

HWN meeting in Inveraray, 4/11/16

Inveraray Inn, 10.00 – 15.00

To briefly talk about the Emotional Touch Point Interviews

Describe the Emotional Touch points pack itself and show to participants-

What it does – enables rich data to come from interviews

Who it's for – ECC Teams to obtain feedback from recipients of care

(ICF bid for funds in Oban/Lorne and Mid-Argyll/Kintyre)

To conduct interviews with people receiving care at home or some other interface with NHS services. (A small number of interviews will also be conducted with relatives/carers and also with NHS staff who provide care)

The interviews are written up as soon as possible after the interview, taken back to interviewees to be checked for accuracy and to make any changes. They are then fed back to managers and teams for Quality improvement (PDSA) as well as to celebrate success.

We are at the early stages of this process and it will run through till spring or summer of 2017. Dr. Stephen Smith from Napier University, Edinburgh will be writing up the project to return to the HSCP at the end of this project.