

## ANALYSIS FROM FEEDBACK SHEETS

### 'A Practice Sharing Day to support the implementation of services under Part 1 of the Mental Health (Wales) Measure 2010

**12<sup>th</sup> January 2012  
Cardiff City Stadium**

*95 DELEGATES ATTENDED, 31 FORMS RECEIVED (32.6% response rate)*

	Excellent	Very Good	Adequate	Poor	No comment
<b>Overall Evaluation</b>	8	19	0	0	4

	Increased	Not at all	No comment
<b>Knowledge Increased</b>	27	0	4

<b>Administration</b>					
	Excellent	Very Good	Adequate	Poor	No comment
Venue	20	8	1		2
Venue Location	21	6	3		1
Disabled Access	14	3	2		12
Pre-event administration	18	12			1
Event administration	19	11			1
Meals /refreshments	15	12	1	1	2

<b>Session Evaluation – Mental Health Policy Overview (Dr Sarah Watkins)</b>					
	Excellent	Very Good	Adequate	Poor	No comment
Speaker's Delivery Style	5	18	5	1	2
Speakers Knowledge of Subject	7	19	3		2
Relevance of Session	8	17	4		2
Content of Session	6	17	5		3

		Just Right	Too Short	Too Long	No comment
Timing of Session		24	1	2	4

**What could the speaker have done to improve / enhance your experience of the session?**

- Elaborate more on content.
- The flow of the presentation was poor and generally the presenter did not feel confident and as such impacted on enjoyment of the audience.
- Could have been less reliant on her presentation tools – her speaking manner would then have been more fluent and stimulating.
- A few insights into Welsh Government thinking. Since we have been working on the issues for a year most of the material was known already.

<b>Session Evaluation – Glasgow Steps – Overview of the Glasgow Model (Dr Jim White)</b>					
	Excellent	Very Good	Adequate	Poor	No comment
Speaker's Delivery Style	26	3			2
Speakers Knowledge of Subject	26	3			2
Relevance of Session	24	5			2
Content of Session	24	4	1		2

		Just Right	Too Short	Too Long	No comment
Timing of Session		15	11	3	2

**What could the speaker have done to improve / enhance your experience of the session?**

- o Too much info
- o Speak a bit less about some of the detail of STEPS (lasts 10 – 15 mins) and have more time for questions from the floor. But a good session! Challenging
- o Real idea generator
- o Excellent. Very thought provoking and stimulating. Good to think out of the box.
- o Continued to speak all day!
- o I would have liked to have seen the video.
- o Nothing. Very much enjoyed 'very informative'.
- o Excellent and inspirational speaker – making innovation sound so achievable
- o Inspirational
- o Nothing – very charismatic as always
- o Nothing – could have listened to him all day. Motivating, inspirational speaker.
- o Jim's style and directness makes him very enjoyable. His content was very motivating.

<b>Workshop 1 &amp; 5 – Stress Management Course from the very beginning (Peryn Morgan)</b>					
	Excellent	Very Good	Adequate	Poor	No comment
Speaker's Delivery Style	4	5	1		0
Speakers Knowledge of Subject	4	5	1		0
Relevance of Session	4	4	2		0
Content of Session	4	4	2		0

		Just Right	Too Short	Too Long	No comment
Timing of Session		9			1

**What could the speaker have done to improve / enhance your experience of the session?**

- o Maybe have longer for more discussion as a whole group
- o Nothing very inclusive and useful
- o Very instructive
- o Very interesting well presented
- o Worked well for information exchange, practice sharing and future networking.

<b>Workshop 2 &amp; 6 – Going beneath the tip of the iceberg: (Dr Jim White)</b>					
	Excellent	Very Good	Adequate	Poor	No comment
Speaker's Delivery Style	12	7	2		
Speakers Knowledge of Subject	14	5	2		0
Relevance of Session	14	6		1	
Content of Session	11	5	5		

		Just Right	Too Short	Too Long	No comment
Timing of Session		15	3	1	2

**What could the speaker have done to improve / enhance your experience of the session?**

- The initial session was superior
- Definite bias against IAPT – it's not all bad although we can learn what not to copy!
- More of Jim's experience would have been appreciated but local examples were helpful as well.
- More structured
- Set up of room inappropriate – could not hear well. Not very focused, no specific outcome measures or clarity on projects delivered. Expected more clarity. Not relevant to child and adolescence.
- Excellent opportunity to hear about good practice around Wales and across the border.
- Could have been longer.
- Became a Q & A and not particularly organised or useful when compared with his opening presentation.
- Not sure if Jim had any slides but if he did it would have been good to see them. If not it was great.
- Interactive, interesting.
- A little more structure may have been useful.
- Less structured than other workshops but very good in a brainstorming / info sharing platform. Carried on basically from the presentation this morning.

<b>Workshop 3 – 'Wading up the Stream' (Irfon Williams and Patrick Howells)</b>					
	Excellent	Very Good	Adequate	Poor	No comment
Speaker's Delivery Style		4	1		1
Speakers Knowledge of Subject	1	4			1
Relevance of Session	1	4			1
Content of Session		4	1		1

		Just Right	Too Short	Too Long	No comment
Timing of Session		2	2	1	1

**What could the speaker have done to improve / enhance your experience of the session?**

- Was a very good overview of North Wales CAMHS and the good practice there. Would

- have liked to have heard from Cardiff and Vale CAMHS to get a local perspective / knowledge.
- Interesting. Good attempt to involve audience.
  - Too much on basic CAMHS stuff and not enough time on their approach (but I speak as someone from CAMHS). But presenters should have checked who was in audience – believe majority were CAMHS aware.

**Workshop 4 & 8 What do people with mental illness need from Primary care Services – (Jayne Marks, Dave Smith and Gareth Jones)**

	Excellent	Very Good	Adequate	Poor	No comment
Speaker’s Delivery Style	3	6	3	2	1
Speakers Knowledge of Subject	3	7	3	1	1
Relevance of Session	2	5	5	2	1
Content of Session	2	2	8	2	1

		Just Right	Too Short	Too Long	No comment
Timing of Session		9	3	1	2

- What could the speaker have done to improve / enhance your experience of the session?**
- Poor chairing skills and not clear about purpose of session.
  - Workshop could have been clearer on its aims from the outset though the discussion was interesting
  - Need to keep to the title of the workshop
  - ‘Controlled’ the session a little more. Discussion drifted from the workshop title.
  - Wasn’t quite clear what the remit / focus of the session was.
  - Would have liked to have had more time for discussion in this workshop. Very interesting.
  - Very good workshop as it was not about dictating what a certain organisation in a certain area offer, but what is best for Wales and its service users.
  - Reply to questions.
  - Perhaps a more structured workshop would have worked better
  - Not enough focus in relation to Part 1 of the Measure.
  - Not sure what relevance of content to Primary Care.

<b>Session Evaluation – WaMH in PC Gold Standard Programme – (Dr Mark Boulter)</b>					
	Excellent	Very Good	Adequate	Poor	No comment
Speaker's Delivery Style	11	12	2		6
Speakers Knowledge of Subject	15	9	1		6
Relevance of Session	12	10	3		6
Content of Session	11	11	3		6

		Just Right	Too Short	Too Long	No comment
Timing of Session		23		1	7

**What could the speaker have done to improve / enhance your experience of the session?**

- Preaching to the converted really so session of less relevance. Somewhat dry content.
- Interesting and enthusiastic speaker – we are lucky to have him and his interest / passion for mental health.
- Most annoying when members of the audience think we can all hear their questions without a microphone. That part of the session was lost to me as I simply could not hear.
- Good ideas and high level of expertise within GPs and practice staff.
- Promote that the services should be the same across Wales. That patients have the same pathways and access to help themselves.

<b>Session Evaluation – Community Networks and a GPs Perspective of Part 1 (Dr Jane Harrison and Dr Mark Boulter)</b>					
	Excellent	Very Good	Adequate	Poor	No comment
Speaker's Delivery Style	9	13	2		7
Speakers Knowledge of Subject	11	11	2		7
Relevance of Session	11	11	2		7
Content of Session	8	14	2		7

		Just Right	Too Short	Too Long	No comment
Timing of Session		23		1	7

**What could the speaker have done to improve / enhance your experience of the session?**

- Whilst we all accept the challenge of the MH Measure being delivered in PC there is a lack of respect and understanding in your presentation for the role of current mental health practitioners.
- Nothing but very interesting introduction to telephone triage model that fits well into Part 1 of the Measure and also supports other parts of the measure. I will be interested to hear how this develops.
- Jane was excellent in her presentation and the detail. Confident speaker – easy to listen

- to and understand.
- o Nothing well delivered
- o Promote that the services should be the same across Wales. That patient's have the same Pathways and access to help themselves.
- o Fewer words and slides; more just talking re key points.

**Session Evaluation – LHB’s and Local Authorities Working Together –  
(Bernardine Rees and Sara Nicholls)**

	Excellent	Very Good	Adequate	Poor	No comment
Speaker’s Delivery Style	1	13	7		10
Speakers Knowledge of Subject	1	12	7	1	10
Relevance of Session	2	10	8	1	10
Content of Session	2	9	10		10

		Just Right	Too Short	Too Long	No comment
Timing of Session		16		4	11

- What could the speaker have done to improve / enhance your experience of the session?**
- o Difficult to know how when you haven’t started I guess
  - o Good summary of support services for primary care interventions
  - o Touched more on the practicalities of implementing the measure – interesting.
  - o Could not see what was on the slide.
  - o Not biased!!
  - o Slides from many of the presentations were too small to read. A downloadable solution might be an alternative to printouts?

**Q & A Evaluation**

	Excellent	Very Good	Adequate	Poor	No comment
Relevance of Session	4	10	2		15
Content of Session	4	10	2		15

		Just Right	Too Short	Too Long	No comment
Timing of Session		13	1	2	15

- What could the speaker have done to improve / enhance your experience of the session?**
- o Need for speakers to be concise if giving answers – (one speaker in particular)
  - o Good to have the opportunity to talk to them and ask questions.

- Any comments about the event?**
- o consider repeating it 6/12 – after 1/10/2012 (implementation date for part 1)
  - o what lessons learned during implementation of Part 1 (processes) so any problems not encountered for Parts 2 /3 ..
  - o very good event – excellent networking opportunities. Would like to see follow up event in 12 months to see what progress has been made.
  - o Very informative and excellent networking.

- A very interesting day for networking, learning about new services and for considering the measure implications.
- There is an important place for one to one therapy that needs to be acknowledged.
- Shame about people drifting away. Maybe people need certificate of attendance to encourage people to stay. Would be good to have more people attending structured way of documenting ideas.
- Mark Boulter and Jim White were the most enjoyable speakers to listen to. The main room was very cold.
- Main room, while lovely, was freezing.

## **Self Reflection**

### **What have you learnt / taken away from today?**

- Complex agenda lies ahead
- Not much time to 'deliver' change
- Those who attended the event have the skills and insight ... what about getting to those not present.
- Much
- More thought and consideration for partnerships between NHS bodies and voluntary organisations in the interest of the individual.
- Reassurance that we are on the right track. Broader thinking about our model.
- Encouraged that CAMHS needs are being incorporated. Enlivened by innovative thinking and optimism surrounding MHM.
- Keep it simple, keep it accessible.
- Very interesting overview of Scottish scheme.
- Keep an open mind. Also a need to ensure that what is good about my service does not get lost in the changes.
- Lots about how to reach the hard to reach, and that to do this we need to be innovative.
- The very large extent and innovation of Jim White's programme in Glasgow, and hopefully inspiration to implement a more full and comprehensive wellbeing service.
- Needs of remote communities.
- Solutions to manage common and enduring mental health problems.
- Managing the needs of communities on an industrial scale – making it doable.
- More questions than answers on how the Primary mental health model will look like. Collaborative working is the only way to deliver the MHM Part 1. Collaborative working is the only way to deliver the MHM Part 1.
- Networking – this is invaluable. Jim White – fab as usual.
- The first time that a service / pathway in Wales could come from one pot of money and be rolled out so it is equitable.
- Networking opportunity very useful.

### **What action will you take as a result of this learning event? (What / Where / How / When)**

- We currently work in collaboration with private, primary and 3<sup>rd</sup> sector groups. There are no cross funding therefore we work well together while promoting better mental health.
- Talk to MH Directorate. Investigate opportunities around CAMHS
- More use of voluntary organisations in helping our patients with their mental health problems. Treating our mental health patients more holistically.
- Contact Jim White.
- Reporting back to CAMH service on what else needs to be done to anticipate MHM arrival. Develop clearer ideas around reaching the many children and young people we currently don't.
- Start to think and progress the branding of our logo and material for the service as this seems to be key.

- Take information back into MHM local implementation.
- Think more about my practice in a challenging way. Thought provoking about how it could fit into the new measure.
- Thank you Lesley – very well organised as usual.
- How to build on best practice.
- Thinking more creatively to best provide services to all those who may need it.
- Explore options for group therapy sessions. Thinking differently to engage hard to reach groups e.g. football role models, publications / leaflets. Potential for future role of WaMH in PC – support for this.
- Raise continual awareness with colleagues in mental health and outside of the mental health arena to ensure the MHM and the model when developed are promoted.
- Read all the feedback to understand how we develop mental health scheme for C & V UHB.
- Make sure that my voice and the young people in Hywel Dda have their say with the mental health lead.
- Keep in touch with Primary Care colleagues and use WaMH in PC's support. Thank you for a very useful day.