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| Get a GP’s perspective: recruit to group |
| (Find out) about GP awareness event in Nov 2014 |
| Find out how best to communicate with cardiology community |
| Provide a diagnostic pathway |
| Provide a patient pathway journey |
| Show value of teachback |
| (Find out) how aware the public are re heart health |
| Provide a statistics profile –of heart health |
| Map what local resources/support is out there |
| Share views/experiences of others with the condition |
| Connect to people wt similar conditions (& similar support needs) |
| Share what works/doesn’t work |
| Share positive tips for living |
| Have a blog or facebook page to share info/dialogue |
| Find out if people want different types of befriending (one-to-one/peer/ larger group) |
| Information sharing event??? |

* **Get a GPs perspective: recruit group**
* **Find out) about GP awareness event in Nov 2014** (clarify)
* **Provide a diagnostic pathway -** (clarify purpose of this: to inform group of barriers/issues as typically experienced- or be an end product which steers people through?)
* **Provide a patient pathway journey** (as 3.)
* **Have a session on the value of teachback to inform the group?**
* **(Find out) how aware the public are re heart health?** (or is this a potential WHAT should happen in terms of a potential improvement activity we want to do ie a public campaign?)
* **Provide a statistics profile –of heart health?** (clarify what this would cover/ how this would inform the group/others)
* **Map what resources/support is out there (locally)?** (to inform group/or as potential improvement activity and resource to test)
* **(Share) views/experiences of others with the condition** (to inform group/as potential improvement activity resource itself to be set up)
* **(Share) what works/doesn’t work** (clarify sources/audiences and purpose)
* **(Share) positive tips for living**- clarify purpose
* **Have a resource to share info/have dialogue** (blog and facebook page mentioned) – clarified purpose
* **(Find out) if people want different levels of befriending** (one-to-one, group, and/or peer)?
* **Info sharing event?**- clarify purpose/thinking
* **Similar support (required) for other conditions**- clarify purpose/thinking

**P-C care and support is:**

About relationships

Having a say and being listened to

* about what and who matters to you (or what concerns you)
* about personal plans and care

Being informed

Having choices

Treated as a whole person

* with individual assets/skills/strengths
* with a family
* with a home and community
* a past as well as a present

About greater self-management

More consistent, co-ordinated and joined up care and support

In summary, it’s about:

* *How* things are done
* *Impact* on you

Complaints/patient opinion and feedback loops