

# Learn and Share Together (LAST)



Are you an NHS Trust or Private Provider that provides mental health, learning disability, autism or neuro services? Neuro services means support with how your brain works including brain injury or disease.



Do you have experience of using these services? Or have you supported someone to use these services?

We Welcome You to our Learn and Share Meeting on Tuesday 27<sup>th</sup> July – 1-3pm



We will be using a programme called Zoom to connect and share. Find out how to use Zoom on your smart phone, laptop or computer by clicking on this link:

<https://bit.ly/2V7hONo>



This meeting is about bringing every member of our community together to talk about how we listen to and respond to Feedback about using Health Trust services.



**Listening** – how we communicate, make information accessible and look at things that may make giving feedback easier or more difficult.



**Learning** - When people give their time to provide feedback - what happens next. This includes how people are involved in actions or changes that are needed.



**Making Changes Happen Together** – What Actions have been taken, where is the evidence and how have we shared this information?

## What will happen in the meeting?



**Feedback from our first meeting** – Paul Sams and self-advocates from Sunderland People First will share accessible information about what everyone shared in our first meeting on 18<sup>th</sup> May.



**You Said We Did** – We think it is important to share this what has happened at the start of each meeting. We will share Actions and have time for people to ask questions.



**James Munro is the Chief Executive of Care Opinion** - James will be sharing how the Care Opinion team are working to make it easier for people to share experiences of health and social care to *“make them better for everyone”*.



**Ryan Brown is the Patient and Carer Experience Officer from Tees, Esk and Wear Valley NHS Foundation Trust (TEWV)** – Ryan will be talking about his role and how the Trust are working and responding to feedback.



**Listening to You – Self advocates will lead an interactive question and answer session about giving feedback.** Thinking about how everyone can give feedback in different ways.

## How to Join the Meeting?

eventbrite



Book a place using this Eventbrite link: <https://www.eventbrite.co.uk/e/learn-and-share-together-last-tickets-161868327525>



Email us at: [nupaced@sunderlandpeoplefirst.com](mailto:nupaced@sunderlandpeoplefirst.com)



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