

# 4Ps

## *Development programmes for people in healthcare*

### **Sample Programme, 3**

#### **Creating opportunities for involvement**

#### Session Three – Feedback from patients

#### **Detailed Programme for Facilitators**

Date

Location

1.00pm Delegates registration & lunch

#### *Timing guidelines*

1.30pm Introductions (depending on who there)

1.35pm Philosophy of 4Ps, OHPs F1  
Emphasis on time for reflection rather than doing, building on what they've done

1.50pm Roles, way of working - quick F2  
Stress devil's advocate.

Take time out while first timers do fears & expectations sheet  
Others get into groups and come up with minimum of 3 ideas of how they might involve patients (flipchart) F2

2.10pm Back into whole group – feedback ideas to allow bit of discussion from whole new group around involvement.

2.20pm Work through notes of last two sessions F1

3.00pm Purpose & aims of this session F1

3.05pm Visualisation F2

moving into what do patients say F1  
general discussion around feedback

3.15pm Tea (have a think about next bit)

3.30pm Moving into detail – Receptionists....

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# 4<sup>Ps</sup>

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	Volunteers	F1
4.00pm	Homework – action plans	F2
4.15pm	Evaluation – standard sheet for Clinical Director and Chief Nurse Everyone else do a Post It note – comment on session	
4.25pm	Date etc. next meeting	