



# **‘More than Medicine’ Lunch and Learn event linking GP Practice and the local third sector**

**Wallneuk North Church, Abercorn St, Paisley PA3 4AB  
4<sup>th</sup> September, 12:00 – 14:30**

## **Learning Report**

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## 1. Background to the 'More than Medicine' event

The overarching aims for the 'More than Medicine' event in GP Cluster 5, Renfrewshire were that:

- Links between the third sector, community organisations and General Practice teams will be strengthened
- General Practice teams will have a better understanding of third sector services and organisations available in their local community
- General Practice teams will feel more confident in signposting to the third sector and how to bring the third sector into a General Practice environment
- Third sector teams and General Practice teams will know more about Scotland's House of Care in Greater Glasgow and Clyde, ALISS (A Local Information System for Scotland) and Engage Renfrewshire.

Underpinning the core aims of the event lay a wish to develop an approach that is transferrable to other practices, clusters<sup>1</sup> and localities and to reflect on approaches that would allow relationships developed at this event to be strengthened and built on. For this reason, this Learning Report consist of a summary and evaluation of the event in Renfrewshire, but also 'Top Tips' for running future such events.

### Top Tip 1:

Set out clearly the desired outcomes of the event to be held. This assists with inviting General Practice staff and third sector organisations to determine whether this is the right event for them.

These events can be tailored to meet specific GP practice's needs, e.g. hearing from organisations that support people with a common issue in the practice population, work around General Practice's schedule if two hours is too long, hear what presentation methods would work best for the third sector organisations.

## 2. The event

The Health and Social Care Alliance Scotland (The ALLIANCE), NHS Greater Glasgow and Clyde (NHSGGC) and Engage Renfrewshire worked together to deliver the event. The event brought together General Practice staff from Cluster 5 in

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<sup>1</sup> GPs in Scotland co-ordinate across local 'clusters' of practices to share learning and spread good practice.

Renfrewshire to hear third sector and community organisations present on some of the positive work to support health and wellbeing from their projects in Renfrewshire.

36 people attended, of whom 14 were General Practice staff from the Renfrewshire Cluster 5 practices, 13 were third sector staff from eight different organisations, three ALLIANCE staff, two Renfrewshire Health and Social Care Partnership staff, two were NHSGGC staff and one each from Engage Renfrewshire and Scottish Government.

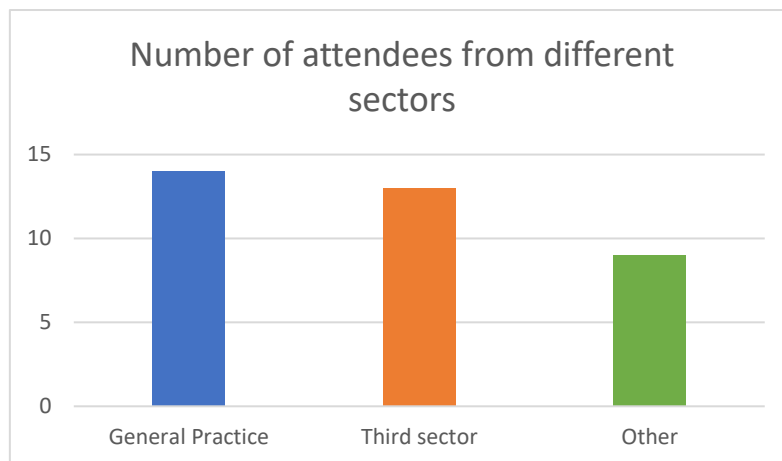


Figure 1: based on 36 attendees

The agenda (appendix 1) took account of the limited time available to General Practice staff for practice development. The third sector and community organisations had five minutes each in which to present on their work in the local area and let GP practice staff get a greater awareness of how to signpost to their organisation and what services were provided.

All the Third sector organisations had been asked to bring materials and were allotted tablespace and General Practice staff were invited to speak to third sector staff and gather materials on the projects during lunch.

The event was framed by introducing Scotland's House of Care as an important model for transforming primary care and supporting people's self management and emphasised the importance of the 'more than medicine' foundation. Karen McIntyre, Community and Partnerships Manager, presented on the work of Engage Renfrewshire, highlighting the Third Sector Interface's role in volunteer development, community capacity building, social enterprise development and influence on community planning. After this, Lisa Gardner from the ALLIANCE and Sandra McGuire from NHSGGC demonstrated how ALISS (A Local Information System Scotland) could be used to help General Practice staff find resources in their area.

### **Presentations from the Third sector organisations**

Stephen from [Food Train](#) presented on their shopping service for over 65s in the



area. This initiative supports people who are unable to get to the shops by themselves to buy food. He highlighted opportunities for General Practice to let people know about this service either as a volunteering opportunity or as a support service. He also presented on [Meal Makers](#), which links people with spare food from their meals to people who may not be able to cook for themselves.

Alyson from [RockUs Choir](#) presented on the community choir which brings people of all abilities together to sing. They work with other charities, care homes and hospitals to hold performances and run weekly rehearsals for members. She highlighted the benefits of meeting people through singing together and the positive effects singing together can have on wellbeing.

Lorraine, a [community links worker from RAMH](#) talked about the benefits of their nonmedical approaches to supporting people with benefits, money management, depression, anxiety and other social problems not easily dealt with by primary care.

Clare from [ROAR Renfrewshire](#) presented on 'Stay Mobile Stay Connected', which is a campaign intended to change the way people think about older people's health. A group of older adults, aged 79 to 92, have created six campaign films with their own advice on achieving happiness and health in later life. One of these films, 'Hugs Not Drugs' introduces Jim who shares his tips on staying active and avoiding social isolation.

Christine from [Renfrewshire Carers' Centre](#) highlighted that people don't always see themselves as looking after someone. They see themselves as a mum, dad, husband, wife, daughter, brother or friend helping someone they love; however, people who are carers may need support and the Renfrewshire Carers' Centre offers a range of services from respite care, carers advocacy and emotional support.

[No Strings Attached](#) is a charity, committed, through asthma management and music education to providing opportunities for young people with asthma to help them better manage their condition and lead a healthy and active life. Fiona, who gave the presentation, highlighted the benefits playing a wind instrument can have for people with asthma.

[Active Communities](#) talked about the charity's work helping people become physically active through a range of sports and physical activities. Their aim is to create happy, healthy and active communities where people enjoy being healthy, physically active and active citizens in their communities.

[Buddy Beat](#) is a drumming group that is inspired by the principles of musical inclusion. Three of the group's members attended and provided attendees with a musical performance to end the presentations from the third sector.

Jamie Begbie, Senior Policy Officer at the Scottish Government, closed the session encouraging further networking to take place. A video of the event can be [found here](#).

### Top Tip 2:

A good way to present ALISS to General Practice staff is to run a 'pretend consultation' and demonstrate how ALISS can be used by General Practice staff, by searching for relevant resources with a local postcode.

The event is also an opportunity to encourage third sector staff to input their organisations into ALISS and highlight the 'Train the Trainer' sessions as an opportunity for them.

## 3. Evaluation approach

A comprehensive evaluation approach was embedded into the event with the hope of capturing the learning into this Learning Report on the event and to inform future 'More than Medicine' events in Greater Glasgow and Clyde and other areas in Scotland. The evaluation comprised of:

- A pre and a post event survey:  
The pre event survey aimed to gather baseline data from the attendees. There were separate forms for General Practice staff and Third sector staff. The forms invited reflections on how best to connect General Practice and the third sector outwith such events (appendix 2)  
The post event survey aimed to evaluate if the levels of knowledge and understanding of key areas had increased as a result of the event and to seek feedback on the event itself. Again, there were separate forms for General Practice staff and third sector staff (appendix 2)
- Video case studies  
The ALLIANCE's Digital Coordinator worked to capture attendees' opinions of the event by collecting video case studies, which could serve as individual videos and/or be transcribed for inclusion in the Learning Report.
- Written case studies  
The ALLIANCE's Digital Coordinator worked to capture attendees' opinions of the event by collecting written case studies. This was for people who did not wish to appear on camera, or those who were happy to have their interviews from the video case study transcribed.

### Top Tip 3:

The video and written case studies can be shared individually through bulletins and on social media. In addition, the Learning Report can include the material from the evaluation forms and a selection of transcripts from the video case studies and the written case studies.

### Top Tip 4:

For impactful evaluation visuals, it can be a good idea to gauge attendees' opinions prior to the event taking place and just after the event has taken place. This can allow for a direct comparison between the results and can serve as a useful measurement for whether the event has achieved its stated aims.

## 4. Cost analysis

The event was resourced from within existing budgets.

There was however some additional cost linked to:

- Venue and catering (as part of the local approach of the event the venue was within the GP Cluster in Renfrewshire and the catering was from a provider local to Paisley)

This additional cost amounted to approximately £8.70 per attendee.

## 5. Evaluation form findings

The below graph shows who contributed to the pre and post event evaluation. This illustrates that there were a larger number of responses from the General Practice staff than from the third sector staff present. Contributing to this was that the pre event evaluation form had been sent round to the General Practice staff prior to the event and were collected at the event. It may be good for future events to send out the form to third sector staff in advance also and highlight the importance of filling them in.

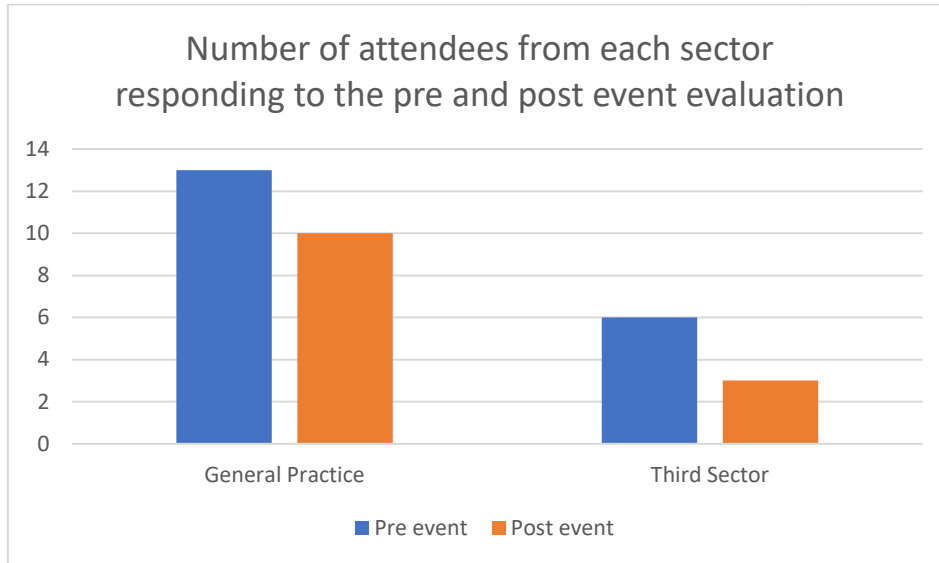


Figure 2: Pre event form GP n=13, TS n=6, post event form GP n=10, TS n=3

The third sector forms did however contain highly informative comments and suggestions. In light of this, and that there were not enough third sector responses to create a meaningful numerical analysis, it was decided to present the findings from the General Practice staff numerically and focus on the comments and case studies from the third sector staff.

There was also an issue that General Practice staff had such time constraints after the event that they could not participate in the video or written case studies. This will be useful to reflect on in future events – it may be good to build time into the agenda to gather case studies from attendees.

### Top Tip 5:

**Send out pre event evaluation forms to both General Practice staff and third sector staff prior to the event, and highlight that there are two separate forms to be filled in at the event itself.**

## 5.1 Analysis of General Practice evaluation forms

From the evaluation forms (appendix 2) the below graphs highlight General Practice staff's responses to the three main questions which were shaped around the core aims of the event:

- I am aware of what third sector and community organisations in my area do and how they provide people with support
- There are strong links between the GP Practice where I work and the third sector or community organisations in my area
- I have knowledge of and confidence in resources available when signposting to the third sector or community organisations



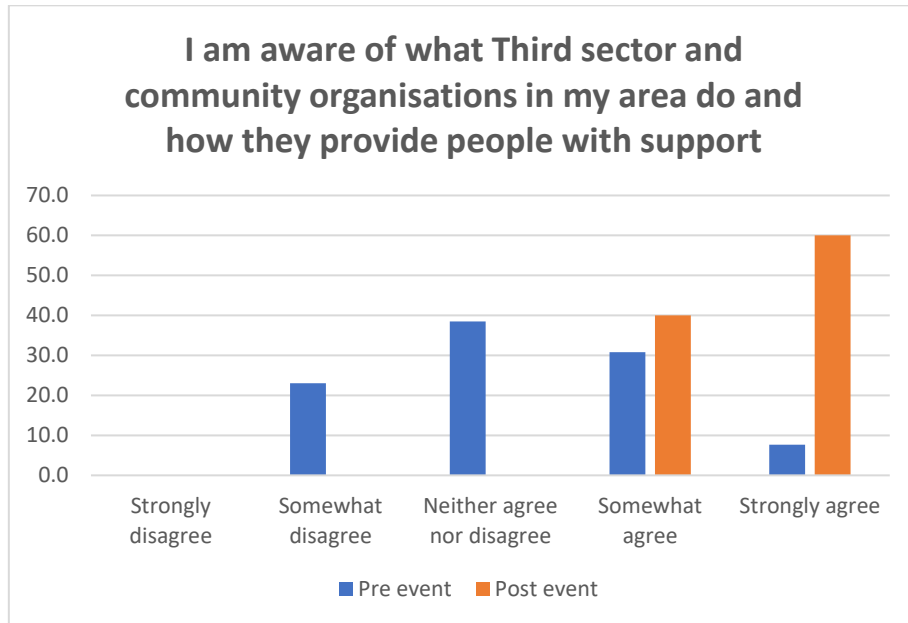


Figure 3: Pre event form GP n=13, post event form GP n=10

The post event evaluation forms show a higher degree of awareness of what the third sector and community organisations in the General Practice staff's area do and how they provide support. This suggests that the event achieved one of its key purposes in increasing General Practice staff's awareness of what is available in their areas.

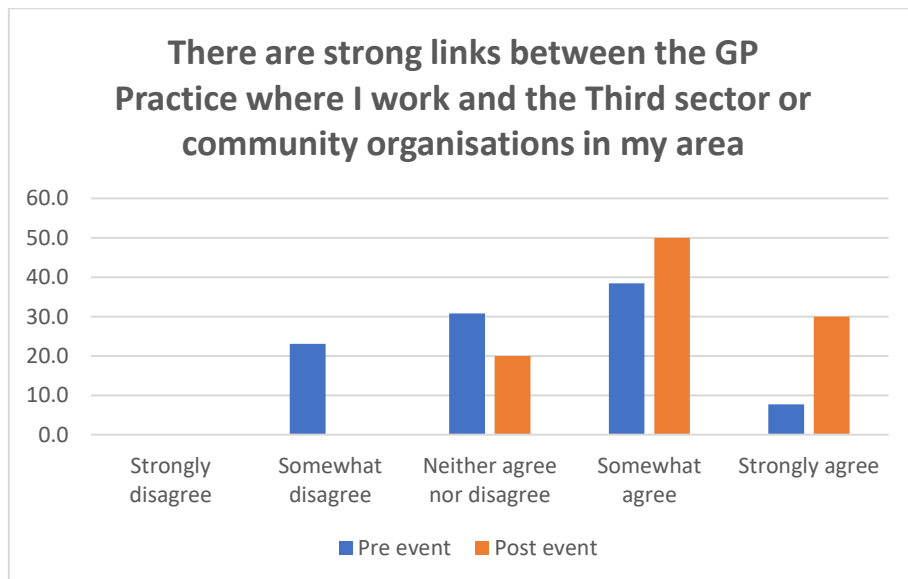


Figure 4: Pre event form GP n=13, post event form GP n=10

Asked whether there are strong links between GP Practices and the local third sector or community organisations General Practice staff did have higher post event than pre event scores. However, it is interesting to note that the increase is less marked

than for the other two questions, suggesting that 'strong links' are harder to achieve than raising 'awareness' or increasing 'confidence and knowledge' of the third sector and what services they provide. It is worth reflecting that to have higher scores in this area more sustained approaches than one event may be needed.



Figure 5: Pre event form GP n=12, post event form GP n=10

This graph shows an encouraging increase in General Practice staff's knowledge of and confidence in resources available when signposting to third sector organisations. Where 50 percent said they 'somewhat disagreed' or 'strongly disagreed' with this statement prior to the event, all General Practice staff 'somewhat agreed' or 'strongly agreed' with this statement following the event. This suggests that the presentations from the third sector and community organisations had an impact on their knowledge of the organisations in their area, but also in their confidence in these resources. In addition, these responses may suggest that General Practice staff have increased knowledge and confidence of resources available to signpost to organisations, such as ALISS.

## 5.2 Analysis of attendees' knowledge of Engage Renfrewshire, Scotland's House of Care and ALISS

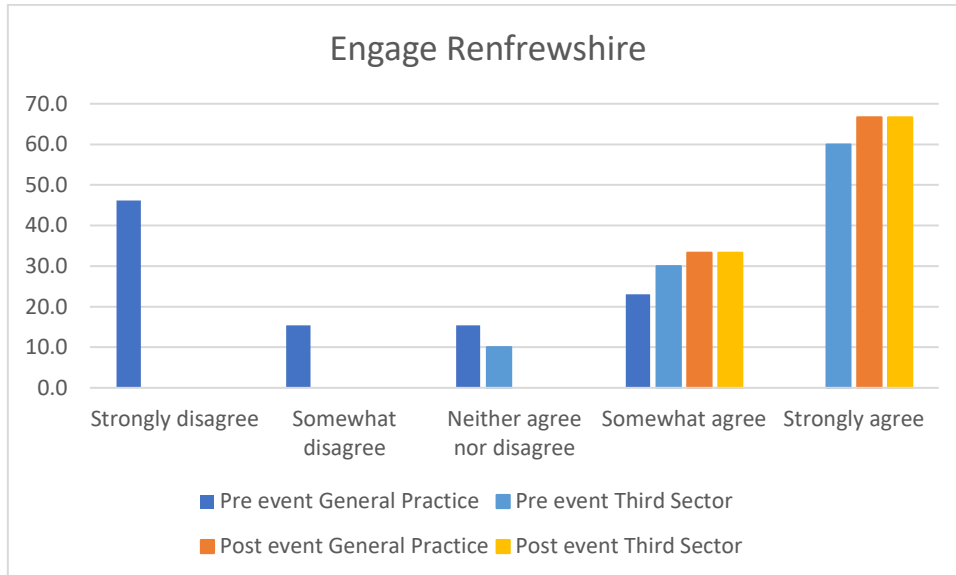


Figure 6: Pre event form GP n=13 TS n=6, post event form GP n=10 TS n=3

This graph shows the responses of both General Practice staff and third sector staff knowledge of the work of Engage Renfrewshire. As one would hope and expect, all third sector staff said both pre and post event that they 'know and understand the work of Engage Renfrewshire'. Encouragingly though, while only three of the General Practice staff present said they 'somewhat agreed' or 'strongly agreed' to that statement, nine did so post event. This highlights that General Practice staff may not have a strong understanding of the role of TSIs in their area before the event, and this raises interesting questions about the overall knowledge of General Practice staff of TSIs and their role.

### Top Tip 6:

**Ensure that the Third Sector Interface is included in planning 'More than Medicine' events, and invite them to present at these events.**

**To raise TSI's profile among General Practice staff, it may be good to capture their opinions in a blogs or opinion pieces. These can be hosted by the ALLIANCE and shared using connections into primary care.**

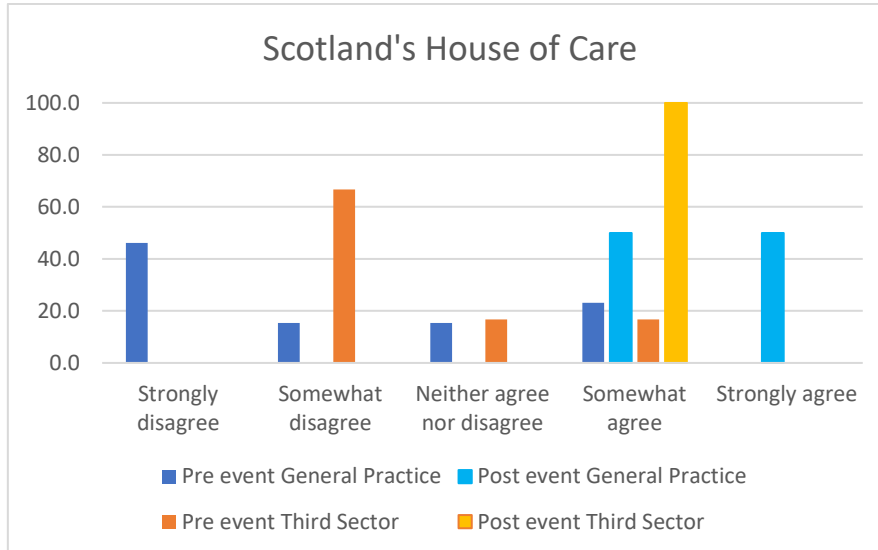


Figure 7: Pre event form GP n=13 TS n=6, post event form GP n=10 TS n=3

This graph shows the responses of both General Practice staff and third sector staff's knowledge of the work of Scotland's House of Care. As one might expect these findings were the reverse of Engage Renfrewshire's in that the majority of General Practice staff said they 'somewhat agreed' or 'strongly agreed' that they understood the work of Scotland's House of Care prior to the event, but only one out of six third sector staff did so before the event. In the post event evaluation, however, both groups said they had knowledge of Scotland's House of Care programme. Again, this may open avenues of future work for Scotland's House of Care programme in seeking to engage with third sector organisations.

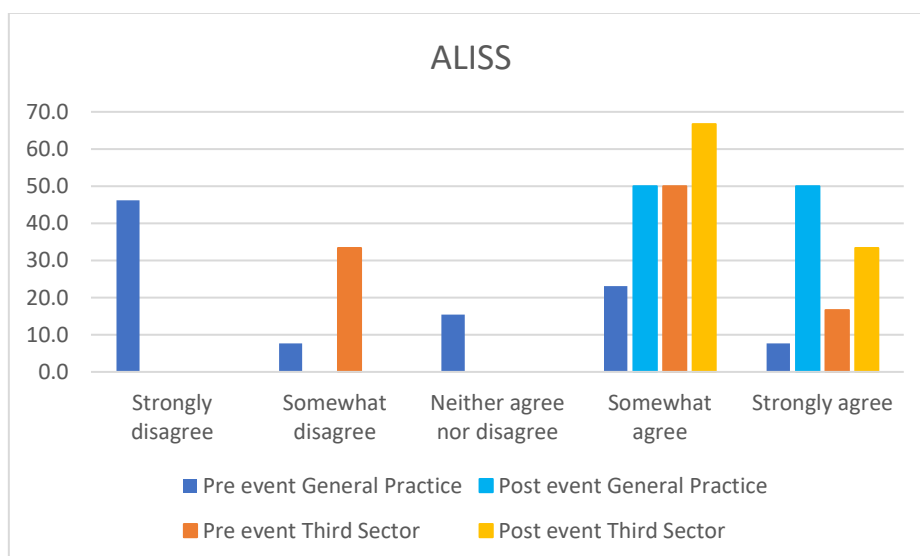


Figure 8: Pre event form GP n=13 TS n=6, post event form GP n=10 TS n=3

Similar to the findings for Engage Renfrewshire this graph shows that the General Practice staff's knowledge of ALISS was lower prior to the event than the third sector staff's knowledge. It is encouraging, however, that the General Practice staff's knowledge of ALISS increases, as indeed does third sector staff's.

### **5.3 Analysis of attendees' written reflections on the evaluation forms**

Attendees were asked to provide their reflections on what they hoped to take away from the event in the pre event evaluation and what they will take away from the event in the post event evaluation (appendix 3).

Below is a selection of the feedback gathered at the event

#### **General Practice staff**

##### **One sentence to describe what you hope to take away from the event: (pre event evaluation)**

- "Knowledge and confidence to direct patients to correct services"
- "Info on what's available and how to signpost"
- "To learn more about the organisations and to take back to workplace"
- "Knowledge of what's available in the community"

##### **One sentence to describe what you will take away the event: (post event evaluation)**

- "Good presentations. Very informative"
- "I am happy that I came to find out about these organisations"
- "Awareness"
- "Excellent!"

It is encouraging to note that the General Practice staff in attendance had similar expectations for the event as were laid out by the main aims of the event. This suggests good communication of the key purpose and that there is a perceived unmet need for such an event from the General Practice staff. It is also encouraging that the post event evaluation feedback is overwhelmingly positive and highlights issues such as awareness and knowledge of the organisations that presented, as is also borne out in the evaluation forms.

#### **Third sector staff**

##### **One sentence to describe what you hope to take from the event (pre event evaluation)**

- "More contacts within the area"
- "To hope that we can start to develop good relationships with GP Practices"
- "More information on what is available in the community"

- “Partnership working. Referral routes”

**One sentence to describe what you will take from the event. (post event evaluation)**

- “A great chance to hear more about what local organisations can offer”
- “Would be useful for primary care staff to find out (about) work of link practitioners”
- “Feeling there is desire for sector involvement”

These quotes demonstrate that third sector staff had a similar understanding of the purpose of the event to the General Practice staff. It is interesting to note that the third sector is keen to gain “More information on what is available in the community”. This suggests that the event had a dual purpose for the third sector staff present – to present on their own project to General Practice staff and to hear about what other organisations did in their area. One of the reflections is that it “Would be useful for primary care staff to find out (about) work of link practitioners”. This suggests that other work going on to link third sector and General Practice could have been highlighted more effectively in the event.

The third sector staff were also asked:

**What do local third sector and community organisations need in order to build meaningful relationships with their local GP Practices?**

**Pre event evaluation form**

- “More communication/signposting”
- “Developing relationships, building trust, understanding roles”
- “We have good contacts with some GP Practices, but none with others. We would love to do some partnership work”
- “More access to pass on information in GP Practices”
- “More discussion, opportunities to meet GPs and practice staff”

**Post event evaluation form**

- “More links and networking”
- “Some time to let practices know what we do”

Responses such as “More access to pass on information in GP Practices” and “Some time to let practices know what we do” suggest that this event was a welcome opportunity for the third sector and General Practice to connect, but also that it is important to explore other options for such links to happen and be strengthened.

## 6. Recommendations and next steps

### Recommendations for future events

- These events can be tailored to meet specific GP practice's needs, e.g. hearing from organisations that support people with a common issue in the practice population, work around General Practice's schedule if two hours is too long, hear what presentation methods would work best for the third sector organisations.
- A good way to present ALISS to General Practice staff is to run a 'pretend consultation' and demonstrate how ALISS can be used by General Practice staff, by searching for relevant resources with a local postcode.
- The event is an opportunity to encourage third sector staff to input their organisations into ALISS and highlight the 'Train the Trainer' sessions as an opportunity for them.
- Any video and written case studies can be shared individually through bulletins and on social media. In addition, any Learning Report from the events can include material from the evaluation forms and a selection of transcripts from the video case studies and the written case studies.
- For impactful evaluation visuals, it can be a good idea to gauge attendees' opinions prior to the event taking place and just after the event has taken place. This can allow for a direct comparison between the results and can serve as a useful measurement for whether the event has achieved its stated aims.
- Send out pre event evaluation forms to both General Practice staff and third sector staff prior to the event and highlight that there are two separate forms to be filled in at the event itself.
- Ensure that the Third Sector Interface is included in planning 'More than Medicine' events and invite them to present at these events.
- To raise TSI's profile among General Practice staff, it may be good to capture their opinions in a blogs or opinion pieces. These can be hosted by the ALLIANCE and shared using connections into primary care.

### Next steps

- Work with interested Health Boards, Health and Social Care Partnerships, Third Sector Interfaces and GP Practices to deliver future More than Medicine events.
- Keep in touch with General Practice staff and third sector staff to monitor their assessment of the links between the two sectors.

## 7. Written case studies from the event

### **What has been your main takeaway from today's event?**

"My main takeaway from today's event is that there is lots going on out there in the community and that if we work together we can ensure people are accessing the right services at the right time." (Karen)

"It's good to see the willingness of the practices to get to know what the third sector does. Find out the variety of what we're doing and how it can be beneficial to the patients. (Stephen)

"I think for me as somebody that came from Renfrewshire and knew quite a lot of what is going on but also what's developed over the last few years, some of the organisations have really grown quite considerably. Practices might think they know about I know about the likes of Carers and Roar but really what they do compared to a few years ago is much different and it is about keeping up with that." (Sandra)

### **How has this event improved links between GP Practices and the Third Sector?**

"It's been really beneficial for developing the links because I've met a lot of people from practices that otherwise I wouldn't have had access to or been able to meet. They understand the organisation I represent, and I think I've got a better idea of what they're up against on a daily basis too." (Karen)

"I think the practices are going to be coming looking for literature from us for looking to signposting people on to [services] that they maybe wouldn't have thought of beforehand." (Stephen)

"I don't know that GP Practices particular know what's on in the local area because for the staff that work in the practices it might not be their local area. They are maybe travelling 5 or 10 miles into work and then driving away again. So, they might not know that the church around the corner has put on so many things for the community and there are all these organisations out there." (Sandra)

### **How do you think the GP Practices have improved their understanding of the Third Sector through this event?**

"To get as many people for that length of time out a GP Practice is quite significant. So, they were already interested. So, I would hope those that were here today will go back and speak to the rest of the staff." (Sandra)



## Appendix 1 – Agenda

# ‘More than Medicine’ Lunch and Learn event linking GP Practice and the local third sector

**Wallneuk North Church, Abercorn St, Paisley PA3 4AB  
4<sup>th</sup> September, 12:00 – 14:30**

<b>12:00</b>	<b>Buffet lunch and viewing marketplace stands</b>
12:30	<p><b>Welcome and introductions</b></p> <p><b>House of Care</b> – Sandra McGuire, Service Development Lead, NHSGGC</p> <p><b>Third sector Interface</b> – Karen McIntyre, Community and Partnerships Manager, ENGAGE Renfrewshire</p> <p><b>ALISS</b> (A Local Information System for Scotland) – Lisa Gardner, Partnership and Engagement Co-ordinator, Health and Social Care Alliance Scotland</p>
13:15	<p><b>Presentations</b> - Third sector/ Community organisations</p> <ul style="list-style-type: none"> <li>• Rockus Choir</li> <li>• No Strings</li> <li>• Food Train/Meal Makers</li> <li>• RAMH Link Worker Programme</li> <li>• ROAR</li> <li>• Renfrewshire Carers</li> <li>• Buddy Beat</li> </ul>
13:55	<b>DVD</b> - Links Worker – Glasgow South
14:05	<b>Questions and comments</b>
14:15	<b>Closing remarks</b> – Jamie Begbie, Senior Policy Officer, Scottish Government
14:25	<b>Meet the community organisations:</b> gather resources and ask questions
14:45	Close

## Appendix 2 – Pre and post event evaluation forms

Pre event evaluation form for General Practice staff

<u>Pre event</u> Evaluation form – ‘More than Medicine’ Lunch and Learn event Renfrewshire Cluster 5					
I am aware of what third sector and community organisations in my area do and how they provide people with support.					
Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	
There are strong links between the GP Practice where I work and the third sector and community organisations in the area.					
Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	
I have knowledge of and confidence in resources available when signposting to the third sector or community organisations?					
Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	
I know and understand the work of					
Engage Renfrewshire	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
Scotland's House of Care	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
ALISS	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
One sentence to describe what you hope to take away from the event.					

Post event evaluation form for General Practice staff

<b>Post event Evaluation form – 'More than Medicine' Lunch and Learn event Renfrewshire Cluster 5</b>					
<b>I am aware of what third sector and community organisations in my area do and how they provide people with support.</b>					
Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	
<b>There are strong links between the GP Practice where I work and the third sector and community organisations in the area.</b>					
Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	
<b>I have knowledge of and confidence in resources available when signposting to the third sector or community organisations?</b>					
Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	
<b>I know and understand the work of</b>					
<b>Engage Renfrewshire</b>	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
<b>Scotland's House of Care</b>	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
<b>ALISS</b>	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
<b>One sentence to describe what you will take away from the event.</b>					

Pre event evaluation form for Third sector staff

<b>Pre event Evaluation form – ‘More than Medicine’ Lunch and Learn event Renfrewshire Cluster 5</b>					
<b>I know and understand the work of the General Practice teams in my area.</b>					
Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	
<b>There are strong links between the organisation where I work and the GP Practice in our area.</b>					
Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	
<b>What do local Third Sector and community organisations need in order to build meaningful relationships with their local GP Practices?</b>					
<b>I know and understand the work of</b>					
<b>Engage Renfrewshire</b>	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
<b>Scotland's House of Care</b>	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
<b>ALISS</b>	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
<b>One sentence to describe what you hope to take away from the event.</b>					

Post event evaluation form for Third sector staff

<b>Post event Evaluation form – 'More than Medicine' Lunch and Learn event Renfrewshire Cluster 5</b>					
<b>I know and understand the work of the General Practice teams in my area.</b>					
Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	
<b>There are strong links between the organisation where I work and the GP Practice in our area.</b>					
Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	
<b>What do local Third sector and community organisations need in order to build meaningful relationships with their local GP Practices? Any further thoughts based on what you've heard today.</b>					
<b>I know and understand the work of</b>					
<b>Engage Renfrewshire</b>	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
<b>Scotland's House of Care</b>	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
<b>ALISS</b>	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
<b>One sentence to describe what you will take away from the event.</b>					

## Appendix 3 – Written feedback in pre and post event evaluation forms in full

### GP Practice staff

#### Pre event form

##### **One sentence to describe what you hope to take away from the event:**

Info on what's available and how to signpost

- To learn more about the organisations and to take back to workplace
- Improve my knowledge of all community organisations
- To further my knowledge in signposting patients to a third party
- Knowledge and confidence to direct patients to correct services
- I would like more confidence when signposting patients
- To acquire a better understanding
- Knowledge of what's available in the community

#### Post event form

##### **One sentence to describe what you will take away the event:**

- Good presentations. Very informative
- I am happy that I came to find out about these organisations
- Awareness
- Excellent!
- Good source of information

### Third sector staff

#### Pre event form

##### **What do local Third sector and community organisations need in order to build meaningful relationships with their local GP Practices?**

- More communication/signposting
- Developing relationships, building trust, understanding roles
- We have good contacts with some GP Practices, but none with others. We would love to do some partnership work
- More access to pass on information in GP Practices
- More discussion, opportunities to meet GPs and practice staff

##### **One sentence to describe what you hope to take from the event.**

- More contacts within the area
- To hope that we can start to develop good relationships with GP Practices



- To hope that GP Practices have a better understanding of carers centre and that we can work together to identify and support carers
- More information on what is available in the community
- Partnership working. Referral routes

## **Post event form**

### **What do local Third sector and community organisations need in order to build meaningful relationships with their local GP Practices?**

- More links and networking
- Some time to let practices know what we do

### **One sentence to describe what you will take from the event.**

- A great chance to hear more about what local organisations can offer
- Would be useful for primary care staff to find out (about) work of link practitioners
- Feeling there is desire for sector involvement

## Appendix 4 – Survey feedback in pre and post event evaluation forms

### General Practice staff pre and post event evaluation forms

	Strongly disagree		Somewhat disagree		Neither agree nor disagree		Somewhat agree		Strongly disagree	
	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post
I am aware of what third sector and community organisations in my area do and how they provide people with support.	0	0	3	0	5	0	4	4	1	6
There are strong links between the GP Practice where I work and the third sector and community organisations in the area.	0	0	3	0	4	2	5	5	1	3
I have knowledge of and confidence in resources available when signposting to the third sector or community organisations?	0	0	6	0	3	0	3	6	0	4
I know and understand the work of										
Engage Renfrewshire	6	0	2	0	2	1	3	3	0	6
Scotland's House of Care	4	0	2	0	1	0	5	5	1	5
ALISS	6	0	1	0	2	0	3	5	1	5

### Third sector staff pre and post event evaluation forms

	Strongly disagree		Somewhat disagree		Neither agree nor disagree		Somewhat agree		Strongly disagree	
	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post
I know and understand the work of the General Practice teams in my area.	0	0	1	0	0	0	3	1	2	2
There are strong links between the organisation where I work and the GP Practice in our area.	0	0	3	1	0	1	1	0	2	1
I know and understand the work of										
Engage Renfrewshire	0	0	0	0	0	0	2	1	4	2
Scotland's House of Care	0	0	4	0	1	0	1	3	0	0
ALISS	0	0	2	0	0	0	3	2	1	1