

**Living well with
Dementia in Greater
Manchester: Join us,
we need each other**

Event on June 6th 2022

Evaluation Report



Cartoon by Tony Husband

Introduction

This report is the evaluation of the 'Living Well with Dementia in Greater Manchester: Join Us, We Need Each Other' event held on the 6th June 2022. Dementia United would like to thank and acknowledge the huge contributions of all partners, lived experience members, volunteers, locality hubs hosts and presenters on the day. Please see Appendix One for an outline of all those who contributed.

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Executive Summary

Dementia United (NHS Greater Manchester) hosted a hybrid Event on June 6th 2022, in partnership with the Alzheimer's Society, International Longevity Centre and lived experience members along with other key partners and supported by Roche.

A key aim of the event was to be a respectful reflection on the impact of the pandemic on people affected by dementia. Therefore, it was vitally important that we captured people's experiences in the build up to and on the day of the event. We achieved this in a variety of ways such as with blogs, pledges and roving reporting from 'Talking about my generation'.

170 attended in-person (at the central venue or at a 'locality hub') and a further 74 booked to join virtually. People living with dementia, carers, family members, health and social care staff and a wide range of professionals from across all ten localities attended the event. Speakers included the Mayor of Greater Manchester Andy Burnham, Chief Executive of the Alzheimer's Society Kate Lee, along with lived experience members who hosted and co-presented in all the sessions.

The focus of the event was on the different stages of the Dementia Well Pathway; with topics from preventing and diagnosing well, through to end-of-life care. Priorities were identified for future action from discussions over the day, as well as from completed pledges which were collated before the event. These priorities included: raising dementia awareness and the importance of training, personalised and person-centred post diagnostic support including care navigation and the importance of engaging lived experience.

The quantitative and qualitative evaluation reflected that we delivered on the objectives for the event; as we undertook a respectful reflection of the impact of the pandemic, showcased good practice, ensured lived experience engagement and co-production were central to the planning delivery and evaluation of the event and identified priorities to be taking forward after the event.

Background

Dementia United is Greater Manchester's dementia programme, on behalf of NHS Greater Manchester Integrated Care. Dementia United's programme aim is to make Greater Manchester the best place to live if you are affected by dementia and or support people living with dementia. The Greater Manchester integrated care partnership is helping organisations work better together with people and communities. We want people across all our boroughs to stay well, whatever their age, and whatever issues or conditions they might be managing. We're bringing together all the different organisations that support people's health and social care, so that services can join up and act faster when people need support. Integrated care means starting with the person, understanding they'll have different needs as they move through life, and connecting them with the right care.

Dementia United hosted a Greater Manchester celebratory event in May 2019 with 200 delegates. In order to appeal to a wider lived experience audience, a recommendation was that any future events needed to ensure lived experience engagement was central to the planning and delivery. Please refer to Appendix Two for the evaluation report of the May 2019 event. Dementia United have been keen to build on these lessons learned when planning future events.

Context and impetus to hosting the event

More than a quarter of those who died in England and Wales during the pandemic were living with dementia. Through our engagement with people affected by dementia, Dementia United has also been made aware of the local impact the pandemic has had on those living with dementia in our community. Alongside the negative effects of multiple lock downs on people living at home and in care homes, people have also struggled to access clinical and community support; as reported by the Alzheimer's Society: 'Worst hit: [Dementia during coronavirus](#)' [Worst-hit-Dementia-during-coronavirus-report.pdf](#) (alzheimers.org.uk).

Despite the challenges brought about by the pandemic, we also wanted to use this event as a platform to recognise and showcase good practice in dementia care and support from across Greater Manchester and the rest of the country. We believe that framing our event against the backdrop of the disparities highlighted by the pandemic while also highlighting areas of good practice and how we can look forward to 'build back better' could assist us in focusing and aligning our priorities and future work for Greater Manchester.

Aims and objectives of the event

Dementia United and the Alzheimer's Society came together to plan for a Greater Manchester event from Spring 2021. The aims and objectives for this event were:

- Delivery of a safe hybrid event for people affected by dementia as well as staff who support them
- Lived experience members to drive the planning and delivery
- The importance of having a respectful reflection on the impact of the pandemic
- Celebration of the good practice and innovation across Greater Manchester
- Recovery planning and renewal; encouraging a sense of hope and optimism
- Identifying key priorities and commitments for Dementia United, commissioners, health and social care professionals and wider NHS Greater Manchester Integrated Care; connecting Greater Manchester's priorities with regional and nationally highlighted strategies and best practice

Methodology: for the evaluation of the event

Evaluating the event was a priority from the outset. The planning group outlined an evaluation methodology as below:

A. Capturing and evaluating the processes involved in planning, developing and delivering the event – we refer to these as '**process factors**'

B. Qualitative and quantitative outcomes i.e. did those attending the event feel that we met our aims, did we engage the audience we intended to engage?

Evaluation of process factors

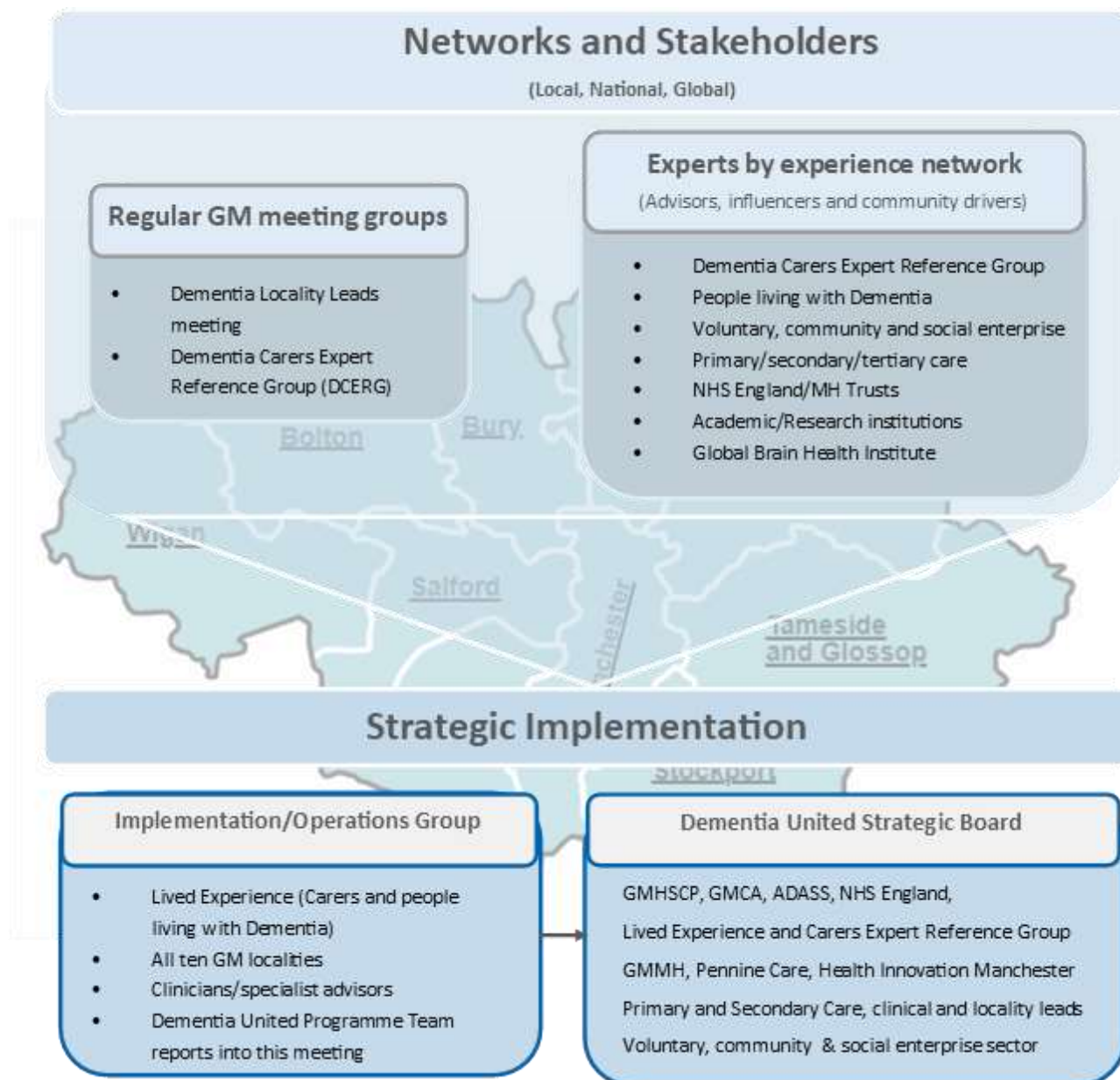
The process factors selected were:

1. Partnerships in planning the event
2. Co-production at the heart of the planning, delivery and determining the outcomes

3. Timeline for planning the event
4. Nature of the event and planning the programme
5. Communication and engagement strategy
6. Lessons learned

Partnerships in planning the event

Existing Dementia United governance (see below) was utilised to take forward the planning of the event.

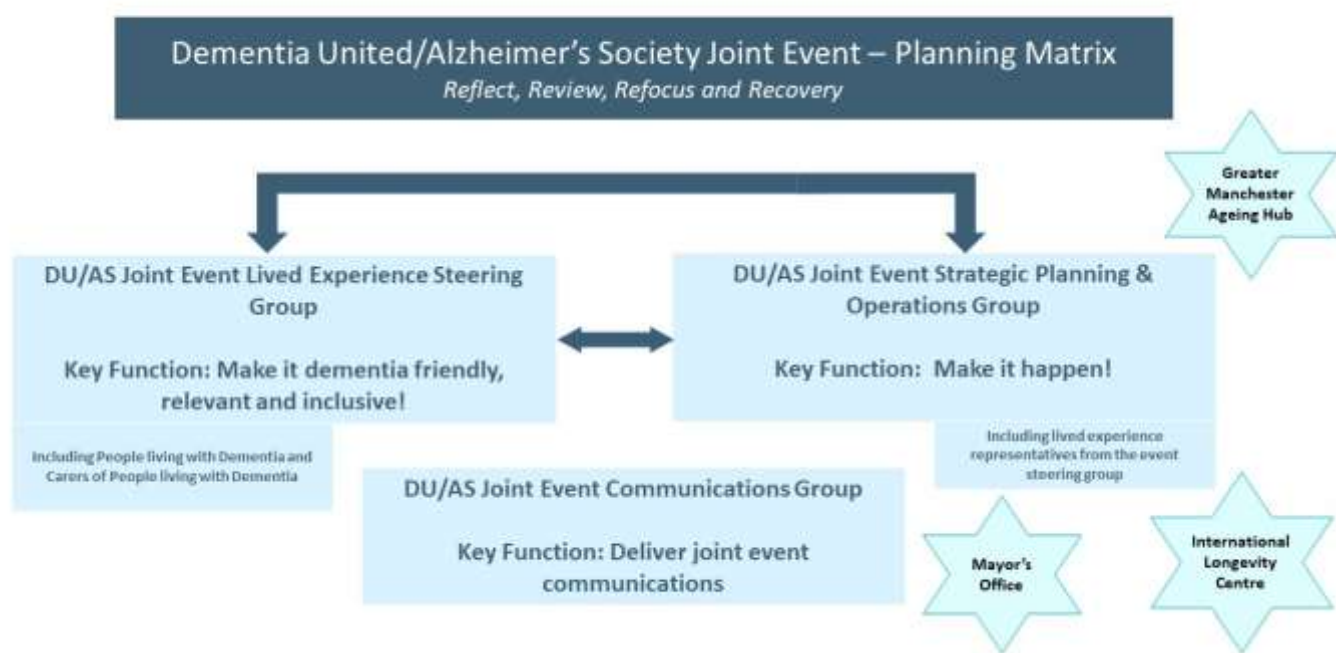


Dementia United worked with several partners, who all formed the Dementia United and Alzheimer's Society Joint Event Planning Group (Planning group). Lived experience and key stakeholders joined in the build-up to the event; Appendix Three outlines the group membership. The focus of the Planning group was to oversee and take forward actions to ensure the event was delivered and evaluated. As well as funding the event, Dementia United also provided project management time and support. The event flyer in Appendix Four outlines the intended event focus and partnerships.

One of the challenges for the Planning group was navigating the different relationships to secure a date with key speakers and a venue for face-to-face attendance in central Manchester; whilst taking a clear steer from the Lived Experience Steering Group (Steering group) who wanted a large venue to enable face to face attendance for people affected by dementia.

- The Planning group sought guidance and permission from NHS England regarding the process for booking and securing a face-to-face event and venue; this guidance changed frequently during the pandemic. This was a complex process particularly since the level of authority to sign off on the event changed over the course of planning the event.
- The Planning group consulted with the Steering group as to the decision to postpone the event from the planned date in February 2022 until early summer 2022, in the hope that restrictions on meeting up face to face in large numbers would be permitted then
- The planning group also needed to ensure the event date chosen worked with the diaries of the Alzheimer’s Society and the Greater Manchester Mayor

The image below depicts the relationship between the differing planning groups.



Co-production at the heart of the planning, delivery and evaluation of the event

Co-production alongside people with lived experience of dementia, ensured their voices and experiences were central to the activities and discussions in all aspects of event planning and delivery. The day would not have been the success it was, without the contribution from people with lived experience both leading up to the event and on the day itself.

A Lived Experience Steering Group was set up at the outset of the event planning process, to steer the planning and design of the event with the key function of making the event Dementia Friendly, inclusive, and relevant. The group met for an hour, via zoom, on the last Wednesday of every month from June 2021 until April 2022. The lived experience steering group continued to meet after the event to support the Dementia United team in analysing post-event feedback. The

Steering group was jointly facilitated by Alzheimer's Society Dementia Voice team and Dementia United's lived experience leads. Four members (two people living with Dementia and two carers) represented the lived experience steering group on the event planning group.

Steering group members were central to all decisions and activities including event title; date; venue; programme (including breakout sessions); format (including timings); promotion (including pre-event communications and engagement); evaluation; and post-event communications. Co-production continued at the event itself with Steering group members having key roles throughout the day including event hosts; breakout session facilitators; plenary panel members; roving reporter; meet and greet roles; and interviewers seeking feedback on the event.

Key suggestions by the Steering group included:

- Break out session topics, including designing the sessions to focus on the attendees with lived experience and ensuring every session had an identified lived experience lead
- The hybrid nature of the event
- Locality-based event hubs, for people with lived experience and professionals to interact with the virtual elements of the event, as a group, close to their homes or places of work.
- Pledges to be put to the event panel
- Dementia friendly audit of the venue

Three key resources were developed to support the Steering group meetings, building on learning from the Alzheimer's Society Dementia Voice team;

1. Invitation email including zoom link – sent the day before and the day of the meeting so as attendees did not need to access Outlook invitations
2. Briefing paper – for agenda and note taking to provide a clear overview ahead of the meeting
3. Ground rules – developed by the Steering group to ensure meetings were as effective as possible

Appendix Five has examples of the Steering group agenda and ground rules.

Coproduction: Evaluation

This evaluation of co-production includes a review of the key process factors that supported the Steering group as well as qualitative feedback from the group members following the event.

- Across the year the Steering group achieved membership of seven people living with dementia, eight carers of people living with dementia and one family member of a person living with dementia
- 11/12 meetings had representation from 1 or more people living with dementia. All meetings had representation from 2 or more carers
- 4 – 10 group members attended each meeting
- The group facilitated 3 new people living with dementia and 4 new carers or family members of people living with dementia to work with Dementia United and the Alzheimer's Society

98 actions were identified by the Lived Experience Steering Group before the event, of which 89 were taken forward and completed in the build up to and during the event

Qualitative feedback on the following three questions

1. What have you liked about being able to contribute to this event?

“Working with people who are involved with dementia, such as [people with] lived experience, carers and professionals. I feel recognised.” Person living with dementia

“Having the opportunity to meet both on Zoom and face to face, getting involved with Dementia United and making new friends.” Person living with dementia

“Each time we have made a contribution they have been responded to, those involved have impacted on event, I feel that we have been listened to”. Carer

“I felt the steering group meeting were very constructive and suggestions were taken seriously. I was quite satisfied with the support I received”. Carer

2. What could we have done differently?

“I can’t think of anything, everything about it is enjoyable, I felt listened to.” – Person living with dementia

“It has been absolutely fantastic.” Person living with dementia

“Only thing I can think of is offering face-to-face sessions for people who would prefer that.” Family member of a person living with dementia

“I have some uncertainty around how the hybrid element is going to work. I’m not sure how [the event] is going to effect change in the system.” Carer

3. What do you think you have contributed to the event planning? How do you think you have impacted the event?

“I have brought my personal experience to influence and try and ensure people are informed about different stages of dementia.” Carer

“I have contributed my knowledge from lived experience and coming from a benefits background. What I've suggested has been taken on board. And my self-confidence has been boosted.” Person living with dementia

“[We ensured that we] shouldn’t just have a virtual event, as this would exclude people and it was a good decision to keep postponing it [for covid restrictions to lift]” Carer

“I was keen on making sure we discussed post diagnostic support.. I also contributed, to the planning of the “diagnosis” workshop.” Carer

Timeline in planning for the event

We hosted both Planning group and Steering group meetings from June 2021; with increased frequency of these meetings in the months leading to 6th June 2022. As noted above, hosting a face-to-face event was a priority for our lived experience members, therefore the planning group had to keep the date for the event under review given uncertainty regarding hosting of in-person events in 2021 and early 2022 as numbers of cases of covid-19 were increasing. Dementia United ensured that the Planning group meetings followed the Steering group meetings, to ensure steering group actions were taken forward and fed back on in the planning group. The image below depicts a high-level timeline showing the planning time, also noting key decisions that were taken leading up to postponing the event in February.

Key to the image in the diagram below



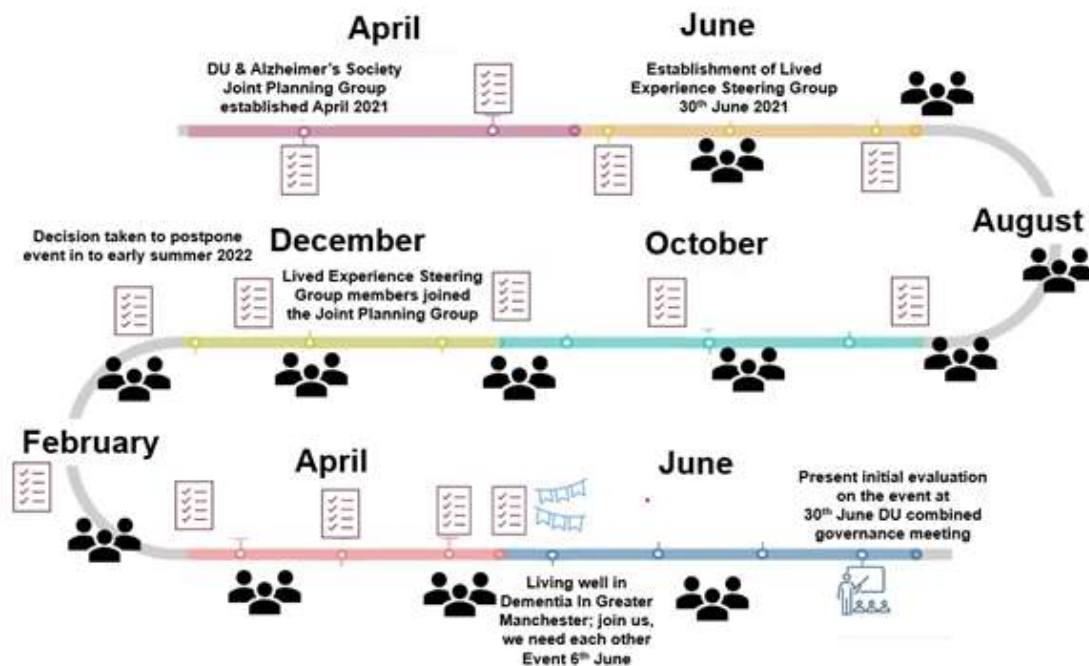
- Depicts the Lived Experience Steering Group meeting



- Depicts the DU and Alzheimer's Society Joint Planning Group meeting



- Depicts DU governance meeting



Nature of the event and planning the programme

The Steering group provided a clear steer on the importance of having three different ways for delegates to engage with the event; with a focus on having both in-person and virtual sessions. The recommendations taken forward by the Planning group were;

- Offering in-person attendance at a large event at the Friend's Meeting House with rooms to enable five breakout topics to run concurrently for delegates to choose from, as well as the plenary sessions that all could participate in
 - Dementia United committed to providing funds for lived experience delegates transport to and from the event
 - A Steering group member and representative from the Alzheimer's Society completed a dementia friendly audit of the venue and made recommendations
- Offering in-person attendance at Locality Hubs; with an ask for the Dementia Locality Leads and providers to consider hosting these and linking in with the live streamed/virtual event
 - Four localities took up the offer; with Locality Hubs being hosted in Heywood Middleton and Rochdale by MIND, in Tameside by Pennine Care NHS Foundation Trust, by Age UK in Trafford and with partnership with the Alzheimer's Society in Wigan
 - Dementia United ensured that 15 delegate packs were couriered over to each of the Locality Hubs ready to be distributed to attendees on the day
 - Dementia United committed to providing each Locality Hub with £50 towards lunch and refreshments
 - Alzheimer's Society also provided facilitation for three of the Locality Hubs alongside the hosts; this was in HMR, Tameside and Wigan localities
- Offering virtual engagement with the event via Zoom, this included live streaming of the plenary sessions and three breakout topics that were available for virtual delegates to choose from
 - Dementia United funded the live streaming platform for the plenaries and break out session; therefore, these were available to the virtual audience and locality hubs
 - Alzheimer's Society provided the Zoom account platforms as well as staff facilitating the Zoom sessions

Planning the programme

It was important that time was built into the programme to hear from delegates with lived experience. The detailed programme provided in Appendix Six, outlines the different sessions available to the in-person and virtual audience as well as the lived experience speakers and hosts.



Cartoon by Tony Husband

The breakout topics were chosen to reflect the [Dementia Well Pathway](#) and ran concurrently. To ensure that delegates did not miss out on the topics that were running at the same time; a resource pack containing information on all breakout topics was collated and provided for delegates on the day. This pack was also shared with virtual delegates a few days prior to the event.

Communication and engagement strategy

To maximise inclusion and ensure the event was relevant to the issues and challenges faced by people affected by dementia, a proactive comprehensive communication and engagement plan was agreed. This included the establishment of a Joint Event Communications group with membership from the Alzheimer's Society, as well as other key Planning group members.

Pre-event, we published 11 blogs on Dementia United's website. These were from a range of voices, including our lived experience colleagues; together these gained nearly 1,500 views. You can see the blogs here: dementia-united.org.uk/news/ . The Joint Event Communications group developed a post event communications plan to enable us to:

- Promote and share the good work of Dementia United (in its widest sense) and capture the drive and enthusiasm from the event
- Celebrate the event and recognize the scale of involvement across Greater Manchester
- Link in with stakeholders across the system to ensure all communications gave a coherent narrative
- Take a broad focus on communications across a range of areas including: the coproduction approach; pledges; messages for the Reform Board; Dementia United's programme of work with bespoke comms plans for key areas E.g. Dementia Care Pathway
- Work collaboratively with key groups E.g. LGBTQ Foundation

Social media campaign

Our social media campaign formed part of the overall communications and engagement strategy. Social media and specifically, Twitter, were used extensively before, during and after the event.

#LivingWellWithDementiaGM as per the image in the following page



The primary aim with our social media campaign was to engage with our potential audience and attract attention to the event, its content and speakers but also to engage with people with lived experience of dementia, and other stakeholders, in order to determine their priorities for dementia services across Greater Manchester.

Prior to the event: Our top tweet in May with 2566 impressions was a promotional video trailing the event and featuring lived experience expert Chris as below.



Event Pledges

The Steering group designed a consultation pledge form to collate feedback from people affected by dementia and from those who support them. The form was based off the Dementia Engagement and Empowerment Projects (DEEP) work "[What do you want your government to do – Make your point about Dementia](#)". Please refer to Appendix Seven for the blank pledges form.

This pledges form asked for feedback on; what would make Greater Manchester a better place to live for people affected by dementia. The pledge form was sent out in the weeks building up to the event via social media, partners, dementia networks in order to garner input from as many people as possible, this input contributed to the event planning.

39 pledges forms were completed by carers, family members, people living with dementia and health and care professionals from across 6 localities.

The feedback in these 39 completed pledges forms were thematically analysed by the Steering group. The Steering group agreed **three key pledges** to put to the morning event panel; from the pledges we had received. These three themes were:

- Pledge 1: Transport
- Pledge 2: Post Diagnostic Support
- Pledge 3: Financial and Benefits System

Appendix Eight outlines the themes taken from all the completed pledges in detail, including the pledges that were to be presented to the morning plenary panel for discussion.

Dementia United also ensured that feedback from the pledges were shared with the relevant breakout session leads to inform planning of these sessions. Feedback on the pledges was also sent to locality leads to inform their local dementia strategies.

The Steering group were keen to ensure that we delivered an event, that enabled us to hear from and engage with as many people affected by dementia as possible on the day. Suggestions as below were taken forward by the Planning group; which provided multiple routes for people to feed back and engage in the discussions and event on the day.

1. Talking About Our Generation roving reporter interviews by Joy Watson
2. Lived experience volunteers interviewing delegates at the Friend's Meeting House
3. We commissioned a graphic illustrator (Tony Husband) to provide illustrations of the day
4. Minutes were taken from the key plenary sessions
5. Facilitators in the Locality Hubs with key questions about each breakout topic and a proforma to complete please see Appendix Nine for the blank copy for the locality hub hosts to complete and send back
6. Enabling time for interaction with the audience in the Friend's Meeting house for the morning plenary session
7. Interaction with the live streamed and the virtual audience via the chat from the Zoom platform
8. Using mentimeter for people to provide feedback virtually
9. Having post it notes and feedback sheets around the venue so we can capture people's feedback
10. Asking for feedback from breakout topic leads; providing a proforma to complete please see Appendix Ten for the blank copy of this proforma
11. Seeking feedback from market stall holders
12. Photographer allocated on the day; ensuring we had a consent form for people
 - Having a photo montage at the end of the day to reflect the engagement over the day
13. Social media campaign from all planning group partners; including asking delegates to use social media themselves during the event
14. Provision of British Sign Language signers that were also live streamed

Lessons learned

Things we benefitted from

- It is vitally important when working alongside lived experience members to ensure their input to the process is evaluated and they have opportunity to feedback on their experience. This includes feedback on how their suggestions have been taken forward and, where it was not possible to act on their suggestions, the opportunity to discuss this was provided. This ensures engagement and involvement is at the heart of an approach to co-production.
- When planning an event with people affected by dementia; it is important to consider multiple ways of engaging with the event in the build-up, planning and delivery of the event
- An overriding theme, taken from the title of the event of the importance of '**Join us, we need each other**' focus to all the communications and engagement

Quantitative evaluation

The quantitative evaluation of the event focuses on the following key aspects;

1. Attendance figures
2. Social media activity during the event

Attendance figures

We successfully delivered an event that enabled people to attend in person and virtually; we had around 244 people join on the day.

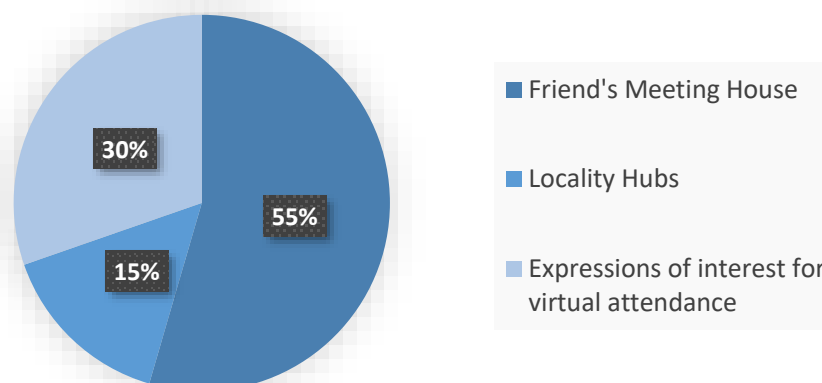
170 people attended in person at the Friend's Meeting House and in the locality hubs; the 170 included delegates, speakers, market stall holders, hosts, volunteers, choir and facilitators.

- 133 attended at the Friend's Meeting house
- 37 attended at the four Locality Hubs

We also had a further **74 people** who had signed up to attend the **event virtually**. We do not have the specific figures on those who joined the virtual sessions themselves; Unfortunately, on the day, we were unable to register the number of users who joined virtually, this is however something we hope to rectify in any future highbred events.

The chart on the following page shows the percentages of delegates attending across our three platforms for joining the event.

Percentage of delegates joining the event



A total of 37 delegates attended across the four locality-based hubs;

- Heywood Middleton and Rochdale - 11
 - 7 people with lived experience
- Tameside – 21
 - 1 person with lived experience
- Trafford – 1
- Wigan – 4

One key objective was to ensure the event was inclusive for people affected by dementia. We welcomed **53 people with lived experience** (person living with dementia, family, carers, care partners) on the day. This was broken down into;

- 45 people who attended the Friend's Meeting House either as speakers, choir, volunteers, market stall holders, facilitators and delegates had lived experience of Dementia
- 8 of the people who attended at the four locality hubs had lived experience of Dementia

Of the overall in-person attendance across all the settings, 31% of the attendees (including speakers, hosts, volunteers) had lived experience.

All 10 Greater Manchester localities were represented through in-person attendance at the Friend's Meeting House along with additional representation from Liverpool, Yorkshire, London and the Northwest. We also supported engagement at the four locality hubs from across Greater Manchester.

An objective of the event was to ensure that commissioners and health and social care staff were able to hear from people with lived experience. We were able to deliver on this objective as the following attended in-person: Commissioners, 6 Greater Manchester NHS Trusts (including Greater Manchester Mental Health NHS Trust, Pennine Care and the North West Ambulance Service), Learning Disability Service staff, Social Prescribers, General Practitioners, two Universities, Clinical Research network, Admiral and Specialist Nurses, Allied Health Professionals, Dementia advisors and Therapeutic Activity Coordinators, Hospice as well as Macmillan practitioners, Age UK, MIND, Together Dementia Support, Dignifying Dementia, Empowered Conversations and Making Space along with many more.

Social media

Dementia United provided extensive social media coverage over the course of the day, with a designated staff member live tweeting the event, supported by a dedicated Dementia United photographer on the day.

We live Tweeted 59 tweets under the hashtag #LivingWellWithDementiaGM during the event, with the top 10 generating between 1,046 – 9,527 impressions. This tweet which received the most engagement showcased Tony Husband's cartoons (14.7K followers); as depicted in the image below.



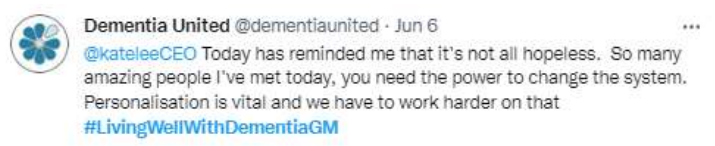
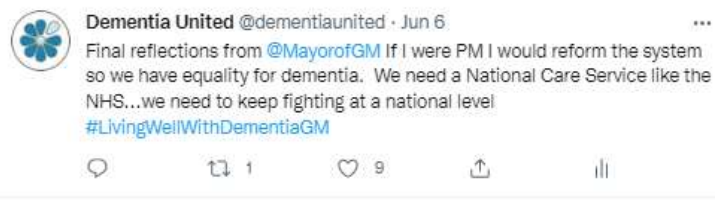
Cartoons by Tony Husband

Engaging with Stakeholders: We gained over 30 new followers because of our Live Tweeting activity. Numerous followers tweeted news and views on #LivingWellWithDementiaGM, sharing everything from their thoughts on the speakers to breaking transport news and the event's legacy. The images below are the tweets that were shared.





After the Event: One of the key functions of our social media activity was to communicate and reinforce pledges made on the day, for accountability purposes. The last words went to Andy Burnham (Greater Manchester Mayor), Kate Lee (Chief Executive Alzheimer’s Society) and Warren Heppolette (Greater Manchester Integrated Care System): as per the image below.



Talking About Our Generation rover reporting interviews by Joy Watson

Joy Watson, who is a Steering group member as well as a roving reporter with Talking About my Generation, interviewed Greater Manchester Mayor Andy Burnham, Chief Executive Officer with the Alzheimer’s Society Kate Lee and attendees, capturing their reactions from the event. Please see the link here [What can Greater Manchester do to better support those living with dementia? - Talking About My Generation](#) for a film of the interviews.



Photo taken from the Talking with my generation film between Joy Watson and Andy Burnham

Talking about my generation provided data below on Joy's web story and Twitter analytics;

- Web story reads: 653
- YouTube video views: 38
- Twitter analytics (including snippet videos):
 - Video views: 662
 - 2730 impressions
 - 183 engagements
- Facebook analytics: 915 reach

Lessons learned

What we benefitted from

- We had hoped for a larger number of attendees with lived experience. It is likely that the ongoing challenges of Covid 19 may have impacted this. However, the advantage of hosting a hybrid event was that we were able to mitigate against this and people were able to move from attending in person to joining virtually on the day as needed.
- We committed dedicated planning and time for social media engagement in the build up to, during and following the event, which we believe was vital to ensure our communications and engagement reached a wide audience
- Talking about my generation roving reporting Joy Watson's fabulous interviews had a real immediate impact in terms of views and engagement

What we would do differently

- We would like to capture data on the number of individuals who connected virtually to the event from their own homes
- We would like to extend our reach to a broader social care demographic and providers such as care homes

Qualitative evaluation

The qualitative evaluation draws on the rich feedback that we were able to capture via the multiple mediums; from interviews, post-it notes, discussions, menti-metre etc.

The initial qualitative evaluation focuses on the feedback we received on **how we delivered** the event against our initial aims:

- Lived experience members to be at the heart of planning and delivery of the event
- Celebration of the good practice and innovation that has happened across GM
- Encouraging a sense of hope and optimism

The subsequent qualitative feedback will focus on the **themes and priorities from the discussions**; responding to the objectives of the event, which were:

- The importance of having a respectful reflection on the impact of the pandemic for people affected by dementia and the staff that support them
- Recovery planning and renewal
- Identifying key priorities and commitments for NHS Greater Manchester Integrated Care

Feedback on delivery of the event overall

Most of the feedback we received was very positive, this is themed below together with quotes.

Importance of health and social care staff engaging in the event

Many people who provided feedback said it was good to see such a variety of people and to have the opportunity to share experiences and ask questions.



Photo taken of Patrick Ettenes morning host opening the event along with morning plenary panel

“It was good that professionals were there – they obviously want to make things better” Lived Experience Steering Group member

“Lots of people stayed to the very end of the event.. a really good networking opportunity”. Carer

“it was a richer event than any of us dared hope. Amazing content and very imaginatively designed”. Health and Social Care staff member

Focusing on the smooth running and uplifting nature of the event

“All the extra things about streaming into other locations and British Sign Language signing.. it all came together really well.” Planning group member

A couple affected by dementia “well organised, staff very helpful and good variety of topics”

“I found the event really informative and the input from the speakers and audience was very varied and insightful”. Locality Hub delegate

“Event had a really good buzz about it that lasted the day. The breakouts after the lunch helped and people had things to say when we all came back together.” Carer

“Really enjoyed the participation in the smaller groups”. Carer

Importance of lived experience engagement

“I thought the event was fantastic and I loved being able to speak my mind”. Person living with Dementia

“Lovely to see so many people with lived experience!” Planning group member

“People with lived experience at the heart of it - that wasn't just the selling point of it, that was the reality of it”. International Longevity Centre

“Brilliant day, really accessible for people living with Dementia and carers” via email from a dementia advisor

” The sound could have been improved and the slides (too small)”. Person living with Dementia

“Couldn't hear the first session if the speaker would have stood up would have helped and have smaller group in some of the session so you could hear better”. Person living with Dementia

“Where are all the diverse voices?” Virtual delegate

“The marketplace was a bit isolated upstairs and didn't really get much footfall but appreciate that there were restrictions with the layout of the venue.” Market stall holder

Feedback from the local hubs was varied too, as noted in the quotes below:

“Very interesting event with lots of information sharing”, albeit with the suggestion that opportunities for hub attendees to directly interact with speakers at the plenary and breakout sessions would have been appreciated.

“It was a good to be part of the event however the length of each session and as we were watching from a screen was a little challenging, we did overcome that by the staff facilitating conversation as it was going on live”

“Person living with dementia at the virtual event, did not engage well with the event, they felt it was not aimed at them and more of an event for professionals and local political members”

Lessons learned on the delivery of the overall event

What we benefitted from

- Lived experience members driving the planning, delivery and evaluation of the event was at the heart of our success.
- People really valued having multiple ways to feedback and engage with the event including the hybrid elements of the event

What we would do differently

- More preparation for the locality hubs, to enable further opportunities to engage with more people with lived experience
- To have several dementia-friendly taxi companies for people with lived experience
- More targeted promotion with groups in the future, to ensure increased attendance from people living with dementia, as we heard that attending with support from a group made a difference
- To provide instructions for speakers who were in-person and live streamed presenters on how to use the microphones to be heard. To have these instructions available in advance as well as on the table to refer to on the day in order to ensure that they could be heard much more clearly in the room and virtually
- Checking the sound on a regular basis in the large venue; a suggestion for a sound check when each speaker starts their session particularly when live streaming the event, as this influenced the placement of microphones
- Clearer written information on the day for delegates – having a programme clear document and separate information on the breakout sessions
- Factor in time in the program for people to visit the market stalls and remind people of the market stalls over the day– where possible have these as more clearly visible too
- Have a system for printing name badges in advance for delegates attending in person

Feedback on delivery of the programme

We have not been able to access all the virtual event Zoom chat comments following the event.

This has meant that we do not have all the feedback from delegates about the different aspects of the programme delivery. We have included feedback and quotes in relation to the programme and its delivery, where this was provided below.

Soft opening with singing for the brain facilitation

The 'Singing for the Brain' session didn't happen although the choir facilitator did attend and was playing music. There was no one taking a lead on getting the delegates involved. This may be due to the impact of staff not being able to turn up on the day as noted above in the Lessons learned.

Morning plenary



Photo of Steve Dixon speaking alongside key panel members for the morning plenary.

There was a lot of positive feedback on the morning plenary session as it was delivered in a way that enabled people to pose questions to the panel. We received feedback, that there was little opportunity for the virtual audience to participate in the plenary session discussion. We have provided some quotes on the delivery of the morning plenary below.

“It would have been better to have more time to go through things [the pledges] in the morning session. Finances was the most important thing for me, but we ran out of time.” Person living with Dementia

Together Dementia Support Gospel choir

We had lots of positive feedback about the choir and how uplifting it was and enjoyed by so many, from the virtual audience, locality hubs as well as the in-person delegates.



Photo of Together Dementia Support Gospel Choir

Break out topics

We received feedback on the delivery of the different breakout topics that we have captured below. However, we also heard that there were difficulties in accessing the live streamed or virtual breakout sessions and that there needed to be clearer guidance on this. Some people fed back to us, that they wanted to attend more than one break out topics, however as these were running simultaneously, this was not possible. We have provided quotes and any feedback received for the breakout topics below.

The Creativity Clinic

“Fabulous event...one of the best events I'd been to which was reflected in the engagement in questions and showcased how well it went”. Family member of person living with Dementia

“Break out session we were in was just a joy”. Carer



Photo taken from the Creativity Clinic session

Exploring the dementia diagnosis journey: How to do it well

“ I found the input from the speakers and audience was very varied and insightful “. Virtual delegate

Healthy homes and dementia friendly communities

“It was great meeting people in person, Finances was discussed in the healthy homes’ breakout session which Joy (Lived experience member) chaired brilliantly.” Carer

Meaningful activity after a dementia diagnosis: ‘Catnip for the brain’

11 attendees virtually

“Thank you for this really informative session. Thank you to Martin for sharing your experience and thoughts, it is always great to listen to you speak.” Virtual delegate

Living well with dementia as a LGBTQ+ person in GM

6 attendees virtually

“I am a Palliative Care Nurse. Thank you for sharing your story, this has been so informative for me and I will take so much of what I have heard today forward in my practice.”

“Thank-you so much, really informative and inspirational.” Virtual delegate

Insights into delirium

10 attendees in person

“I was disappointed with the low numbers that turned up to the session; in hindsight we didn't have much room for anymore though”. Lived experience member

What support would enable us to live well with dementia?

30 attendees in person and a virtual audience joining via live streaming (number not known)

“ We valued having the time to discuss support after diagnosis today with the mayor and now in more detail in the breakout session and hearing from each other – Delegate in writing post event

What's the recipe for dying with dignity?

14 attendees in person

“We didn't use notes and spoke from minds and hearts which ended up being far more powerful, it made it so much more personal, and we had good discussions. It was a privilege to take part in it.” Carer and presenter

“I think there was a lack of people living with dementia due to covid fears – it was all Health and Social Care professionals in dying with dignity session.” Carer



Cartoon by Tony Husband

Afternoon plenary session

“I wasn’t given any time to speak [as an afternoon host] and I could have talked about my experience and wanted to talk”. Person living with Dementia, afternoon host

“Co-design, co-production are so important: so many amazing people here today which reminds me absolute power and importance of those people in the room. Incredibly intelligent, amazing, driven, motivated, passionate people with a deep and unchallengeable experience of what this is like”. Panel member

Lessons learned on the delivery of the programme

What we benefitted from

- Lived experience engagement in presenting, hosting (in person, virtually) and participation too has been the most powerful and important lesson from the delivery of the programme
- The pledges worked well as they gave a voice to people affected by dementia on the priorities to be discussed at the event

What we would do differently

- Ensuring we have systems in place for capturing and saving the virtual delegates feedback i.e. via the chat function, which was used extensively
- If running over time – ensure that lived experience input, particularly input that is planned, is not deprioritized over elements of the event
- Consider running some of the sessions twice across the day at different times - this would enable people to access more sessions where there was a demand for these
- Consider more promotion of sessions that may not be as popular or well understood
- Clearer instructions for delegates joining virtually – inclusion of a holding slide with the programme outline and what is coming next and how to join
- Have systems in place to retrieve figures on attendance in virtual sessions as we were unable to access this retrospectively

As a result of several factors such as Covid-19, public transport following a bank holiday and train strike we had a few volunteers, speakers who were not able to attend on the day which impacted on some of the organisation and delivery of some sessions over the day.

In summary, the qualitative evaluation of the delivery of the event and programme demonstrated that we mostly met the objective of delivery of a co-produced event; noting that most feedback indicated that we provided a sense of optimism and hope. There were some areas where we could have improved, such as ensuring a wider diverse inclusivity of the event, as well as ensuring that virtual delegates were enabled to engage more with the virtual break out topics and live streaming.

Themes emerging from the morning plenary and discussion on the pledges

The 39 completed pledges were reviewed by the Steering Group who agreed to take forward three key pledges: transport, post diagnostic support and finance; these were to be discussed in the morning plenary session. The detailed pledges are available in Appendix Eleven. The morning plenary session commenced with Sam Illingworth reading the poem he created from all the feedback from the 39 pledges.

Sam is an Associate Professor at Edinburgh Napier University; the link here <https://youtu.be/mGBogYnnRgY> is to Sam reading the poem. Sam provided a powerful opening to a great discussion on the three pledges as noted below.

Pledge 1 – Transport

What should be done to enable people living with dementia and their carers to travel as easily, safely, and conveniently as possible?

- For example, disabled people's railcard and hidden disability lanyards should be promoted.
- Alongside public transport, dementia support groups should have access to private transport funding



Cartoon by Tony Husband

- There should also be automatic provision of blue badges alongside radar keys for access to disabled toilets upon receiving a diagnosis

Themes from discussion:

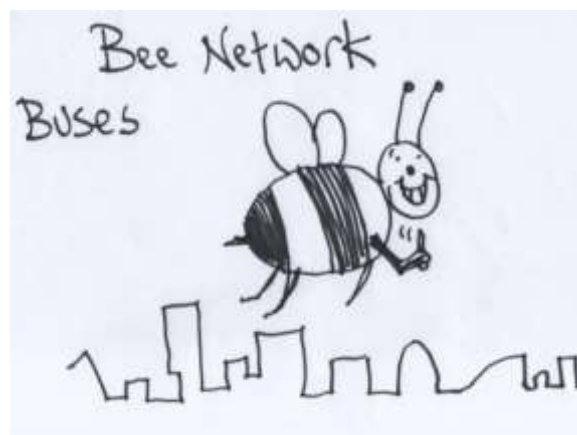
- Importance of dementia friendly community and training
- Information and awareness raising about resources that may assist some one with transport, accessing financial support for transport
- Noting that the system is confusing, and people are not sure what they are entitled to
- Importance of improving accessibility to transport and information about what is available



Cartoon by Tony Husband

Several resources and suggestions of actions to be taken forward were made as below:

- Disabled persons rail card to be promoted more widely
- Easier access to blue badges
- Use of sunflower lanyards across all of the transport network
- Making services affordable
- Joining up transport systems; buses dropping off near to train stations and hospitals
- As we have E-bikes, could we have E-wheelchairs for people to access when needed
- Radar keys for access to disabled toilets to be more widely available
- Promote the use of travel vouchers
- Dementia training of all staff across Greater Manchester transport networks and providers
- Plan for the 'Bee Network' Greater Manchester-wide bus network which will be accessible and affordable, easy to use, connecting with other key transports and hospitals - guarantee a basic service for every community including our more rural areas



Cartoon by Tony Husband

Pledge 2 – Post diagnostic support

People living with dementia and their carers need support to enable them to live well and enjoy life as their needs change; from immediately after a diagnosis right through to bereavement support for family members and carers after the person dies. Support needs to be:

- Appropriate, timely and responsive; available out of normal working hours
- Relevant for people from diverse communities
- Dementia awareness and training –which is not mandated across health and social care



Cartoon by Tony Husband

Themes from the discussion:

- Seeing the person and not just the diagnosis
- Importance of personalisation and person-centred support
- Diversity of support, information to meet the needs of diverse communities
- Connecting services; ensuring there is a coordinated system bringing together care and support at a neighbourhood level and Greater Manchester level to focus on the person and their needs
- All staff to have high quality training, focusing on understanding the importance of personalisation and person centred support. Training needs to focus on the diverse communities needs E.g. people from the LGBTQ+ community
- Addressing the barriers that increased in the pandemic E.g. digital divide and social isolation
- Importance of access to the right support and information at the right time
- Recognising and valuing family members and cares, care partners as our unpaid carer workforce
- Services to be on offer to support living well across Greater Manchester



Cartoon by Tony Husband

Pledge 3 – Finances

What needs to be done to help people living with dementia and their carers to negotiate and access timely financial support?

- A dementia diagnosis should be sufficient in proving entitlement to financial support
- Better transparency and awareness raising is required in terms of what financial support carers and people living with dementia are eligible and entitled to through all stages of the progression of the disease
- Financial support services E.g. department of work and pensions and publicly funded financial advice services, should be proficient in supporting and inclusive of people living with dementia and their carers particularly those that are digitally excluded

Theme from the discussion:

- A need for a financial advisor assessor and support navigator person; as the system is so complex to navigate

At the end of the morning plenary, Andy Burnham made a commitment for key areas of change from the priorities raised from the event today, to be discussed at the Mayor's reform board; as this would be an opportunity to take actions forward.

Themes and priorities emerging from all the breakout topics and afternoon plenary discussions

We have themed the discussions from the breakout sessions and the afternoon plenary into a number of priorities in text boxes below. Please refer to Appendix Twelve, for the slides that were presented and delivered by speakers during the breakout sessions and afternoon plenary; which have much more detail.

Acknowledging the power of and value of **engaging people with lived experience**

Support and value of family members and carers; importance of working in partnership

The importance of ensuring that **services and information are as inclusive as possible** of the diverse communities' needs

Suggestion of a one stop shop to make it as easier as possible for people to access information



Cartoon by Tony Husband

Importance of **early diagnosis** and addressing the inequalities based on where someone lives

The importance of **living well with dementia**: the value of music and arts, movement and exercise and the value it brings

Prevention and delaying the onset of dementia and keeping active and living well

Personalisation and person-centred care: access to person centred inclusive care and support

The value of Dementia United's Greater Manchester Dementia Care Pathway and Dementia Welling plan to be used in tandem with a care navigator

Improved care, support and information for people with young onset; around finances, remaining in employment, planning around housing needs and information personalised to someone's needs

Personalisation and person centred care when planning ahead for a time when someone is reaching the end of their life; as well as for family/carers



Cartoon by Tony Husband

Importance of **face to face support** and navigation along someone's journey wherever they; not having to go to loads of different places and services – a one stop hub with all services.

Inclusive of face to face support for people seeking legal and financial, housing advice

Acknowledging **the funding challenge**; all too often support and services are provided by voluntary sector organisations who are on short term funding and have to keep reapplying

Funding of training and it being supported system wide was a key recommendation from most breakout sessions

Importance of the Integrated care system in Greater Manchester to pick up some of the **challenges of unwarranted variation across Greater Manchester**

Dementia remains a priority for us in Greater Manchester

Recommendations

Key priorities and areas for change emerged from this co-produced event for Greater Manchester; along with recommendations over the value of lived experience engagement.

The recommended priorities and areas for change that emerged were;

- Promoting whole system reform, across health, social care, voluntary sectors as well as considering links between housing, finance, environment, leisure and the wider determinants of health that impact on people affected by dementia
 - Post diagnostic support needs to enable people to remain as independent as possible: a focus is needed on person centred, personalised support
 - The importance of care navigation to enable people affected by dementia to navigate to accessible information and support they require
 - The importance of face-to-face support
 - A focus on the importance of training and raising awareness; linking with age friendly communities
 - Support must go beyond dementia services, incorporating a broader societal understanding of ageing, dementia and cognitive impairment and welcoming those with cognitive deficits back into all areas of society
 - Focusing on transport, employment, legal and financial aid
 - Importance of living well and prevention
 - Enabling person centred, personalised access to music, arts, social and creative activities
 - A focus is needed on exercise and activity as part of prevention for all people affected by dementia, inclusive of carers
- The importance of engaging and harnessing lived experience
 - Engagement with lived experience needs a commitment of investment of time and resource.
 - The value of building on the lessons learned from the co-production in the event planning and delivery; as these provide a steer on how to take this forward E.g. multiple methods and mediums to engage people with lived experience

- Future events and meetings to ensure they harness lived experience engagement from the outset in any planning, delivery, right the way through to evaluation
- Lived experience members indicated that they value the opportunity to engage in discussions with health and social care professionals provided by the event and to look to other events or meetings dedicated to specific topics will be considered.

Dementia remains a priority for Greater Manchester; we had commitment at the event that the priorities and areas for change identified would be taken forward via key meetings and the Greater Manchester Integrated Care System

- With a commitment to pick up the challenges of unwarranted variation across Greater Manchester and the funding challenges too
- Dementia United along with lived experience and key partners, will ensure these priorities are taken forward to the Mayor’s Reform Board, with clear asks, which include examining the route to creating a joined-up system of care and support for people affected by Dementia.
- Key messages from the event will be taken forward at a neighbourhood, locality/borough as well as Greater Manchester wide

Dementia United has established a process and governance arrangements in place to be taking forward reviewing post event feedback and communication as well as planning for the Reform Board

- An initial evaluation of the event report was presented at the Lived Experience Steering Group meeting on 29th June
- We presented initial evaluation of the event at Dementia United’s combined governance board meeting on 30th June
- We presented the post event communications strategy at the Dementia United’s Implementation Operations and Locality Leads meeting on 10th August
- We presented a finalised draft of this evaluation report at Dementia United’s Strategic Board meeting on 16th September

“Nothing about us..without us” – Person living with dementia

“We don’t want people to go away and think about it for a year, write a report and change things in three years, we need things to change now.” Lived experience delegate at the Friend’s Meeting House

“The event showed that it was important to create opportunities for people living with dementia to get together with those can affect change.” Carer, Lived Experience Steering Group member.

Artwork in the image below was completed by Simone Rusholme, one of the lived experience steering group members, reflecting the event's **join us, we need each other** focus to the event.



Next steps

Dementia United have mapped out a process for the next steps:

- Dementia United will continue to take forward the wider dissemination of this evaluation report alongside key partners who were involved in the planning, delivery and evaluation of the event
 - We will present a final draft version of this report to governance board meetings, seeking feedback and further guidance on next steps
 - We will continue to promote the messages, themes, evaluation key messages from the report; following the post event communication strategy
- Dementia United will continue to build on the lived experience engagement and co-production; as well as promoting the value of this when working with stakeholders and partners across Greater Manchester
- Dementia United will work with lived experience members and key partners to prepare a report and presentation for the Mayor's Reform Board
- Dementia United will continue to engage with Localities about replicating good practice across Greater Manchester and implementing standards of care; for example, with the promotion of the Greater Manchester Dementia Care Pathway
- Dementia United will continue to engage with people with lived experience to identify and prioritise areas of work

Appendices

Appendix 1: Thank you and acknowledgements

Dementia United could not have undertaken to host such a successful event, without the time, enthusiasm, energy and assistance from our lived experience members, planning group, volunteers, presenters, market stall holders and hosts in the localities. We would like to thank the following for their contribution in either the planning, delivery or evaluation of the event:

Ali Hayderi
Ali Roberts
Alice Thornton
Alison Clowes
Alison Garoghan
Amanda Borrell
Amanda Doyle
Ananga Mooonesingh
Andrew Gilliver
Andy Burnham
Ann Booth
Ann Marie Jones
Anna Louise Smith
Beth Mitchell
BSL interpreters
Cassie Eastham
Chris and Simone Rusholme
Claire Surr
Emily Evans
Emma Joffe
Emma Vardy
Fern Pallister
Georgina Bulga
Gill Bailey
Gill Walters
Helen Hinks
Helen Martin
Helen Pratt
Helena Bull
Jacquie Widdowson
Jawad Khan
Jean Tottie
Jeff Seneviratne
Jo Baroudi
Jo Brizland Cullen
Jo Garsden
John and Pat O'Doherty
John Devine
Joy Watson
Jules Knight
Julia Kouyoumdjian

Julie Mann
Julie McCaughey
Kate Lee
Kate Pierpoint
Kay Maher
Kerry Thompson
Kielan Arblaster
Kim Hughes
Laura Blake
Laura Conrad
Lindsay Ray
Liz Brookes
Liz Fisher
Lizzie Hoskin
Louise Lynch
Louise Robbins
Lynn Turton
Mags Magee
Marianne Flood
Marion Child
Marion Coleman
Martin Robertson
Michelle Davies
Nathan Bolton
Nic Guttridge
Nicola Lowe
Nicola Waterworth
Patrick Ettenes
Paul Goulden
Pauline and Kevin Barker
Qulzam Bhatti
Rebecca Jones
Ruth Turner
Sally Ferris
Sam Illingworth
Sara Harris
Sarah Canale
Sarah Fox
Sarah Kirkland
Siegrun Brunt
Steve Dixon
Sue Clarke
Tanah Stansfield
Together Dementia Support gospel choir members
Tony Husband
Val Cochrane
Warren Heppolette
Yellow Jigsaw – Jodie, Grace Dyke
Yvonne Clarke

Appendix 2: May 2019 Event report



Dementia United
Action Week Celebr

Appendix 3: Joint Event Planning Group members

The membership of this group included;

- From Alzheimer's Society; communications team members, Senior Exhibition and Events Officer, Regional Public Affairs and Campaigns Officer – North West and Area Manager Greater Manchester
- From the Localities: Senior Public Health Practitioner (Age Well) from Wigan
- From NHS Greater Manchester; Events and Engagement Manager

The planning group was also joined by some Lived Experience Steering group members as we moved into more detailed planning of the event. Following consultation with the Lived Experience Steering group, planning group members as well as taking guidance from DU's Senior Responsible Officers, GM Mayor's office and NHS England on the sponsorship offer and undertaking the necessary due diligence; the GM Ageing Hub and International Longevity Centre were also invited to join the Planning group for the event. The International Longevity Centre is the United Kingdom's specialist think tank on the impact of longevity on society and they approached GM with an offer to present on their research in dementia and spending on the high street along with an offer of financial support from Roche too.

Appendix 4: Flyer for the Event



Join us for a Greater Manchester event; which plans to undertake a respectful reflection of the adverse impact of the pandemic on people affected by dementia as well as a refocus on recovery looking forward

Come along to make sure your voice is heard

The event is led entirely by people with lived experience.

Entertainment from people with lived experience of dementia

Hear from people affected by dementia

Speakers include the Mayor of Greater Manchester

To register your interest in attending the event and to receive further details please visit <https://bit.ly/3FveeRM>

Alternatively, you can contact Michelle Davies, Events and Engagement Manager on 07710 152805 michelle.davies9@nhs.net who will be happy to do this for you

The event is for people affected by dementia, as well as health and social care staff and commissioners

The event is available to attend in person (priority will be given to people affected by dementia) and to access online

The event will be held at a central Manchester venue

Dementia United



GMCA GREATER MANCHESTER COMBINED AUTHORITY



ilc International Longevity Centre UK



NHS
in Greater Manchester

Appendix 5: Lived Experience Steering Group - Examples



Agenda and zoom
link Event lived expe

[- Email to prompt and remind members](#)



Lived Experience
Steering Group Groi

[- Ground rules](#)



24 November 2021
Agenda - AS DU eve

[- Agenda and briefing in advance of the meeting](#)

Appendix 6: Programme for the event

	Who is presenting inc. lived experience lead	In person/virtual
10:45 soft opening from choir leading us in song	Singing for the brain	In person and live streamed
11:00 Welcome and introduction	Steve Dixon (NHS Greater Manchester), Patrick Ettenes (Lived experience representative)	In person and live streamed
11:15-12:00 Plenary session morning - live streamed panel – responding to pledges	Andy Burnham (Greater Manchester Mayor), Kate Lee (Chief Executive, Alzheimer’s Society), Warren Heppolette (NHS Greater Manchester), Chris Rusholme and Jeff Seneviratne (Lived experience representatives)	In person and live streamed
12:00-13:00 Lunch	Together Dementia Support Gospel Choir	In person and live streamed
13:00-14:00 Concurrent BREAK OUT SESSIONS reflecting the Dementia Well Pathway		
Preventing well – Creativity Clinic. Arts, music, physical health & activity	Sarah Fox (Dementia United), Marion Coleman (Lived experience representative), Chris Rusholme (Lived experience representative) and Beth Mitchell (GM Greater Sport)	In person
Diagnosing well - Exploring the dementia diagnosis journey How to do it well	Alison Clowes (Alzheimer’s Society), Claire Surr (Leeds Beckett University) and Ananga Mooonesingh (Lived experience representative)	Virtual

Living well - Healthy homes and dementia friendly communities	Joy Watson (Lived experience representative) Nic Guttridge (Dementia United), Gill Walters (Dementia United), Kim Hughes (Lived experience representative)	In person
Living well - Living well with dementia as a LGBTQ+ person in Greater Manchester	Patrick Ettenes (Lived experience representative) and Andrew Gilliver (LGBT Foundation)	Virtual
Living well – Meaningful activity after a dementia diagnosis' Catnip for the brain'	Jules Knight (Dementia UK), Martin Robertson (Lived experience representative), Sarah Kirkland (Dementia United)	Virtual
Supporting well – Insights in to Delirium	Emma Vardy (Northern Care Alliance), Liz Brookes (Lived experience representative), John O'Doherty (Lived experience representative) and Jacque Widdowson (Oldham Libraries)	In person
Supporting well - What support would enable us to live well with dementia?	Alzheimer's Society (Jawad Khan, Kielan Arblaster), Helen Pratt (Dementia United), Jeff Seneviratne (Lived experience representative) and Chris Rusholme [planning support] (Lived experience representative)	In person and Virtual
Dying well - What's the recipe for dying with dignity?	Helen Martin (GP), Ruth Turner and Ann Booth (Lived experience representatives)	In person
14:00 - 14:30 Break		
14:30 - 14:45 Living well with dementia: Maximising the longevity dividend - International Longevity Centre	Jean Tottie, Paul Goulden (International Longevity Centre, ILC)	In person and live streamed
14:45 - 15:30 Final plenary session - live streamed	Kate Lee (Alzheimer's Society), Warren Heppolette (NHS Greater Manchester), Ruth Turner and John O'Doherty (lived experience members) and Paul Goulden (ILC)	In person and live streamed

Appendix 7: Pledges form – blank



Pledges form -
Living well with den

Appendix 8: Pledges presentation and further detail from the feedback



What would make
Greater Manchester

The table of the themes from all 39 pledges received and in detail the pledges for the morning plenary panel followed by the slides presented with feedback from the morning plenary below the table

Themes from completed pledges forms	Pledge 1 themes	Pledge 2 themes	Pledge 3 themes
post diagnostic support	accessibility: dementia friendly/aware society/accessible transport	access to information - support from day 1 (PLwD/Carers)	A dementia diagnosis should be sufficient in proving entitlement to financial.
training/awareness	access to information	system reform (connecting/coordinating services)	Better Transparency and awareness raising is required in terms of what financial support is available
healthy Homes	dementia training and education	staying in control of your own life	Financial support services should be proficient in supporting and inclusive of people living with dementia and their carers
health and social care professionals	diversity and person-centred support	diagnosis and public perception	
transport	post diagnostic support	dementia training and education	
dementia friendly communities		diversity person centred support - PLwD/Carers	
finances		pro-active in providing support	
digital exclusion		respite	
diverse communities		change at a national level; a clear fair system	
lived experience engagement (involvement)		accessibility - complex system navigation	
		holistic care model - not just clinical	

Appendix 9: Locality Hub feedback proforma



Event locality hub
feedback proforma.r

Appendix 10: Breakout topic feedback proforma



Event feedback
proforma.docx

Appendix 11: Themes emerging from the morning plenary and pledges

The slides below, were presented to DU/s combined governance board meeting; with an outline of the feedback on the pledges and notes from the morning plenary discussions.



DU Update 30.06.22
v5.pptx

Appendix 12: Themes emerging from the breakout topics and afternoon plenary

The slides below, outline the key messages presented and delivered at the event.



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GMHSC_PowerPoint