

HANDY GUIDES: EVENTS

Meeting with our community

How to set up panels, juries, interviews and focus groups

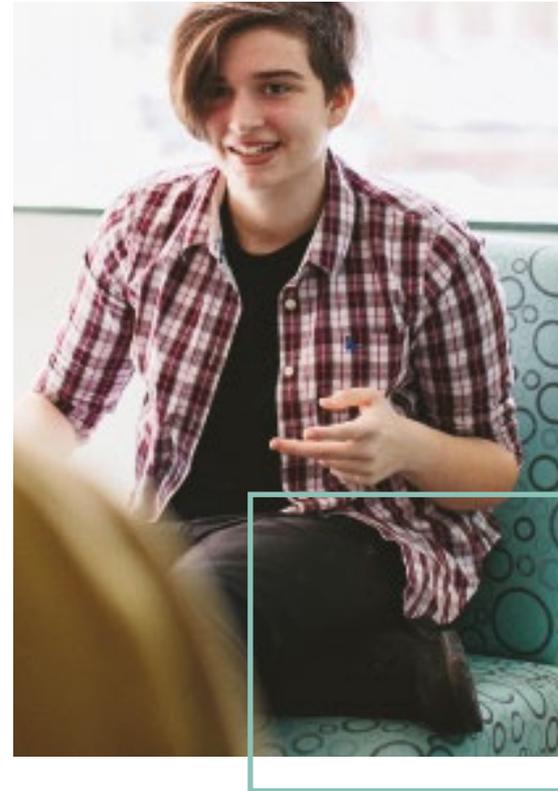
Great for qualitative data, opinions and feedback, meeting with groups of participants can be worthwhile. There are advantages and disadvantages to each method, so contact your communications and engagement team for advice.

Choose the type of meeting

Ideally, keep a maximum of 10 people for focus groups and interviews, 20 for juries and save high numbers of up to 2,000 for panels. Panels tend to be best for longer-term, larger budget projects that have topics that change and evolve, while complex, sensitive or significant topics on a small to medium budget are best for juries, interviews and focus groups.

List who you want to attract as participants

- | | |
|--|---|
| <input type="checkbox"/> Patients and service users | <input type="checkbox"/> Children and young people |
| <input type="checkbox"/> Carers | <input type="checkbox"/> Older people |
| <input type="checkbox"/> Members of the general public | <input type="checkbox"/> Specialist and minority groups |
| <input type="checkbox"/> Staff | <input type="checkbox"/> People in prisons |



3 steps to attract the right people



1 ASK at parent and volunteer groups, schools, and youth clubs. Try developing a recommend a friend programme, or ask people to spread the word.



2 ADVERTISE using local media, social media and websites, posters and leaflets and write to existing users.



3 ATTEND or host open evenings, recruitment events, GP surgeries, NHS or community groups.

The NHCP communications and engagement team help with all aspects of your engagement activity. Email the team at nhcp.communications@nhs.net

How it works for us

Juries, panels, interviews and focus groups

“Service users and their families are invited to attend our quarterly Family Nurse Partnership Advisory Board meeting and also invited to attend our Annual Review. Board members meet with the service users and children, who are able to share their experience of working with the FNP and ask questions.”

NHFT Family Nurse Partnership

“Questions are asked at interviews that have been set by service users and therefore seek opinions and answers that are not worded in a managerial way. Responses from candidates often have a more compassionate, empathetic response.”

NHFT Hospice

Ask your communications and engagement team (nhcp.communications@nhs.net) for advice on smart ways of meeting and planning engagement models that help involve people in influencing planning, development and environmental issues, as well as using external facilitation.

HANDY GUIDES: EVENTS

Meeting with our community

How to choose a venue and set up your event

Arranging a venue for your event is one of, if not the most, important steps in organising your participation activity.

Follow these 15 checks to guide you on the best venue:

1 **Access** that it is suitable, particularly for those with a disability or impaired mobility programme.

2 **Toilets** Ensure that you are aware of the location of the room to be used and proximity to disabled toilets and lifts, particularly if they are not at ground level.

3 **Lifts** should have controls at a height suitable for wheelchair users and may need braille or tactile buttons. Please check lift width is suitable for any wheel chair users.

4 **Sound** induction loops should be available for the hearing impaired.

5 **Lighting** should be suitable. Flickering lights, strobe lighting and flash photography can cause problems for people with epilepsy.

6 **Smoking** Be aware of site smoking policy.

7 **Health and safety** policies for the venue and your own organisation.

8 **Accident reporting** and procedures.

9 **Fire safety**, evacuation procedures and precautionary measures particularly for those with a disability or mobility impaired. Are alarms fully audible and visible to all attending?

10 **Security** Make sure that access and any requirements are known upon arrival.

11 **Securing personal items** and keeping them safe.

12 **Breathing** and that air quality and temperatures suitable for anyone with breathing difficulties.

13 **Catering** and that there are suitable facilities onsite for our community if required.

14 **Dietary requirements** and that any needs are met.

15 **Guide Dogs** or other assistance dogs and whether they are allowed on site.

Consider roadshows, conferences and exhibitions

When you have a clearly identifiable group of people who are known to have an interest in the issue, events can encourage and motivate our community to share views. When you meet face to face, you can also showcase marketing materials and use displays to engage them.

The NHCP communications and engagement team help with all aspects of your engagement activity. Email the team at nhcp.communications@nhs.net

How it works for us

“At last a conversation involving the public and what communities need.”

Attendee at a NHCP Event in May 2019

“Useful to keep influencing the services we all run so they are moving in the right direction.”

Attendee at NHCP Social Prescribing Event June 2019

“Great to be included in future planning. Having service users present and give value to their thoughts.”

Attendee at NHCP Social Prescribing Event June 2019

“We conducted a fundraising event for people with a learning disability: which engaged service users to attend and participate in an event to raise money for equipment to support the team to deliver care to people with a learning disability.”

NHFT Community Team for People with Learning Disabilities (CTPLD)

10 steps to set up your meeting

- 1 Find the right venue to host (see previous page, over)
- 2 Write up a set of clear objectives
- 3 Identify a participation champion to lead your group
- 4 Create a brief that explains what you are doing and why
- 5 Make sure you have enough time to cover what you need on the day
- 6 Check if you can reimburse for transport, parking, child care and other expenses
- 7 Contact your communications and engagement team to check you have covered everything before proceeding
- 8 Communicate information on the meeting with our community ahead of the event
- 9 Create actions that follow the meeting
- 10 Share next steps with our community



Try video boxes

If you have budget, video messages or conferencing using Skype or video boxes brings immobile or hard to reach people virtually into the room.