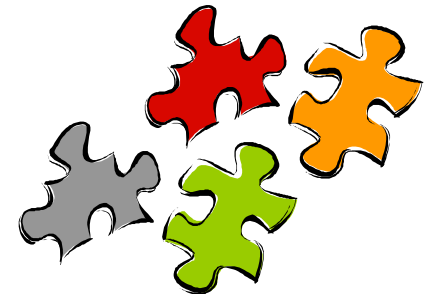


## Foorumien tutustumismatka Englantiin 21.-24.9.2010

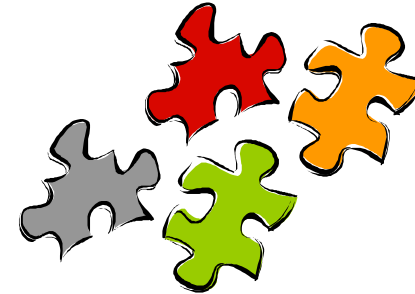
Ohjelma:

- Pormestarin ja kansliapäällikön terveiset
- lyhyt matkaesittely
  
- juniorifoorumin puheenvuoro
- aikuisfoorumin puheenvuoro
- seniorifoorumin puheenvuoro
  
- keskustelua





- Matkalla mukana 18 foorumilaista, joista
  - kuntalaisjäseniä n=9
  - perusturvalautakunnan jäseniä n=6
  - palvelujohtajat n=3
- Juniorifoorumin jäseniä n=6
- Aikuisfoorumin jäseniä n=6
- Seniorifoorumin jäseniä n=6



- Pormestari, kansliapäällikkö, perusturvalautakunnan puheenjohtaja, vs. perusturvajohtaja, yht. n=4
- Tampereen yliopiston tutkija
- matka osa Terveellä järjellä parasta perusturvaa –hanketta, hankkeen ohjausryhmän hyväksymä, matka rahoitettu TEKESin myöntämällä hankerahoituksella
- kaikilla foorumien kuntalaisjäsenillä oli mahdollisuus osallistua matkaan

# Pirkkala Visit to Shropshire

## September 2010

### 21 September, Tuesday

- At 17.55            Flight arrival in Manchester
- At 18.30            Bus Longmynd Travel – Shrewsbury
- At 20.30            Dinner at the Hotel  
                         Workshop keepers will join for a drink



## 22 September, Wednesday

At 7.00 - Breakfast

At 9.30 Workshop starts, run by Shropshire PCT ([www.shropshire.nhs.uk](http://www.shropshire.nhs.uk)),  
(*ks. ohjelma seur. slidella*)

Service User Engagement in England  
Methods of Engagement  
How to Collect and Utilise Feedback  
Principles of Social Marketing

At 12.30 Sandwich lunch

At 13.00 Round table discussion – Engagement Strategy  
With Pirkkala Authority Leaders

At 14.00 Ledged Walk in Haughmond Hill  
([www.whi.org.uk](http://www.whi.org.uk))

- Walking for Life volunteers walk with us

At 17.00 Departure for the PPG event

Time to see Market Place Stands' representatives

At 18.30 Workshops – Pirkkala can join with 8 members (*ks. ohjelma seur. slideilla*)

At 21.00 8 people return from PPG event to the Hotel



# Ohjelma ke 22.9. klo 9.30-12.30

Time	Activity	Stage Direction
09:30	<b>Welcome &amp; Introduction</b> Bharti Patel-Smith Karen Higgins	Welcome to the Workshop <ul style="list-style-type: none"> <li>• House keeping</li> <li>• Overview of Programme</li> <li>• Aims &amp; Objectives (What we need to get out of today )</li> <li>• Rules of Engagement</li> </ul>
	<b>Context of Patient / Service User Engagement in England and Reflections on models in Finland</b> Bharti Patel-Smith	<ul style="list-style-type: none"> <li>• Definitions of engagement</li> <li>• The journey to date</li> <li>• Statutory Obligations</li> <li>• Comparison with models in Finland - <b>Discussion</b></li> </ul>
	<b>Methods of Engagement</b> Karen Higgins	<ul style="list-style-type: none"> <li>• Ascertain from the participants what methodologies that are familiar to them</li> <li>• Describe different methodologies</li> </ul>
	<b>Selection of the Correct Methodology for the Engagement Activity</b> Bharti Patel-Smith Karen Higgins	<ul style="list-style-type: none"> <li>• How to identify the correct methodology for each engagement activity</li> <li>• Describe the steps that need to be considered before, during and after the engagement activity</li> </ul> <b>Group work</b> <ul style="list-style-type: none"> <li>• Provide opportunity for group to utilise the knowledge and information gathered above</li> <li>• Divide the group into 3</li> <li>• Use 4 real engagement activities</li> <li>• Ask them to consider:              who would be their main stakeholders              what method / s they would use to consult              how they would capture feedback</li> </ul>

	<b>Principles of Social Marketing</b> Mathew James	How to encourage behaviour change
	<b>Engagement Culture and Systems</b> Bharti Patel-Smith	Consider under the following headings <ul style="list-style-type: none"><li>• What type of Leadership / Strategy / Vision</li><li>• Planning and design</li><li>• Monitoring / Embedding</li><li>• Implementation</li></ul>
	<b>How to Collect and utilise Feedback</b> Bharti Patel-Smith	<ul style="list-style-type: none"><li>• Consider what are the key characteristics of organisations that use feedback effectively?</li></ul>

**4<sup>th</sup> PPG Networking Event**  
**Wednesday 22<sup>nd</sup> September 2010**  
**SECC, RSH, Shrewsbury**

Shropshire County   
Primary Care Trust

**Agenda**

**5.30pm Registration and Market Place**

**6.00pm Buffet & networking**

**6.45pm Workshops**

- **Workshop A - Nothing about us without us' - Understanding Learning Disabilities – Seminar room 5**  
**Bharti Patel-Smith** - Clinical Governance Manager  
*This workshop aims to raise awareness about learning disability and the issues that affect people with learning disability, their families and carers.*
  - *What does it mean to have a learning disability?*
  - *Meet with People with Learning Disabilities and hear their stories and their life experiences*
  - *Explore how the patient participation groups can support the launch of 'Getting it right' campaign (which aims to support local campaigners, health professionals, GP surgeries, hospitals and healthcare authorities to work together to make improvements) within their own practices*
- **Workshop B – Webspaces for PPGs – Seminar room 1**  
**Jenny Eden** – Clinical Governance Facilitator and member of the PCT Web Team  
*There is an opportunity for the PPGs to have some space on the PCT website to promote the individual groups. This is opportunity for you to discuss where these pages might sit, how the pages might look, what information you would like them to hold and how they might be maintained.*

- **Workshop C – Working together – Seminar room 2**

**Karen Higgins** - Clinical Governance Facilitator

*Patients who fail to turn up for their appointments are known as DNAs (Did Not Attend) and in Shropshire alone are the equivalent of more than 3 full time GPs being wasted. This workshop aims to come up with a plan for PPGs to help tackle this issue county-wide.*

**8.15pm**

**Meeting Close**

**Next meeting date: Wednesday 23<sup>rd</sup> March 2010**

# 23 September, Thursday

- At 7.00 - Breakfast
- At 9.00 Shirehall, The Council Chamber ([www.shropshire.gov.uk](http://www.shropshire.gov.uk))  
Meeting with Social Care and Shropshire Partnership and  
Voluntary Sector People (*ks. ohjelma seur. slidella*)
- At 12.40 Lunch at the Shirehall (Sandwiches)  
Local community engagement people join for lunch to  
share experiences
- At 14.00 Visiting Community Centre Lantern and Sport Village  
(Group will be divided)
- At 15.30 Travelling to Attingham
- At 17.30 Return to hotel
- At 19.00 Dinner at the hotel – guest speaker will join us for dinner



**23 September 2010**  
The Council Chamber, Shirehall

<b>Time</b>	<b>Theme</b>	<b>Who</b>
9am	Arrival	
<b>9:15</b>	<b>Welcome</b>	Cllr Gwilym Butler
<b>9:30</b>	<b>Shropshire Council - Adult Social Care</b> An introduction to Council health and social care services and the ways in which service users are involved and consulted.	Stephen Chandler
<b>10:15</b>	<b>Community Engagement by Shropshire Council and the Shropshire Partnership</b>  Citizens Panel and Consultation Portal Rural Toolkit Local Joint Committees	Celia Bahrami  Jenny Powell Lois Dale Gill Jones
<b>11.00</b>	<b>BREAK</b>	
<b>11:20</b>	<b>Shropshire Voluntary and Community Sector Assembly</b> The collective voice of the Voluntary and Community Sector in Shropshire.	Sonia Roberts
<b>11:40</b>	<b>Children's Summit</b> A network of voluntary and community organisations working with children and young people.	Elaine Griffiths
<b>12:00</b>	<b>Carers Support</b> An example of a service delivered by a voluntary organisation.	Diane Cuff
<b>12:20</b>	<b>Volunteering</b> How we work with volunteers in Shropshire and the important role they play in providing support for local people and communities.	Clive Leworthy Lisa Darkin

## 24 September, Friday

- |               |   |
|---------------|---|
| At 7.00-      | Breakfast   |
| At 9.30-13.00 | Conference room for sharing of experiences and feedback<br>(Links short presentation) |
| At 14.00      | Bus to Manchester Airport   |
| At 18.35      | Flight from Manchester – Arlanda 21.55<br>Arlanda 22.55 – Pirkala 00.50               |