

	<b>You said</b>	<b>Our recommendations to the commissioning team (based on what you said)</b>	<b>We Are Doing (what are the commissioners doing in response to our recommendations?)</b>	<b>How can you help? (How can patients, carers, members of the public help)</b>
<b>Information</b>	<p>Communication – people told us that having information about the rehabilitation programmes and what they can offer ahead of time would be useful.</p>	<p>Develop a range of information materials to promote and inform people about the rehabilitation programmes, ensuring that they are available in accessible formats (easy read and translated versions).</p> <p>Develop a pathway of signposting to different avenues of support, including online and organisational support</p>	<p>We have been setting up working groups to support this. (Due to the covid-19 pandemic this has been delayed).</p>	
<b>Accessibility</b>	<p>People told us that accessing the rehabilitation programmes could be difficult due to location, time of session, transport availability and other commitments such as caring.</p> <p>Technology – people told us that they were able to access digital support elsewhere, mainly from websites in order to seek out information. Though uptake of technology was low.</p>	<p>Support patients to attend rehabilitation programmes, including by looking at transportation support.</p> <p>Develop more varied timetable sessions to accommodate for working and caring commitments.</p> <p>Deliver the programmes from local venues in more locations around the city.</p>	<p>Due to the covid-19 pandemic, activities are currently only available through digital apps; MyCOPD, MyHeartApp.</p>	

<p><b>Quality of service</b></p>	<p>Positive experiences – people who attended the rehabilitation programmes were positive about the service they had received and support from staff.</p> <p>People were keen to tell us about the positive benefits of attending, including: boosting their confidence, socialising with peers and learning more about staying fit.</p>	<p>Foster a welcoming and supportive atmosphere for all attendees, regardless of age group or other demographics.</p>	<p>Patients are being offered phone calls and postcards in the post to maintain contact and provide information during the current pandemic.</p>	
<p><b>Equality of access</b></p>	<p>Staffing – there is a lack of dedicated staff available to deliver the programmes.</p> <p>Ability levels – people told us that the programmes would benefit from sessions that are tailored to patient’s different ability levels.</p>	<p>Develop programmes that accommodate different ‘ability levels’ of patients</p> <p>Develop a dedicated pathway and process to improve the waiting times and referrals to rehabilitation programmes</p> <p>Seek out the views and feedback from demographics and communities not represented in this engagement.</p>	<p>The apps allow users to set their ability level, for example; hard, medium, beginning.</p> <p>Surveys have been sent out to current patients to seek feedback on the delivery style of the programme, and feedback from demographics and communities.</p>	