see the benefits of this and particularly if it frees up G.P appointments
17th January 2019	Care Navigation - British Sign Language (BSL)	Omar Sadar	N/A	Discussion following th use of visual aids	15	This was with a Deaf group	Some struggled with the concept as all would need an interpreter to book appointments so not sure how this would work for people who have this as an additional need. I will revisit this once I have created other materials to help explain Care Nav and when we have a full group
18th January 2019	What is Care Navigation Conexus Healthcare	Omar Sadar	N/A		30	Adults with Learning Disabilities	All gave very positive feedback and in favour of care nav. The group felt that if they are able to see someone quicker and was directed to the right people then happy with care nav.