

Norwich Mind

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# Focus Group

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Date of Focus Group

30<sup>th</sup> July 2015

Service / Project Reviews

Omnia

Facilitators

Sonja Chilvers and Emma Cliffe

Subject	Suggestions	Outcomes
<b>Promoting the Focus Group</b>	<ul style="list-style-type: none"><li>• Re-publish outside of magazine due to poor turn out.</li><li>• People felt that dates of the Focus Group needs to be reiterated by a gentle email reminder.</li><li>• Lack of clarity of what the group is.</li><li>• People felt this was due to being called 'Focus Group' and 'Service User Group'.</li></ul>	<ul style="list-style-type: none"><li>• Feedback given to the Deputy CEO.</li><li>• Publish on the website – date, time, venue and topic.</li></ul>
<b>Omnia Holidays/Outings</b>	<ul style="list-style-type: none"><li>• Barton Turf Adventure Centre</li></ul>	<ul style="list-style-type: none"><li>• Skills trainer looking into venue to book next year.</li></ul>
<b>Isolation</b>	<ul style="list-style-type: none"><li>• People felt that communication on 'what's out there' needs improving but would need regularly updating.</li><li>• Perhaps an update down loadable booklet on website? It was felt that the Wellbeing contract would help which includes:- Associates Workshops Champions Peer Support Workers</li></ul>	<ul style="list-style-type: none"><li>• Feedback given to senior managers meeting.</li><li>• Once volunteer co-ordinator in place, look to see if a volunteer champion would be able to design and keep updated.</li></ul>

<p><b><i>Omnia Sessions</i></b></p>	<ul style="list-style-type: none"> <li>• <i>Needs advertising more.</i></li> <li>• <i>Di to send to Sarah each month.</i></li> <li>• <i>Email run out to associates.</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>August brochure to be sent to Sarah Ingram to put on website and update monthly.</i></li> </ul>
<p><b><i>Volunteers</i></b></p>	<ul style="list-style-type: none"> <li>• <i>Use of volunteers more within Mind to support clients, including associates to help on Omnia sessions.</i></li> <li>• <i>It was discussed that Sara Davis would be managing this as Volunteer Co-ordinator in the near future.</i></li> <li>• <i>We are looking for volunteers for the Support Line and Wellbeing Support Line.</i></li> <li>• <i>People suggested a focus group could be held on volunteering involving the new co-ordinator.</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Feedback given to Deputy CEO to put in place.</i></li> </ul>
<p><b><i>Peer Support Worker Feedback</i></b></p>	<ul style="list-style-type: none"> <li>• <i>Handovers – staff to be more aware of what others in the room may feel about comments made.</i></li> <li>• <i>Staff use of mobile phones in handovers – 100% attention?</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>For staff to be aware if visitors in handover but to have an arena to let of steam.</i></li> <li>• <i>Memo to all staff – no use of mobile phones in hand overs.</i></li> </ul>

