



# HEALTH & SOCIAL CARE PROVIDER EVENT



# Information Pack Evaluation results & Q&A



**Tuesday 21st July 2015**

from

**1pm - 4:15pm**

at

**The Elizabethan Suite**

**Bury Town Hall**

**Knowsley Street**

**Bury**






**BL9 0DG**













Department for Communities & Wellbeing






# HEALTH & SOCIAL CARE PROVIDER EVENT EVALUATION FORM RESULTS








**140 Delegates attended the Health & Social Care Provider Events**  
**57 evaluation forms were completed following the event.**  
**Responses are below.**

<b>Prior to the event</b>					
	<b>Very Good</b> 	<b>Good</b> 	<b>Fair</b> 	<b>Poor</b> 	<b>Very Poor</b> 
Invitation to the event	47% (27)	53% (30)	-	-	-
Booking your delegate place	44% (25)	53% (30)	3% (2)	-	-
Information you received	35% (20)	54% (31)	11% (6)	-	-

<b>On the day</b>					
	<b>Very Good</b> 	<b>Good</b> 	<b>Fair</b> 	<b>Poor</b> 	<b>Very Poor</b> 
Venue	37% (21)	51% (29)	9% (5)	3% (2)	-
Time of the event	46% (26)	51% (29)	3% (2)	-	-
Arrival & Registration	58% (33)	42% (24)	-	-	-
Refreshments	26% (15)	54% (31)	18% (10)	2% (1)	
Information Packs	32% (18)	51% (29)	7% (4)	10% (5)	

The Presentations					
	Very Good 	Good 	Fair 	Poor 	Very Poor 
The Care Act	25% (13)	64% (34)	11% (6)	-	-
Social Care Procurement – New Regulations and Bury’s Approach	21% (10)	66% (31)	13% (6)	-	-
Health & Social Care Integration	25% (13)	55% (29)	15% (8)	4% (2)	1% (1)
Devolution Greater Manchester	23% (12)	57% (29)	16% (8)	4% (2)	-

The Workshops					
	Very Good 	Good 	Fair 	Poor 	Very Poor 
The Bury Directory (13 responses)	92% (12)	8% (1)	-	-	-
How to access council opportunities - The Basics (12 responses)	42% (5)	58% (7)	-	-	-
Provider Engagement - Market Position Statements (24 responses)	12% (3)	42% (10)	42% (10)	4% (1)	-
Self Care (13 responses)	46% (6)	23% (3)	8% (1)	23% (3)	-
Social Value (22 responses)	14% (3)	64% (14)	22% (5)	-	-

Overall					
	Very Good 	Good 	Fair 	Poor 	Very Poor 
How would you rate the event ?	30% (16)	57% (30)	13% (7)	-	-
Would you attend a similar event with us? <sub>3</sub>	<b>Yes:</b> 98% (50) 		<b>No:</b> 2% (1) 		

## Your comments

### Positive

- Great idea to hold this event - shows integrated working in the council.
- Really enjoyed the event, great for information. I would definitely come again.
- Very interesting, informative and valuable afternoon.
- There was lots of opportunities to have our say and get involved. Bury Council's approach is very positive.
- It was well run and put together. The professional of everyone was great. Well done Sarah-Jayne (and all the others involved).
- **Care Act Presentation** - Good speaker, engaging, clear concise and informative.
- **The Bury Directory Workshop** - Good interesting one stop shop. Will be useful to organisation and individuals. Well presented and very informative.
- **The Chest Workshop** - Good explanation - straight forward and step by step. Nice talking and quite/relaxed room
- **Self Care Workshop** - Well prepared, good knowledge of presenters. Good group size sat around tables - team work.
- **Social Value** - Liked the interactive style of this workshop and appreciated the opportunity to express opinions/input.

### Improvements

- Very noisy when using Balcony Bar and Main Hall for workshops which made it difficult to hear. Having two workshops in the Main Hall was very distracting and made it difficult to engage.
- Needs to include more on support services, sheltered housing, independent living and service for young adults
- The day felt very rushed. Would have preferred less topics but more content and more time for networking.
- **The Chest Workshop** - I thought there would be more info about future opportunities but this was my misunderstanding.
- **MPS Workshop** - I hadn't realised that they were only relevant to adult social care, I thought they might also cover children's services.
- **MPS Workshop** - Did not give enough opportunity to state services we provide.
- **MPS Workshop** - Not much about what the customer wants and their choice / control
- **Self Care Workshop** - Not as advertised, more about what the service does.
- **Social Value Workshop** - Be clear about what social impact tenders should evidence and help them to recognise and measure what they already do! Especially smaller providers.

# QUESTIONS & ANSWERS

## Social Care Procurement – New Regulations and Bury’s Approach

### 1. Will organisation be informed if service is going to be tendered i.e. supported living delivered to individuals but in a block of flats?

The intention is that all opportunities will be advertised to providers who are registered and subsequently added to an Electronic Provider List for each category of provision.

### 2. If you are already registered on The Chest do we need to do assessment again or will we automatically be approached?

Yes, the intention is that providers will need to complete a Suitability Assessment Questionnaire available through 'The Chest' Procurement Portal. The intention is that this approach will apply to existing providers if they are seeking new business as well as new entrants to the Bury Market.

## Health & Social Care Integration

### 3. Are there any plans to educate GPs and professionals further around people with learning disabilities and to be treated fairly?

- The CCG has worked with Bury Parent’s forum to provide 2 recent training sessions for GPs and other practice based clinical staff to raise awareness of the health needs and good practice in working with patients with a learning disability (20<sup>th</sup> August & 3<sup>rd</sup> September). The CCG will look at the option of future training sessions.
- The CCG regularly uses its fortnightly E-news bulletin to practices to inform and promote the use of LD Health Checks, Essential Lifestyle Plans and Health Passports.
- The CCG monitors levels of provision of LD Health Checks by practices.
- There is a specialist LD nurse from Pennine Care NHS Foundation Trust linked to each practice to provide additional advice and support in relation to meeting the needs of patients with a learning disability.

### 4. What is the place of agencies providing temporary workers?

Agencies may be an appropriate source of temporary staff.