

Title of Meeting:	Somerset Engagement Advisory Group – Open Day	
Date:	2 July 2018	
Time:	10.00am – 4.30pm	
Venue:	Stoke St Gregory Village Hall , Dark Lane, Stoke St Gregory, Taunton, Somerset TA3 6EU	
When	What	Who
10:00	Welcome, introductions and purpose of the day	Chair
10:15	What do people in Somerset need from health and social care services? A structured group exercise to collate our areas of knowledge, community intelligence, key concerns, assumptions and questions	Group facilitators and note-takers to be identified
10:30	What is happening in health and social care? A facilitated panel discussion with perspectives from: <ul style="list-style-type: none"> • Healthwatch • A clinician • A social care manager • A non-executive • An NHS commissioner • The voluntary sector • A patient / carer 	Individual panel members to be identified
11:00	Questions for the panel	Chair to facilitate Note-taker to record
11:20	Break	
11:35	Introducing the workshops	Chair
11:45	(1) Exploring the challenges A choice of workshops: <ul style="list-style-type: none"> • Making difficult commissioning decisions – how do we decide what to prioritise when we have limited money to spend? • Prevention and ‘patient activation’ – how can we all support people to lead healthier lifestyles and prioritise their own health and wellbeing? 	Workshop facilitators to be identified – finance director / clinical commissioner and Public Health?
12:45	Lunch	
1:30	(2) Exploring the challenges A choice of workshops: <ul style="list-style-type: none"> • In hospital or at home? – how do we achieve the 	Workshop facilitators to be identified – voluntary sector, NEDs, trust

	<p>balance between hospital services for acute needs and community-based services for everything else?</p> <ul style="list-style-type: none"> • Learning from patient experiences – how can we improve services based on what we learn from complaints and patient feedback? 	governors, clinical commissioner, quality assurance manager?
2:30	Feedback from the four workshops	Workshop facilitators
3:10	Break	
3:25	<p>What can we do?</p> <p>Open plenary discussion identifying responses and next steps for each of us in our own roles. Discussion could cover:</p> <ul style="list-style-type: none"> • Voluntary sector solutions and models • Readyng our staff, volunteers, communities, colleagues • Encouraging and supporting others to be involved • Challenging and scrutinising 	Facilitated by chair
3:45	Final panel observations of the day and commitment to next steps	Individual panel members to be identified
4:05	<p>What do we want to say to commissioners and service providers?</p> <p>Final exercise using flip charts and post-its to capture questions and messages from SEAG members</p>	Chair
4:20	Closing remarks and thanks	