



# HARROGATE AND RURAL ALLIANCE

Health & Social care working together with you across all of our communities

# 7 November 2019 Community Event



# About the event (1)

- **PURPOSE**
  - Introduce HARA
  - Build foundations of future partnership working
  - Understand current good practice and i.d. opportunities
  - 'Activate' interested community members
- Half day event in central Harrogate (fully accessible)
- About 65 people participated in the conversation + health and care marketplace
- Participants included community members, representatives of local forums and groups, people who access local services, leadership from across HARA partners and the Alliance Leadership Team



# About the event (2)

- ‘Take aways’
  - Robust conversation on the day which generated substantial ideas (for full details see event report)
  - Good will and enthusiasm
  - Contact list of about 30 people who want to remain sighted and engaged
- Cost
  - The cost of the event was £3015 from HARA mobilisation budget (venue and equipment)
  - Substantial services to support the event were provided by NYCC – British Sign Language interpreters, printing
- Evaluation (31 responses)
  - 97% found the event very useful (74%) or quite useful (23%)
  - 100% felt they were able to participate in the conversation (83% ‘yes’; 17% ‘somewhat’)
  - Full details of evaluation included in the event report



# What we heard – the headlines

Participants took part in the following conversations

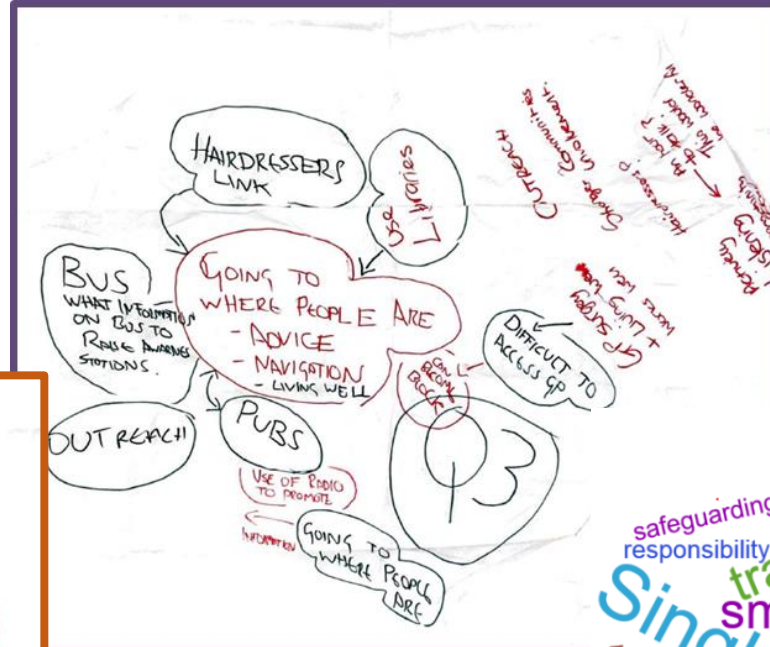
- What matters to you?
- Based on what you have heard and discussed already today what do you think our priorities should be?
- How do you think we should work with our community to develop the service and are there any examples of good practice you think we can learn from?
- What is one important thing you would like us to take away from the conversation today?

information  
Communication  
Accessibility  
person-centred  
Sharing  
Services  
Culture  
people  
Connectedness  
communities



# What we heard – granular insights

advocates  
**Transparency**  
 support-carers  
 variety  
**Volunteers**  
 hard-to-reach-groups  
 local  
 people  
**hear**  
 together  
 Mystery-shoppers  
 partners  
**be-inclusive**  
 accessible-to-all  
**existing-groups**  
 learn  
 PPGs  
 surgeries  
**Map-connectedness**  
 Map-community-asserts



making sure that everyone is considered.  
 People who live in their own homes & residential homes - do they know how to make a decision? If not, do they know who can help them to make a decision? (e.g. Advocates)  
 Person centred planning - rather than saying - do!  
 Who's checking how it is all going to work?  
 If people were paid better then would they work better?  
 Family involvement  
 How the Disability Board link into the?  
 Podcast  
 For People that can't attend today, can we understand what has been discussed?  
 HARA to make a podcast to explain to people what they're doing?  
 Shouldn't we be doing this already?  
 How a good the government as existing?  
 When we lose funding, where does it go?

CONV. 2.  
 - ALWAYS PUT THE PATIENT FIRST IN EVERY CONSIDERATION & DECISION.  
 - AIM TO KEEP IT SIMPLE  
 - ENGAGE IN DIFFERENT & PRACTICAL WAYS

Fluctuating-c  
 trust  
 safeguarding  
 responsibility  
 co-ordination  
 promote  
 education  
 interpersonal  
**Single-point-of-entry**  
 smooth-transitions  
 risk-management  
 outreach  
 Signposting  
 health-visitors  
 befriending  
 prevention  
 relationships  
 specialist  
 listen  
 services  
**accessibility**  
 local-services  
 followup  
**early-intervention**  
 person-centred  
 VCS  
 complex-conditions  
 partnerships  
 Reduce-health-inequalities  
 assisted-technologies





# Next steps and future working

- Detail from the event report shared with the Alliance Leadership Team to inform future working
- We would like HARA endorsement to publish the event report on the HARA website and share it with attendees on the day
- HARA committed to a follow up event next year and this has been added to the ALT high level action log
- Continuing the conversation with the community
  - Report progress
  - Tangible opportunities for co-production