

Patients' Council Diary of Events Report Form

Event Title	NHS Community Services Bury, Patient and Public Engagement Event
Date	5th October 2009
Author	Barbara Allen
Overview of Event	<p>The NHS Community Services Bury held this event to see how they could engage patients and the public in their work.</p> <p>Their vision is to be the lead provider of effective community-based health services designed around the needs of the people they serve and they want to focus on patients and deliver meaningful outcomes, be positive and promote team working.</p> <p>Denise Boyd Director of CSB explained that they are involved in Children's Services, Health Improvement, Treatment and Care, Adult Services, Long Term Conditions, Learning Disability Services, Dentistry and Governance and Clinical Leadership.</p> <p>Representatives from some of the local groups had been invited to share their ideas and make comments on how to engage. It was clear from the comments that their presentations were not user friendly, some people pointed out that people who have suffered strokes and suffer from dysphasia cannot take in too much information at once so that speakers should speak slower and clearer, and the power point slides were in the wrong font with too much information on. The team were very responsive to all criticisms and said they were grateful for the honest comments.</p> <p>People were asked to sign up on the day if they wished to be involved. I enjoyed this meeting and appreciate that the health service has a long way to go to give the patients not only what they want but what they need.</p>

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