


# Frailty Summit 4 July 2018 - Feedback








## 1. Overall, were you satisfied with the venue and were you able to see and hear the presentations clearly?

		Response Percent	Response Total
1	Yes		96.30% 78
2	No		3.70% 3
<b>Analysis</b>		Mean: 1.04 Std. Deviation: 0.19 Satisfaction Rate: 3.7	answered 81
		Variance: 0.04 Std. Error: 0.02	skipped 1

If no, what problems did you encounter (10)

1	A form that asks for an overall view - generally the venue was above acceptable though presentations were awkward to view. Videos were disconnected.
2	Occasional problems with microphones
3	However being at the front, I found the projection screen a little awkward because of the bar running across room
4	Acoustics within the room made it difficult to hear some of the table discussions
5	Except some difficulty reading first overheads
6	Sound a bit variable Screen too high (poor ergonomics!)
7	I could see the screen, but couldn't read the text on it
8	Screens too high
9	Screen not visible to all
10	Given wrong address








## 2. After the event, how inspired do you feel? (0: none, 10: fired up!)

		Response Percent	Response Total
1	0		0.00% 0
2	1		0.00% 0
3	2		0.00% 0
4	3		0.00% 0
5	4		1.28% 1
6	5		6.41% 5
7	6		11.54% 9
8	7		24.36% 19
9	8		33.33% 26
10	9		14.10% 11
11	10		8.97% 7
<b>Analysis</b>		Mean: 8.6 Std. Deviation: 1.35 Satisfaction Rate: 76.03	answered 78

## 2. After the event, how inspired do you feel? (0: none, 10: fired up!)

					Response Percent	Response Total
Variance: 1.83 Std. Error: 0.15					skipped	4


## 3. How was the quality of the food? (0: terrible, 10: great)



					Response Percent	Response Total
1	0				0.00%	0
2	1				0.00%	0
3	2				0.00%	0
4	3				0.00%	0
5	4				2.13%	1
6	5				6.38%	3
7	6				10.64%	5
8	7				19.15%	9
9	8				27.66%	13
10	9				17.02%	8
11	10				17.02%	8
<b>Analysis</b> Mean: 8.83 Std. Deviation: 1.53 Satisfaction Rate: 78.3					answered	47
Variance: 2.35 Std. Error: 0.22					skipped	35




## 4. Overview of frailty in Lewisham

	Not at all	Not really	Somewhat	Mostly	Definitely	Response Total	
Interesting	0.0% (0)	0.0% (0)	5.3% (4)	38.2% (29)	56.6% (43)	76	
Relevant	0.0% (0)	0.0% (0)	1.5% (1)	27.9% (19)	70.6% (48)	68	
						answered	78
						skipped	4

## Matrix Charts





4.1. Interesting			Response Percent	Response Total
1	Not at all		0.0%	0
2	Not really		0.0%	0
3	Somewhat		5.3%	4

4.1. Interesting						Response Percent	Response Total	
4	Mostly					38.2%	29	
5	Definitely					56.6%	43	
<b>Analysis</b>	Mean:	4.51	Std. Deviation:	0.6	Satisfaction Rate:	87.83	answered	76
	Variance:	0.36	Std. Error:	0.07				

4.2. Relevant						Response Percent	Response Total	
1	Not at all					0.0%	0	
2	Not really					0.0%	0	
3	Somewhat					1.5%	1	
4	Mostly					27.9%	19	
5	Definitely					70.6%	48	
<b>Analysis</b>	Mean:	4.69	Std. Deviation:	0.49	Satisfaction Rate:	92.28	answered	68
	Variance:	0.24	Std. Error:	0.06				

5. Patient stories (videos)						
	Not at all	Not really	Somewhat	Mostly	Definitely	Response Total
Interesting	0.0% (0)	1.4% (1)	9.6% (7)	42.5% (31)	46.6% (34)	73
Relevant	0.0% (0)	3.1% (2)	7.7% (5)	36.9% (24)	52.3% (34)	65
					answered	75
					skipped	7

## Matrix Charts

5.1. Interesting						Response Percent	Response Total	
1	Not at all					0.0%	0	
2	Not really					1.4%	1	
3	Somewhat					9.6%	7	
4	Mostly					42.5%	31	
5	Definitely					46.6%	34	
<b>Analysis</b>	Mean:	4.34	Std. Deviation:	0.71	Satisfaction Rate:	83.56	answered	73
	Variance:	0.5	Std. Error:	0.08				

5.2. Relevant						Response Percent	Response Total
1	Not at all					0.0%	0
2	Not really					3.1%	2
3	Somewhat					7.7%	5
4	Mostly					36.9%	24
5	Definitely					52.3%	34
<b>Analysis</b>	Mean:	4.38	Std. Deviation:	0.76	Satisfaction Rate:	84.62	answered
	Variance:	0.58	Std. Error:	0.09			

6. Table discussions							
	Not at all	Not really	Somewhat	Mostly	Definitely	Response Total	
Interesting	0.0% (0)	0.0% (0)	3.8% (3)	38.0% (30)	58.2% (46)	79	
Relevant	0.0% (0)	0.0% (0)	2.9% (2)	40.0% (28)	57.1% (40)	70	
Inspiring	0.0% (0)	0.0% (0)	23.2% (16)	39.1% (27)	37.7% (26)	69	
						answered	80
						skipped	2

## Matrix Charts

6.1. Interesting						Response Percent	Response Total
1	Not at all					0.0%	0
2	Not really					0.0%	0
3	Somewhat					3.8%	3
4	Mostly					38.0%	30
5	Definitely					58.2%	46
<b>Analysis</b>	Mean:	4.54	Std. Deviation:	0.57	Satisfaction Rate:	88.61	answered
	Variance:	0.32	Std. Error:	0.06			

6.2. Relevant						Response Percent	Response Total
1	Not at all					0.0%	0
2	Not really					0.0%	0
3	Somewhat					2.9%	2
4	Mostly					40.0%	28
5	Definitely					57.1%	40

6.2. Relevant						Response Percent	Response Total	
Analysis	Mean:	4.54	Std. Deviation:	0.55	Satisfaction Rate:	88.57	answered	70
	Variance:	0.31	Std. Error:	0.07				

6.3. Inspiring						Response Percent	Response Total	
1	Not at all					0.0%	0	
2	Not really					0.0%	0	
3	Somewhat					23.2%	16	
4	Mostly					39.1%	27	
5	Definitely					37.7%	26	
Analysis	Mean:	4.14	Std. Deviation:	0.77	Satisfaction Rate:	78.62	answered	69
	Variance:	0.59	Std. Error:	0.09				

7. Marketplace							
	Not at all	Not really	Somewhat	Mostly	Definitely	Response Total	
Interesting	0.0% (0)	1.5% (1)	33.3% (22)	40.9% (27)	24.2% (16)	66	
Relevant	0.0% (0)	0.0% (0)	24.6% (14)	52.6% (30)	22.8% (13)	57	
Inspiring	0.0% (0)	5.5% (3)	32.7% (18)	40.0% (22)	21.8% (12)	55	
						answered	66
						skipped	16

## Matrix Charts

7.1. Interesting						Response Percent	Response Total	
1	Not at all					0.0%	0	
2	Not really					1.5%	1	
3	Somewhat					33.3%	22	
4	Mostly					40.9%	27	
5	Definitely					24.2%	16	
Analysis	Mean:	3.88	Std. Deviation:	0.79	Satisfaction Rate:	71.97	answered	66
	Variance:	0.62	Std. Error:	0.1				

7.2. Relevant						Response Percent	Response Total
---------------	--	--	--	--	--	------------------	----------------

7.2. Relevant						Response Percent	Response Total
1	Not at all					0.0%	0
2	Not really					0.0%	0
3	Somewhat					24.6%	14
4	Mostly					52.6%	30
5	Definitely					22.8%	13
<b>Analysis</b>	Mean:	3.98	Std. Deviation:	0.69	Satisfaction Rate:	74.56	answered
	Variance:	0.47	Std. Error:	0.09			

7.3. Inspiring						Response Percent	Response Total
1	Not at all					0.0%	0
2	Not really					5.5%	3
3	Somewhat					32.7%	18
4	Mostly					40.0%	22
5	Definitely					21.8%	12
<b>Analysis</b>	Mean:	3.78	Std. Deviation:	0.85	Satisfaction Rate:	69.55	answered
	Variance:	0.72	Std. Error:	0.11			

8. What other information/services would you have liked to have seen today?				Response Percent	Response Total
1	Open-Ended Question			100.00%	43
1	Lewisham Disability Coalition seemed to have no representation - why?				
2	Actual stories from people, rather than an abstract video about Sam				
3	Not sure. More stalls perhaps?				
4	More about what already exists to manage frailty				
5	Information pack to be provided				
6	View of carer/service users in Lewisham				
7	Greater DN/community representation				
8	Different services promoting the team by having stalls				
9	More information about what is already being done				
10	Info on what is currently happening in Lewisham				
11	SAIL, Community Connections, Mindcare, Age UK.				
12	Next steps more detailed/outcomes achieved?				
13	N/A				
14	Representatives of each of the market stalls - most were unmanned				
15	Grants and financial help to the frail and elderly in Lewisham				

## 8. What other information/services would you have liked to have seen today?

		Response Percent	Response Total
16	Crisis teams		
17	Some visual depiction of existing network		
18	Would have possibly been good to have more space for PPI to think pacifically about their team/service and its role in these scenarios or potential role		
19	Understanding of what is happening. What is the buy in from the CCGs and LA's?		
20	Sail, Community Connections		
21	More council presence - May have just been table		
22	Some more information on patients circumstances		
23	More on health improvement		
24	LIMOS involvement at marketplace		
25	Ambulance Service. Social Worker to give their views		
26	What help is for Carers		
27	Dementia Care		
28	what the community should consider us to do		
29	It would be good to know information available about all support groups in Lewisham		
30	More information about the event		
31	Feedback, case studies and experieces of health care professionals dealing with frailty		
32	Scams prevention - AGE UK Lewisham and Southwark		
33	It would have been useful to have an overview of the different agencies (council, CCG, NHS), their structures and level of involvement		
34	More patients		
35	How do NHS and Social Care really work together		
36	Perhaps if there had been time some discussion about how we currently manage frailty in Lewisham		
37	Please email today's presentation		
38	Which voluntary and statutory sectors were present to take the discussion/forum back to their team		
39	Time to express personal situation. Not enough time		
40	Greater awareness for the public on available services		
41	More video showing the subject matter		
42	Age UK stall		
43	Legal areas, power of attorney etc		
		answered	43
		skipped	39

## 9. What can we improve at future events?

		Response Percent	Response Total
1	Open-Ended Question	100.00%	41

## 9. What can we improve at future events?

		Response Percent	Response Total
1	Read people's stories - given via audio? Disability representation. More discussion about nutrition in home and hospital.		
2	Microphone a bit iffy		
3	Marketplace can have more stalls		
4	More focus on prevention of reliance on the 999 and ED systems. Increased use of 111*6		
5	Thought it was run very well. Good amount of time. Interactive. Lots of engagement.		
6	More GPs so they can learn that not all care is medical or requires GP (this is deliberately tongue in cheek!)		
7	Marketplace more defined in the building - half was in food room, half in the hall		
8	Longer sessions where we could maybe map out what services could look like		
9	This was new to me they was not quite sale what to expect		
10	More stories from real people		
11	More members of the public present		
12	Longer marketplace. More time - feel like we only scratched the surface. Real people's real stories.		
13	More information as to what these events are going to change		
14	Involving more professionals and non professionals		
15	N/A well done!		
16	N/A		
17	Smaller groups - hard to hear something		
18	Slightly less repetition of same case studies		
19	More time to develop ideas and solutions. It was really interesting but each idea still had lots more space to discuss further		
20	What available in local area		
21	It went well		
22	Better acoustic		
23	Have MPs attend		
24	Difficult to hear discussion around the table as other tables loud		
25	Having more community input. Local carer association input		
26	Every work to gather		
27	Focus on prevention - how we can do this and share with local population		
28	Always advise of the context of the work completed today in the summary. Always advise where people can go (like MPs) to get updates on the work		
29	Longer for more discussions		
30	Less group discussion about case studies. More input from health care professionals		
31	More videos		
32	Some information leaflet on various service would be helpful		
33	Perhaps less text on slides		
34	Cannot think of improvements		



## 9. What can we improve at future events?

		Response Percent	Response Total
35	Listening ears than quick solution		
36	There is a need to describe what the % indicated for the GDS stands for		
37	Just keep up the good work		
38	Market place		
39	Having service user speak of experiences		
40	More opportunity to learn about other services - networking		
41	Better microphones		
		answered	41
		skipped	41

## 10. Any other feedback?

		Response Percent	Response Total
1	Open-Ended Question	100.00%	25
1	Very keen to hear about cross borough protocols/working.		
2	Good event - look forward to the follow up		
3	Thank you!		
4	Useful event		
5	Not sure if my suggestions were listened to re: preventing admissions by referring to a falls service. Less concrete ideas, would have been good to say 'in an ideal world' and blue sky thinking ideas		
6	Really positive		
7	Very interesting and relevant to practice		
8	Good to see faces and network with others from Lewisham		
9	Sam's story was a little too idealistic. The reality is much tougher and more complicated		
10	Maybe a real person/carer for frail person giving live talk		
11	No		
12	Even more time for networking		
13	Well done, it was a nice event		
14	It is important that we all work together to ensure that every individual needs are met and carried out		
15	Need a directory of community services		
16	Good venue, good parking		
17	N/A		
18	Very organised		
19	This was a very worthwhile event, particularly as it had good participation from the public		
20	Sad to hear from Health and Social Care professionals of useful services which have been cut		
21	Good to include GP		

## 10. Any other feedback?

		Response Percent	Response Total
22	Major representation by variety of professionals than lay people. Mentioned mental health but not spiritual health, it needs to be included, According to World Health Organisation, 4 types of health.		
23	Consider utilising VSL for lonely older adults		
24	Very good, very useful		
25	Felt we were only asked to attend because legally Lewisham needed to do so (funding)		
		answered	25
		skipped	57

## 11. How did you hear about this event?

		Response Percent	Response Total
1	Open-Ended Question	100.00%	64
1	Teresa Rodriguez (I'm a PRG member)		
2	email shared by manager		
3	email invitation		
4	LBL network		
5	Through Rachael Crampton		
6	Eventbrite		
7	Through a colleague		
8	Via practice manager		
9	Organiser		
10	email		
11	At CCG CD meeting		
12	Via my team		
13	My manager		
14	Via team lead at UHL		
15	Work		
16	Via email to my manager		
17	Through my manager via CCG		
18	email		
19	CCG		
20	email		
21	email from management		
22	From my close friend		
23	email		
24	By email from Trust		

## 11. How did you hear about this event?

		Response Percent	Response Total
25	Work email		
26	Lewisham Council Bulletin		
27	From co-worker/volunteer at Lewisham Parkinson's and the CCG		
28	Through Carers Lewisham newsletter online		
29	supervisor		
30	BME network email		
31	From organiser		
32	email invitation		
33	CCG		
34	CCG		
35	Via email - I am a member of Lewisham Hospital Health Programs		
36	Forwarded email from manager		
37	email from CCG		
38	GP practice where I work		
39	Just from my work place from Field Side home		
40	email		
41	From Teresa at CCG		
42	emailed to me		
43	via email		
44	email at work (UHL)		
45	Officer		
46	email		
47	Via Age UK		
48	email		
49	email		
50	Invitation by email		
51	email via Lewisham and Greenwich Trust		
52	It is within my area of work		
53	One of my mentors invited me on		
54	email from LGT and Pensioners Forum		
55	via email from Social Services (Linkline). Needed a wider spread earlier		
56	By email		
57	email to my wife		
58	via e-mail		
59	Was invited		
60	Through manager		

### 11. How did you hear about this event?

		Response Percent	Response Total
61	Information circulated by colleagues at Social Services. Very bad that we (SLaM) were not contacted directly as major care providers for older people in the borough		
62	email sent to me by my manager		
63	Local Authority email		
64	email		
		answered	64
		skipped	18