

Feedback and summary from pilot project

Background

- Pilot project from 26 August – 13 September.
- The following documents are with the Information Governance Team awaiting final sign off :
 - Data Protection Impact Assessment
 - Privacy Notice
 - Data Security Policy
 - Data flow map
 - Security policy
 - Bang the Table Security Overview
- Engagement Assurance Committee(EAC) members invited to participate in project and feedback their view and experiences on three areas:
 - Registration process (sign up to platform and survey)
 - Voting for preferred name for platform
 - Chat forum
- Feedback from EAC to enable the team to experience running a live project before formal launch
- Feedback from EAC on registration to inform sign up process
- Four members of the EAC registered on the platform of which two people accessed the platform.

Registration details

Register

Already registered? [Sign In](#)

All fields marked with an asterisk () are required.*

Why register?

Welcome to Health Talks South East London. By registering we can let you know of projects you can get involved in.

The only questions that we need you to answer are screen (user) name, email address and to set up a password, the other questions are optional but it does help us keep you informed of projects you might be interested in.

If you do not want to answer some of these optional questions please choose the "prefer not to say" option.

The information you provide will be treated in confidence, kept securely and not shared with any individuals or organisations outside of NHS South East London Clinical Commissioning Group. You can view our [Privacy Policy](https://healthtalksoutheastlondon.uk.engagementhq.com/) here: <https://healthtalksoutheastlondon.uk.engagementhq.com/>

Choose a screen name (e.g. firstname007 – this is what other users will see if you write a comment / join discussions / conversations on the site. We recommend that you choose a screen name that doesn't identify you personally and keeps your identity anonymous to other members) *

We want to get to know you better

We would like to ask you more questions so that we can get to know you better. You do not have to respond to these questions, but it is helpful for us to understand your areas of interest and where you live so we can let you know of projects that you might be interested in.

What is your name? (Please provide your first name and family name)

Please limit answer to 255 characters

Maximum characters 255

Please give us the first part of your postcode?

Please limit answer to 255 characters

Maximum characters 255

About you

We want to matter ensure that we are hearing from the diverse communities across south east London please help us to understand this by filling in the questions below in line with the Equality Act 2010 across south east London.

Please tell us your gender

- Gender neutral / Agender
- Man
- Non binary
- Trans man
- Trans woman
- Woman

Registration details

Which best describes your ethnicity?

- Asian or Asian British - Bangladeshi
- Asian or Asian British - Chinese
- Asian or Asian British - Indian
- Asian or Asian British - Pakistani
- Asian or Asian British - Any other Asian background
- Black, African, Caribbean or Black British - African
- Black, African, Caribbean or Black British - Caribbean
- Black, African, Caribbean or Black British - Any other Black, African or Caribbean background
- Mixed or Multiple ethnic groups - White and Asian
- Mixed or Multiple ethnic groups - White and Black African
- Mixed or Multiple ethnic groups - White and Black Caribbean
- Mixed or Multiple ethnic groups - Any other Mixed or Multiple ethnic background
- Other Ethnic Group - Arab
- Other Ethnic Group - Latin American
- Other Ethnic Group - Any other ethnic group
- White - British
- White - Northern Irish
- White - Scottish
- White - Welsh
- White - Any other White background
- Gypsy or Irish Traveller
- Prefer not to say

Which of the following age range do you fall into?

- under 18
- 19 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 - 74
- 75 - 84
- over 85
- Prefer not to say

Registration details

Which of the following areas are you interested in? (please tick all that apply)

- Cancer services
- Carers
- Children and young people
- Community services e.g. district nursing, foot health
- GP services
- Healthy lifestyles
- Hospital services
- Learning disabilities
- Long term conditions e.g. asthma, cancer, diabetes, heart disease, sickle cell
- Maternity
- Mental health
- Physical and sensory disability
- Other

Survey feedback on Sign up form:

- The number of question included on the sign up form were “**about right**” (n=2)
- The introductory paragraph “**Why Register**” was:
 - About right (n=1)
 - Free text: “I am wondering- How will I be involved? Needs a little more info” (n=1)
- The introductory paragraph was:
 - **Written in plain English** – Definitely agree/Somewhat agree
 - **Easy to understand** – Definitely agree/Neither agree nor disagree
 - **Explains purpose of registering** - Definitely agree/Neither agree nor disagree

Survey feedback on Sign up form continued:

- Areas of interest:

- About right (n=1)
- Other (n=1):

“very medical/clinical first one is Cancer... might be of interest to some groups of the population but may not grab the attention of those who are currently well, with whom you may want to encourage preventative healthy behaviours”

- The sign up form was easy to locate: Yes (n=2)

- Additional feedback on sign up form:

- *“maybe some colour, e.g. font, boxed questions, and images - social media uses images which pull people in”*

Quick Poll

- Quick poll enables participants to show their preferences on a topic and the results is presented in real time
- EAC members were asked to chose their preferred name for the digital platform

Options:

Which name do you think we should use for the online platform? Please select one from the list and let us know your reasoning for your choice in the chat forum.

- Get Involved in Health and Care South East London
- Have your say - South East London
- Let's talk health and care
- Get Involved - South East London

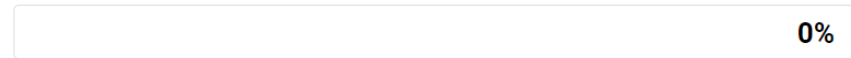
[View Results](#)

SUBMIT

Results:

Which name do you think we should use for the online platform? Please select one from the list and let us know your reasoning for your choice in the chat forum.

Get Involved in Health and Care South East London



Have your say - South East London



Let's talk health and care



Get Involved - South East London



Vote

Total Votes : 2

Pilot project summary:

- Four EAC members registered of which two accessed the platform and completed the Quick poll and Survey
- Technical issues with registration, particularly relating to activation email not being sent
- Technical issue was reported, investigated and escalated to Bang the Table
- Issue largely related to the CNAME and Domain server setup and verification of the CCGs email on the platform, which subsequently required support from the CCGs Director of IT
- Issue resolved on 10 September and pilot extended to 13 Sept @ 8am
- Next steps:
 - Continue to work with Bang the Table to ensure the technical issues are resolved fully and the site is ready for official launch.
 - Continue to test the platform and will extend the current pilot until 24 September so that all members of the EAC are able to register and access the platform.