

Plymouth Healthy Living Pharmacy Pilot World Café Event: 2nd November 2011

Your opinions are valuable to us and we welcome honest feedback, which will be used to shape our future workshops and training support programme to our contractors. We welcome your honest feedback

	Excellent	Very Good	Good	Fair	Poor
The way the workshop was run	7	40	5	1	

Please feel free to comment below on the reason for your rating:

- Some of the slides were un-readable. But essentially good.
- Too much discussion would have liked more constructive solutions to the challenges ahead. What tools/skills are needed, where they are available
- Involvement of attendees
- A lot of repetition, same points kept being covered
- Some of the workshops were a bit long and covered much of the same ground
- Public Health section very good – was great to see local areas
- The beginning part of the talk with the statistics was brilliant because it really emphasized the inequalities driving this service
- Interactive sessions were useful, interesting speakers (particularly Public Health info)
- Interaction around tables was good; handover from presenters could have been slicker!
- We ended up as a group of just 3 pre-regs so found discussion hard as we don't know all about how things work now – otherwise I think it worked very well for others
- Good presentation, sharing of ideas
- It was good fun the way it was set up, not being put on the spot was good (having to speak) but to be able to express our views was great
- Everything was relevant but not too dragged out. It was good to be able to discuss things in small groups then hear feedback
- Nice people
- It was good that it was done in small group, so that everyone can get their points across, whereas if it was done in a big group discussion, not everyone would input and it wouldn't have been as effective time wise
- Really good idea but need to make sure we are supported by our own companies in rolling this out
- It was good to discuss and exchange ideas
- Felt it was directed to a certain outcome
- Good food, good presentation, participation good and facilitation very good
- Information given was clear and succinct

	Excellent	Very good	Good	Fair	Poor
Relevance of the material presented/discussed	8	29	16		

Please feel free to comment below on the reason for your rating:

- The presentation on public health in Plymouth really landed the point of why Healthy Living Pharmacies are important
- Good and useful being shown visual representation of current situation in Plymouth, made more of an impact than just being told
- Because we need to move with the times and think about our futures. The gap between Woolwell and Devonport needs to be closed!!
- It was good and for some respect surprising. Especially as regards the different problems relating to different areas of the city
- Only gave a vague idea of Healthy Living Pharmacy, but nothing specific – Hopefully we will have more directions when the time comes
- Could have been clearer what a Healthy Living Pharmacy is (at the start)
- Perhaps would have been good to have a front-line provider of the HLP service in Portsmouth to speak and answer questions e.g. about training etc.
- The stats at the presentation were very good, but the outline still seems vague
- I thought the relevance of the material was presented well
- Was very helpful to have leaders at each table
- A lot of functions involved we already perform, but needs to be consistency throughout the region

	Agree Strongly	Agree Somewhat	Neither Agree/Disagree	Disagree Somewhat	Disagree Strongly
Do you feel more confident about your knowledge of the Healthy Living Pharmacy concept?	19	30	4		

Please feel free to comment below on the reason for your rating:

- General overview was clearly explained but look forward to being given more specific information of what is expected in our pharmacies
- Need to look at in more detail but ultimately we need to keep up with what we do – engage with our customers!
- Information seems very vague on how the scheme will be implemented
- Need more detail about services that will be offered
- Became a bit clearer though the seminar
- More awareness of what is expected of us
- I have a better understanding of what HLP is all about, it is a very good idea
- Going to look at the website to learn more
- The whole meeting strongly stressed the role of PHARMACY in keeping people's health
- Would have liked to leave with a handout or some information to look at and use to discuss further
- We already promote many of the concepts
- Better understanding of structure involved and possible support available
- It would be good to see outcome, as slightly confused how it will come together (take off)
- We can now look at the bigger picture
- How much extra work compared with what we do now?? Portsmouth have done it so different

	Very Likely	Likely	Somewhat Likely	Unlikely	Very Unlikely
How likely is it that your pharmacy is going to become a Healthy Living Pharmacy?	26	20	5	1	2

Please feel free to comment below on the reason for your rating:

- As a large pharmacy based in the city centre we are well placed to lend the healthy living message to all areas of the city and maybe make contact with people who might otherwise have been missed
- We are a large pharmacy, the likelihood that we can reach a large number of people and being within the city centre we can target many deprived people
- "Sian" customer driven!
- I think we are enthusiastic and really think it will have a positive impact on our customers
- We all feel passionate about this Lloyds and Co-Operative on table12 have joined forces!!
- Depends on my company providing the extra resources (time)
- Being in a central location allows access to a wide range of customers regularly
- Many of our staff are passionate in helping our customers
- I feel well motivated to support it
- Issues with consultation room x 2
- Time being the biggest factor
- I feel with the support of all the PCT, LPC and employees this service will be beneficial to pharmacies, public health and the communities of Plymouth (most importantly!)
- Will depend on how viable it will be to provide a solid commitment to the service (resources, time etc.)
- As long as there is good support and training programme given well in advance
- Will benefit pharmacy
- What incentive for extra workload?

a) Which part of the workshop did you find most effective and least effective?

Most Effective

- *Workshop*
- *Facilitation*
- *Information on areas/percentages on life expectancy x 5*
- *Table talks finding other people' opinions with a chance to discuss*
- *Table buzz*
- *Round table discussions*
- *Different team table leaders = different attitudes*
- *Table brainstorming – hearing others ideas*
- *Interactive – fantastic to hear others views*
- *Introduction x 2 Good discussion*
- *Brain storming discussion*
- *For an insight to how we are going to move forward and be pro-active*
- *Table hopping x 3*
- *Discussion in small groups x 16*
- *Need to understand and teamwork*
- *All relevant*
- *The information on screen*
- *Information given*
- *Collecting of ideas*
- *Group discussion format to raise relevant points*
- *Discussing with colleagues what HLP can do for our communities*
- *Discussing the set questions*
- *Team work*
- *Was the feedback from the questions x 2*

Least Effective

- *Discussion of set questions limited by other table questions*
- *Shifting tables*
- *Group discussion*
- *Was the noise levels around the tables*
- *Questions at the end x 4*
- *Duplication of topics on tables*
- *Feedback of discussion was very repetitive x 4*
- *Big tables and echoes in room made some of the discussions hard to hear x 2*
- *Buffet (plates too small!)*
- *Only being able to input one answer at end, as so many different ideas/points*

What will be your next 3 steps towards becoming a Healthy Living Pharmacy

- Looking at the healthy living Portsmouth pharmacy website, feeding back to own pharmacy team
- Becoming aware of the most important concerns in my specific area, go to the Health Pharmacy website, get informed on how to train myself and my staff
- Look at website, continue to drive customer engagement, continue window health promotions
- Read Healthy Living Portsmouth report, enquire with regional manager about company support
- Look at website – Portsmouth model, attend training sessions
- Portsmouth website, discuss with rest of the team, express interest
- Looking into it more
- Look at the information from the Portsmouth pilot and see what happened there, engage with my employer to see that they give their full support for this service, talk to my other employees who weren't at the meeting about the importance of this service and our engagement
- Getting team ready for it, pray for allocation
- Organise training meetings, provide simple, clear information, what is this about, how can we help you to live healthy,
- Pre-emptive training, asking customers what they think of it/gaining support
- Research in more detail, training, preparing to deliver
- Ensure all staff are involved in/know of this, prepare a consultation area (tidy up!), and Get accredited!
- Research, training, planning
- Information, training, media help etc.
- Discuss suitability of premises, training, general preparation
- Briefing the whole team on the concept, attending any training
- Ensure staff are starting to be trained on healthy living, start to raise awareness of healthy living in the area, Gather awareness of local services – they know we start HLP and are aware of them in the area
- Talking to pharmacy team, get resources and trained
- Find out more statistical information, be more pro-active in finding out more about certain health issues, to support the pharmacist and make this work
- Go on web and find out more, check in and discuss with colleagues
- Read healthy living website, discussion within our team how we can approach this
- Visit the website, think about what we already do, and how we could do better
- Discuss with team and area management, training and engagement, identify resources
- Look at how we can offer the service 0 team commitment – research HLP
- Training and teamwork
- Read up on this subject i.e. Portsmouth website, read the prospectus
- Discussing with whole team what has been said tonight, look at website re Portsmouth,
- Read
- Getting everyone involved, getting appropriate training, giving customers as much advice as possible
- Team and self-development, getting as much knowledge as possible to gain confidence in what we are talking about, gathering information on the most likely services we will need for our particular pharmacy, gathering all information needed to support staff and patients
- Training, staff involvement
- Get more knowledge, training/collect data, interact with customers
- Study further research into concept, training material and resources
- Look at information from Portsmouth, think of ways to approach patients, develop signposting
- Discuss what has been learnt tonight with the rest of the team-store so that they are proactive and engaged, reading the prospectus when it arrives and driving the message in store, looking at the Portsmouth website
- Being proactive and keep engaged!! Check out Portsmouth's info and results; get the rest of the team on board!
- Engage with LPC, engage with PCT, co-ordinate colleagues to adopt through education

	Yes	No
Would you recommend this workshop to someone else?	50	