



educational programmes for people delivering healthcare

Sample Programme, 3

Preparing Professionals for Partnership with the Public

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)

Assuming nearly full house – or at least Clinical Director and Chief Nurse in audience

1.35pm Philosophy of 4Ps, OHP APP1-APP9) 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)

Preparing Professionals for Partnership with the Public www.4Ps.com

Working draft - Yorkshire Cancer Network & 4Ps © 10.10.03

4Ps

educational programmes for people delivering healthcare

3.30pm	Moving into detail – Receptionists... 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	