

Norwich Mind

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Focus Group

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Date of Focus Group – 22 October

Service / Project Reviews – Life-help/ Outreach

Facilitators – Jason Edwards/ Matt Easlea/ Kirstie Summers

Subject	Suggestions	Outcomes
<i>How Could the service be improved</i> Communication	<i>Greater communication to support workers of clients' need. Feedback from clients</i>	<i>Carried through this information gathered from the service user group to the Outreach team.</i> <i>The team leaders are completing monthly Client led feedback meetings and calls</i>
<i>How Could the service be improved</i> Community engagement activities	<i>Link up to other community groups in the area</i>	<i>We have tapped into the community engagement workers (Kevin and Kate) knowledge of other local services making sure that the team are aware of who they can talk to within the team, who hold that knowledge.</i>
<i>How Could the service be improved</i> Service user voice	<i>Managers to have direct contact with service users</i>	<i>The life help Manager regularly attends the Service user and Carer forum once per month to ensure that service user voices are being heard and their ideas acted upon</i>

