

## Patient and Public Engagement Record 2018-19

|  |                         |
|--|-------------------------|
| <b>Area of work:</b>   | <b>Date of work:</b>    |
| Integrated Rehab   | April 2018 – March 2019 |
| <b>Brief description of area of work:</b>  |                         |
| <p>Historically, rehab courses and structured education sessions have been poorly attended. We want to understand the reasons behind this, so that we can review the current rehab provision and re-design it to meet the needs of our population.</p> <p>We also know that an increasing number of people are living with one or more long-term condition and may be referred to more than one of these courses, which can often mean that they have to attend multiple sessions, where there's often crossover in certain subjects (e.g. healthy eating). Reviewing the current provision with patients and staff will hopefully help us remove duplication from the system and provide courses which people attend and find of value.</p> |                         |
| <b>Engagement target audience and numbers involved:</b>  |                         |
| Patients with long term conditions. Twelve patients completed surveys.   |                         |
| <b>What was discussed and what was the feedback from the target audience (please attach reports, surveys etc):</b>   |                         |
| <p>This is a relatively new piece of work; we trialled some initial questions with 12 patients accessing primary care and community pharmacy. The questions were aimed at understanding how skilled patients feel at managing their health and well-being and what support they have received to help them.</p> <p>We are now working with Sarah Rushbrooke from Northumberland, Tyne and Wear Mental Health Trust, who leads on Always Events/co-design for the Trust, to design a project plan to engage more widely with patients and staff.</p>  |                         |
| <b>How was the information and feedback used (eg model development, policy development, feedback on experience to change practice etc):</b>  |                         |
| The information will be used to shape future services.   |                         |
| <b>How was feedback given to the target audience:</b>  |                         |
| TBC  |                         |