



**Summary Evaluation NWS Lancashire Community
Engagement Event: The Grand Venue, 2 Harrison
Street, Blackburn, BB2 2JN**

Date: 28 October 2019

CONTENTS	PAGE NUMBER
Introduction	3
Background and context	3
Feedback themes extracted for Paramedic Emergency Services (PES)	3
Feedback themes extracted for Patient Transport Service (PTS)	5
Feedback themes extracted from NHS 111	6
Event feedback	6
Q&A Session	8
Recommendations	8
3 Things For Improvement At The Next Event	9
Appendix 1	10

Introduction

This document provides a summary evaluation of feedback and themes from the North West Ambulance Service NHS Trust (NWAS) Lancashire community engagement event held on Monday 28 October 2019.

Background and context

41 persons attended the event from various community groups in and around the Blackburn area of Lancashire including from Carers Link, Deafway Preston, Lancashire Council of Mosques, Inter Madrassah Organisation Charity, Lancashire Mind to name a few. The main outcome for NWAS staging the event was to engage with and listen to the local communities and to share understanding and awareness with community group attendees in relation to the main Ambulance service lines of Patient Transport Service (PTS), Paramedic Emergency Service (PES) and NHS111. This information was delivered using brief lightning talks (5 minute briefs) and followed closely with related workshops where attendees were able to participate in a facilitated exercise to provide their insight, thoughts and feedback. Participants were also given an opportunity throughout the day to place any questions they had on a question flip chart using post it notes. A Q&A session concluded the event agenda.

The workshop exercise designed on PTS was for participants to consider every aspect of the patient journey and to tell us what individuals thought would make an excellent patient experience, so from making a booking, to the journey to the hospital and returning patients home safely again.

On PES participants were provided a topic every five minutes and were asked to write down the first three words that sprung to mind. The most words used were collated in descending order for further discussion.

On our NHS 111 service we asked what was most important to users when they engage with the NHS111 service – we used 5 paper bowls each with different topic labels which had been extracted from our NWAS postal patient surveys. These were: Helpful Advice, NHS111 Availability, Reassurance, Accessibility, Knowledge and Compassionate and Understanding Care. Each participant was given five tiny pompom balls of various colours –and asked to either put them all in one bowl or to split their balls across the different bowls to indicate the level of importance for each topic. The reasoning behind why some bowls had more pompom balls than others were also discussed.

Feedback themes extracted for Paramedic Emergency Services (PES)

Feedback themes came from guests being asked to pick the first word that comes to mind with the topics **999 Call, emergency and response time**. Feedback was recorded on activity and facilitator pro-forma sheets respectively.

Information /Communication/Education

- What exactly is an emergency?
- Difference between a call taker and dispatcher – the group did not know the difference.
- Ambulance – If you call 999, you get an ambulance.
- Cardiac arrest is an emergency, what about a stroke?
- Education in CPR needs improving – more education is needed in not only schools but everyone.
- Experience of both NWS and the ambulance service in the US - similar in terms of the triage process
- Participants discussed how Ambulance as a TV series has educated a lot of people including them on the different services NWS provide.
- Getting an ambulance makes you first priority in hospital – “beat queue”. Asian community think this (most).

Access to care

- Are we always going to get that help?
- Quick – What time will they come?
- Needs to be dealt with there and then, it can't wait.
- Care – It is a case of how would I as a deaf person; communicate the emergency need/care for a deaf person? Maybe you could communicate using an ID card.
- Register text service – needs to be promoted
- 6 C's – Covers all aspects
- Important for call handlers to have the ability to deal with the challenges of mental health which is rising.

Emotional support

- Dying – harsh world
- Assurance that the person is listening to you and has understood what your needs are. This leaves you with confidence that the right care is provided.
- Important to have the knowledge available of what people need to do in an emergency to reduce fear of ringing 999.

Dignity and Respect

- Kindness
- Treated with respect
- Vulnerable – a friendly approachable person to be dealing with your care and needs.
- The first point of contact has to be the right person to ensure the patients' needs are met.
- Human touch – you are the most important person at that point.

Feedback themes extracted for Patient Transport Service (PTS)

Feedback themes came from discussions around five elements of the patient journey that guests were asked to comment on. These were: **booking your transport, journey to hospital, arrival at hospital, pick up from hospital, journey home from hospital and drop off at home.** The feedback themes shown below have been taken from activity and facilitator pro-forma sheets respectively:

Information /Communication/Education

- Raise awareness in communities on how to access PTS Ambulance services – BME have low levels of awareness of the PTS service.
- It needs to be easy to book.
- They ask you to be ready 2 hours before; older people do not like to be late.
- Unaware about PTS and the role of the driver.
- Importance of staff being aware of safeguarding risk signs when picking patients up.
- Concern about how rigid the eligibility criteria is and it needs to be much lower.

Access to care

- Assess the need of the patient – escort, wheelchair user, special needs (i.e. front seat or back seat in car)
- How would you meet a Language barrier?
- Make it straightforward. Confirm by text/email.

Patient Safety

- Communication – It is important that the needs of patients are communicated with VCD.
- Expectations of staff/volunteers to help if patients needed support to get back into their home.

Dignity and Respect

- PTS respects you as a family
- “Extra mile” – Blankets to keep you warm, keeping you settled, collection from hospital, secure wheelchair, take you to the specific place in the hospital i.e. specific ward or department.

Continuity of care

- GP appointments send you a text – do you have another contact if patient has dementia?
- Concerns on how there is a lot of waiting around before and from appointments.
- How PTS links with providers/hospitals should be explained.

Feedback themes extracted from NHS 111

Feedback themes were extracted from discussions on what is or would be most important to users when they engage with our NHS 111 service, choosing from; Helpful Advice, NHS111 availability, Reassurance, Accessibility, Knowledge and Compassionate and understanding care.

Information /Communication/Education

- Important to raise awareness on the benefits of 111, such as avoiding AED and getting appropriate care, fast.
- Do not know it is available 24 hours a day
- Is the service free?
- Not always sure what it is i.e. Coughing up blood – need that reassurance so should call 111.
- Perception of - It can take a long time for a doctor/nurse to ring you back, up to 2 hours.
- Conditions to ring 111 – temperature.

Access to care

- Accessibility – Needs to be available and easy to use.
- Availability – Somebody local needs to be able to see us.
- Some of the deaf community prefer BSL rather than in English, use VRS (video relay service) Is 111 accessible to all (deaf)
- A couple found that 111 online did not work for them.

Event feedback

Attendees were requested to complete individual event evaluation forms, including where it was staged, the quality of refreshments/ food made available and speaker facilitation of workshops. The forms asked attendees to highlight the three main things they liked and also the three things that could be improved. Feedback is detailed below using chart 1 and chart 2. The level of information provided including becoming more aware of NWS services through practical involvement using workshops is what attendees liked the most. More publicity for the event, a specific networking period, provision of recruitment information and use of interpreters for the deaf community were some of the requests for improving the next event.

Chart 1: The three main things liked by attendees

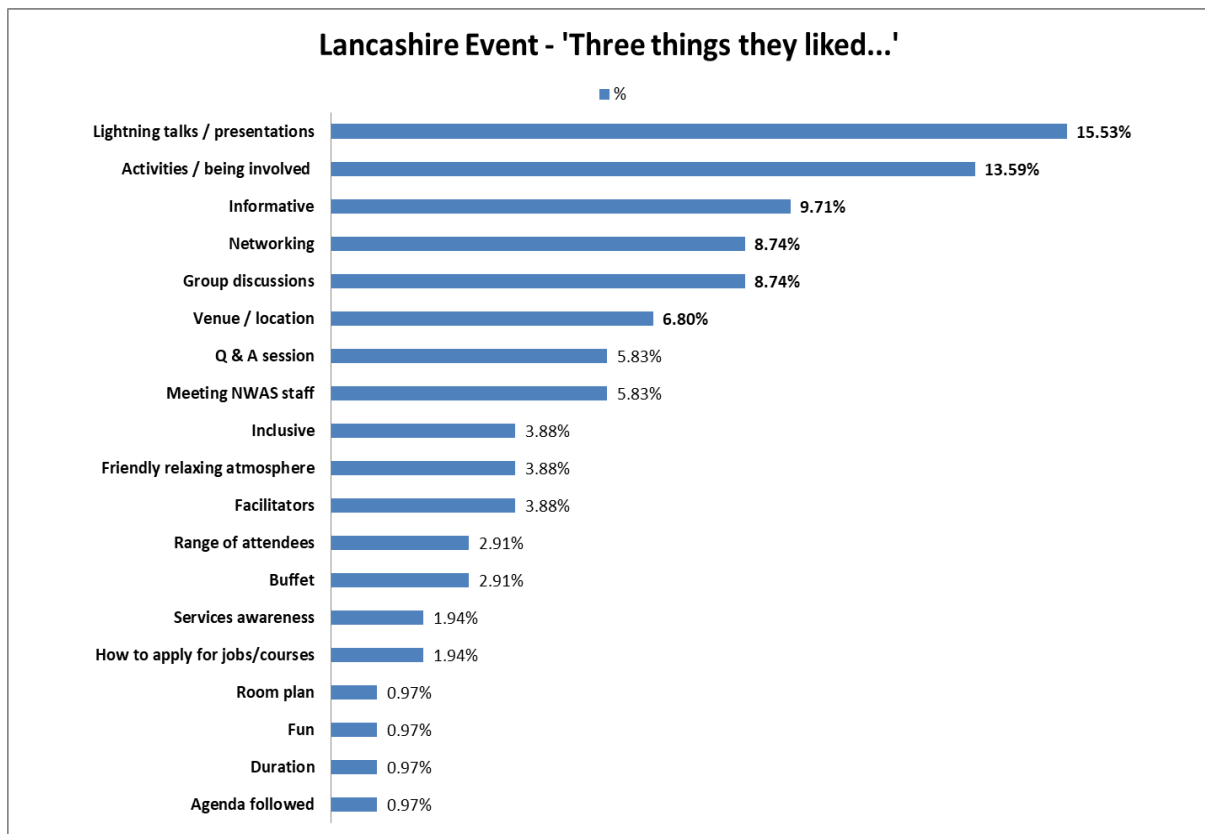
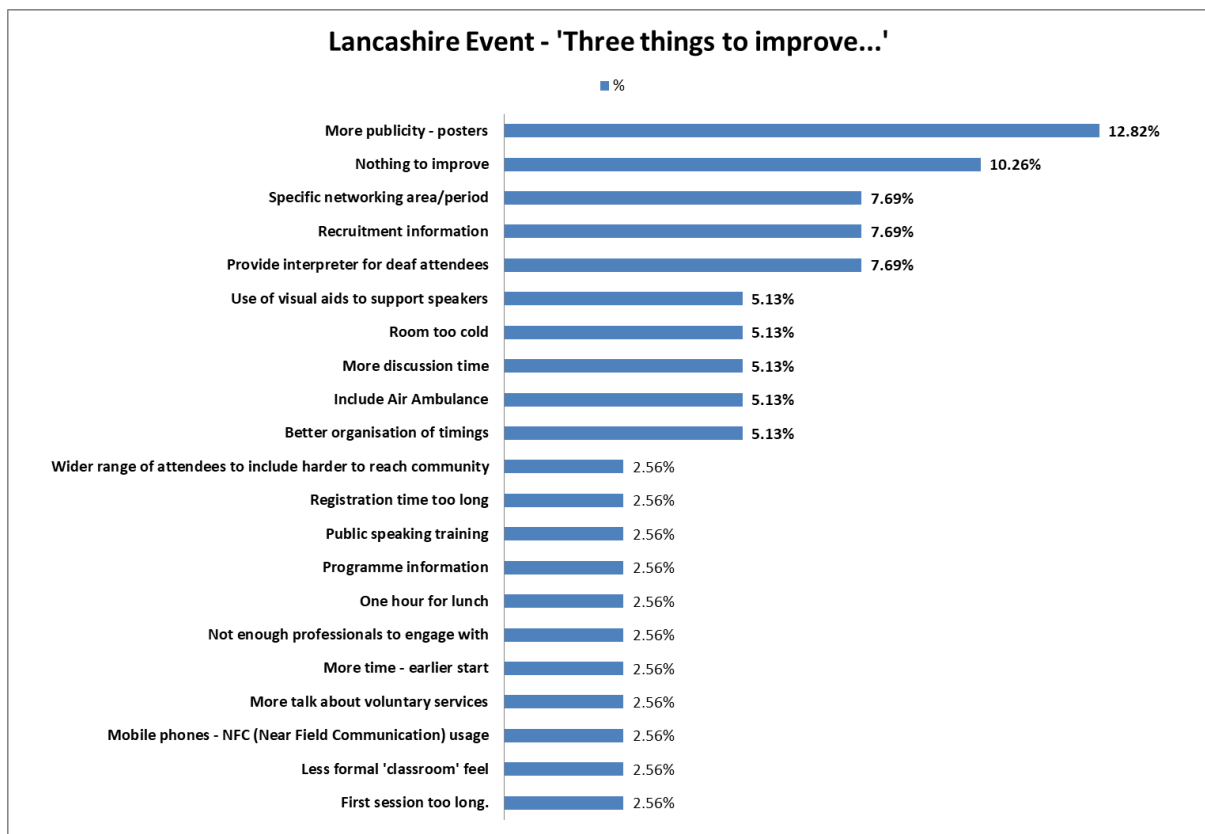


Chart 2: The three things attendees would like to see improved



Q&A Session.

Some of the question requests asked by participants already feature in the feedback captured from the 3 workshops detailed in this report. Additional ones for noting in this report included:

- Expectations of PTS staff/volunteers to help if patients needed support to get back into their home.
- How can we improve our mental health service provision?
- Is calling NHS 111 free and is it a 24/7 service?
- Has the online NHS 111 services been tested for accessibility for blind/partially sighted people? Particularly screen readers. Website accessibility e.g. 111.

A full list of all the questions posted at the event is available at Appendix 1. * It should be noted that where questions were answered, they were done so by using respective NWAS leads with expertise in that area of questioning*.

Recommendations

An analysis of the feedback received at the event, with discussions on the main service lines of PES, PTS and NHS 111, the staging of the event and the Q&A session provides us with considerations for recommended action. These are shown in the table below.

All			
	Recommendation	Action	RAG
1	More education about all aspects of our services including NHS 111 online availability and what the trust is planning going forward on mental health?	The trust is delivering 3 NWAS service communication campaigns which raise further awareness of PES, PTS and NHS 111 respectively. The NHS 111 trust and national winter campaign commenced on 21 st October 2019. The trust's 3 year mental health and strategic plan is available to view on the trust's website at; https://www.nwas.nhs.uk/publications/mental-health-and-dementia-strategic-plan-2019-2022-2/	
Paramedic Emergency Service (PES)			
	Recommendation	Action	RAG
3	More education about PES services including what happens when we need to safeguard vulnerable patients?	The trust is delivering 3 NWAS service communication campaigns which raise further awareness of PES, PTS and NHS 111 respectively and this feedback will be taken on board as part of that process. Consideration will be given on other ways of providing information with regard to what happens when we need to safeguard vulnerable patients?	

Patient Transport Service (PTS)			
Recommendation	Action	RAG	
5	More awareness of the PTS booking stage, the eligibility process and whether we help patients in and out of their homes / PTS vehicle and go with them in to clinics if required.	NWAS PTS service communication campaign to take this on board.	
6	More awareness of the PTS extra mile support we may provide to patients e.g. blanket to keep patients warm, settling down, secure wheelchair if needed and collection from hospital from specific designated areas, ward or department.	NWAS PTS service communication campaign to take this on board.	
NHS 111			
Recommendation	Action	RAG	
7	Educate the public on NHS 111 as a free 24/7 service and how to access the service.	The NHS 111 trust and national winter campaign commenced on 21 st October 2019 and a new 111 video has been added to the trust's website.	
8	Explore the accessibility of 111 online.	NHS 111 awareness campaign started 21 st Oct in line with NHSE winter campaign. NHSE host the 111 online service, consideration will be provided by the trust to raise awareness of the online service and how that relates to localised interventions.	

SOME AREAS ATTENDEES WANT TO SEE IMPROVED FOR OUR NEXT EVENT?		
Recommendation	Action	
1	Using a range of publicity options for the event.	A review of this will be undertaken when planning for the next NWAS community engagement event.
2	Opportunity to have a specific networking period,	A review of this will be undertaken when planning for the next NWAS community engagement event.
3	Provision of recruitment information	A review of this will be undertaken when planning for the next NWAS community engagement event.
4	Use of interpreters for the deaf community	A review of this will be undertaken when planning for the next NWAS community engagement event.

Appendix 1

Blackburn – Lancashire community engagement event - questions

1. What disability awareness training, (particularly around supporting the blind and partially sighted people) is given?
2. What qualifies for PTS?
3. What is the wristwatch for dementia patients called?
4. With such an excellent and invaluable service, do you feel the NWAS annual salaries are commensurate with what they do?
5. How can we improve our mental health service provision?
6. What volunteer opportunities are there within NWAS?
7. Parking tickets at MRI?
8. What strategy is NWAS using for engaging young people and BME communities?
9. Have NWAS publically published KPI's for response times?
10. About 5 years ago, you promised that trained paramedics would be on every vehicle?
11. How does the ambulance service support other organisations?
12. How are we complying with the accessible standard information? Publications are different – fonts/language and better descriptions for all photos.
13. Can there be development of the NHS111 online service? Outcome was 999/AED when I did not need it.
14. What are NHS111 doing about call waits?
15. How can we help improve NWAS provision of mental health and stop exhausting the NHS?
16. Has the online services been tested for accessibility for blind/partially sighted people? Particularly screen readers. Website accessibility e.g. 111.
17. NHS 111 – Interpreters - Is this accessible through 111 online via video interpreting?
18. Why can't 999 call handlers refer callers to 111?
19. Why don't you be ruthless and turn down patients who call 111 and 999?

20. PTS – How can you improve your timings?
21. The criteria for PTS should be changed with the loss of so much public transport?
22. When collecting or going to an incident, would you do it if you suspected criminal offence took place? (Knife crime, assault). Would you liaise with police and record evidence in ambulance (photos etc.)
23. PTS Volunteers – How do you balance publicity v demand for the service?
24. Can people book a journey from one point but return to another? I was unable to have my daughter picked up from school but then taken home.
25. How difficult is it to recruit staff to the ambulance service?