

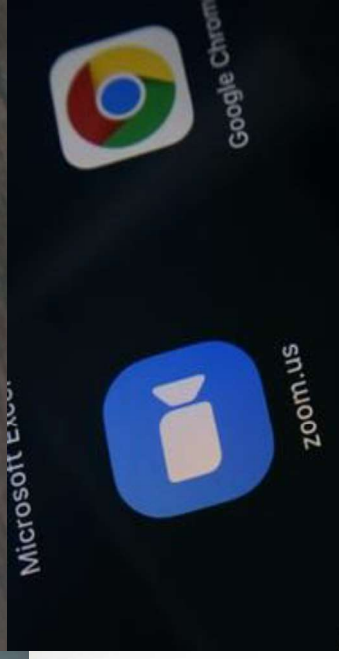
Feedback Report



My Journey Service User and Carer Engagement Event



 Northern Health
and Social Care Trust



Overview

My Journey is a new initiative set up in the Northern Trust to help services in communicating with their patients and service users. The pilot project runs for 12 months, from April 21 to April 22.

Podcasts, webinars and video production are being offered as part of a one year pilot project called "My Journey," where the Trust is offering online resources to support service users' recovery journey. We want to trial the use of these three forms of digital media to make educational and clinical information is available to patients and service users, in support of, or as an alternative to, existing care pathways for users' healthcare journey.

Digital content will be promoted via social media, the Trust website and patient correspondence, as well as being linked to various platforms including Spotify and Youtube.

Service User and Carer Engagement Event

An engagement event took place, using Zoom technology, on 8 September 2021 with a number of service users and carers interested to hear more about the My Journey pilot. The session gave us the opportunity to explore the different platforms and think about how we can further develop online resources to support the service user journey within Northern Trust.

The following pages highlight the discussion.

Acknowledgement

We would like to extend our sincere appreciation to everyone who took the time to join the engagement event. Your valuable contributions and personal experiences will help us to take forward the My Journey pilot.

Feedback from Service Users

Overall thoughts on the My Journey Pilot

“Fantastic! Excellent add on to services”

“Not everyone can attend appointments, so a video would be great as a way of information sharing.”

“Great to have so much information at your fingertips”

“I like the concept very much”

“This is the way forward, it will be the new norm”

“I would ask people to understand the enormity of this task - trying to suit/please everyone is impossible - the pandemic has brought about much needed change - this is a very important part of the change from "old norm" to "new norm" - it's only the start”

“Having the service users voice in the videos giving their experiences and reflections would be a powerful resource”

Feedback from Service Users

Comments

Information at your fingertips.....

During your face to face appointment you might not remember all that you have been told, and you may not understand some of the terms used, so having this information at your fingertips provides a better understanding and enables you to ask more specific questions at later appointments if necessary.

Hearing from service users or their carers.....

Training or information involving service users or family members would be very powerful. Hearing directly from those who have personal experience, from those who are going through, or have gone through situations would help improve the service for staff and of course the service user and their families. In the videos, podcasts etc hearing the experiences and reflections from the users voices would definitely be more powerful than just hearing from the professional.

Accessibility.....

The main concern is making sure people know that the information is available, and who to contact if they need it in a different format.

Podcasts will be transcribed and videos subtitled, but it might be worth noting that English is not the first language of most deaf people, so the best method to ensure accessibility would be to get the videos translated into BSL and ISL. If the information is being transcribed then it needs to be in very plain English and easy to understand.

Guides on how to access the information will be vital, especially for those with a visual impairment who are isolated. The platforms may not work for everyone, but podcast would seem to work best for those with a visual impairment as it is mostly audio. It is worth noting that there are issues when using zoom when you have a visual impairment as the chatbox function is unavailable due to the screenreader interacting with the audio.

Feedback from Service Users

Comments

Lack of technology.....

Concerns were raised about those with very limited IT skills and knowledge and for those with no access to a laptop, or ipad etc.

What else is out there.....

As there are other organisations who have a lot of useful information already available online, there was an agreement that linking to these resources would prove to be very useful, as long as they were checked to be accurate and secure.

Acknowledgement

Thank you once again to everyone who took the time to join in the engagement event.

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Next Steps |

Thank you for your valuable insights on the My Journey pilot. From our discussion we plan to take forward the following actions:

- Guides will be created to steer people on how to access each piece of information.
- Working to ensure the information is accessible.
- Actively promote when the information is available.

If you would like to be involved further with the Trust and hear about other opportunities then please contact Lynda at

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