

Workshop facilitator guide

Time	Activity	Details, questions and prompts
9:30-10:00	Set up	<ul style="list-style-type: none"> - Set up a table with a sign-in sheet and name tags - Lay out tea, coffee, and snacks (keeping in mind any dietary requirements) - Have one person wait outside to greet people and direct them to the right place
10:00-10:10	Welcome	<ul style="list-style-type: none"> - Allow people time to get a cup of tea/coffee and settle in <p><i>Project staff should sit throughout the room, rather than all at the front to allow for relaxed introductions and to reduce power imbalances.</i></p>
10:10-10:25	Introductions	<ul style="list-style-type: none"> - Welcome the group and thank them for their time - Give brief project intro (2 mins) - Discuss ways of working - everyone's opinion is valuable, no silly questions, one person speaking at a time, take a comfort break whenever you need to - Run through the agenda - Introduce the icebreaker <p>Icebreaker: Please say your name and your favourite book, film, tv show, or podcast.</p>
10:25-10:40	Project intro and Q&A	<ul style="list-style-type: none"> - Introduce project background and role of the public partners - Set the scope: make clear that this project focuses on elective care (i.e. care that is planned and considered non-urgent) and excludes mental health care - Give clarity around timelines for the project - Leave 5 minutes for questions
10:40-10:55	Hopes and concerns	<ul style="list-style-type: none"> - Hand out pink and orange post its and ask attendees to write down their hopes (pink) and concerns (orange) for the project - Hopes: What do you hope this project will achieve? What skills or experiences do you hope to gain from this project? - Concerns: What are your concerns about this project? Are there any areas where we can provide you with additional support? - Give 5 minutes of quiet time for attendees to write down their thoughts - Project staff should participate as well

		<ul style="list-style-type: none"> - Use remaining time to ask if anyone would like to share their thoughts with the group - Collect post its to reflect back on later in the project
10:55-11:05	Comfort break	
11:05-11:35	Breakout discussions	<ul style="list-style-type: none"> - Break into groups of four - One facilitator and one notetaker per group - Take notes on flip chart so that group can see what is being recorded - Have post-its available in case anyone would prefer to write down their thoughts and hand them to the notetaker <p>Discussion questions:</p> <ol style="list-style-type: none"> 1. What was your experience while waiting for elective care? <ul style="list-style-type: none"> ○ Probe: Consider any impacts on your physical health/wellbeing, mental health/wellbeing, and day-to-day functioning. ○ Probe: Did you use any additional services while waiting for care? (e.g. GP treatment, physio) ○ <i>This is participants' opportunity to share their story and raise what matters most to them. Set a time limit of 3 minutes per person to ensure everyone gets to speak.</i> 2. If you could pick an area to be researched regarding waiting lists, what would it be? 3. Are there groups who you think may have worse experiences with waiting lists than others?
11:35-11:45	Playback	<ul style="list-style-type: none"> - Each group to playback their top areas for research - Encourage public members to playback their ideas; notetaker can do so if no public members would like to - Set a time limit of 3 minutes per group
11:45-12:00	Next steps and feedback	<ul style="list-style-type: none"> - Thank the group for their time - Explain next steps, including date of the next meeting, what the project team will be working on between now and then, and how today's discussions will feed into that - Distribute feedback forms and payment forms - ask attendees to complete these and return them before leaving
12:00-12:30	Clean up	<ul style="list-style-type: none"> - Make sure to keep all payment forms securely - scan and shred them as soon as possible