

Appreciative Inquiry Workshop “Healthy and Happy Lives”



Healthwatch North Tyneside

St Columba's Church, North Shields
Monday 24 March 2014



**Asset Based
Consulting**

healthwatch
North Tyneside

Appreciative Inquiry

Appreciative Inquiry

“Good organisations know how to preserve the core of what they do best.
Preserving the right thing is key.
Letting go of other things is the next step”

David Cooperrider



Appreciative Inquiry

Appreciative – Valuing, recognising the best in people or the world around us, affirming past and present strengths, successes and potentials

Inquiry – The act of exploration or discovery or to ask questions and be open to seeing new potentials and possibilities.



Principles

Reflection – remembering times when our culture, values and identity made us proud.

Affirmation - inquiring into those strengths and how we can use them to create the future

Action – practical planning towards the future

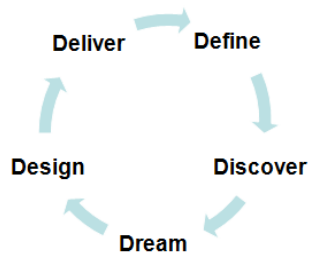


Characteristics

- **Appreciative** - AI looks for the 'positive core' of the organisation and seeks to use it as a foundation for future growth
- **Applicable** - AI is grounded in stories of what has actually taken place in the past and is therefore essentially practical.
- **Provocative** - AI invites people to take some risks in the way they imagine the future and redesign their organisation to bring it about.
- **Collaborative** - AI is a form of collaborative inquiry. It always involves the whole system or a representative cross-section of the whole system.



The appreciative cycle



...building the path as we walk it



“...all with smiling faces.”



Definition

“How can we live happy and healthy lives in North Tyneside?”

Discover (Appreciative Interviewing)

- Tell me a story about a time when you felt happy and healthy?
- What do you think is the most important thing that makes you happy and healthy?
- Can you tell a story of when you worked with other people to make a big change?
- Imagine your community, your friends and your family telling stories about how you have worked together to achieve your dreams.
What would these stories be?

Dream

“What would things be like in an ideal future? One in which people in North Tyneside are happy and healthy?”

Following your thoughts and discussions write down your dreams of an ideal future for health and well-being onto ‘post-it’ notes - one idea on each note - so use as many as you want.

Themes

Eight main themes emerged from the ‘Dream’ phase

- Young people
- Free and accessible
- Social connections
- Equality
- Nice environment
- Respect
- Employment
- A safe place

How we will design and deliver our 'dreams'

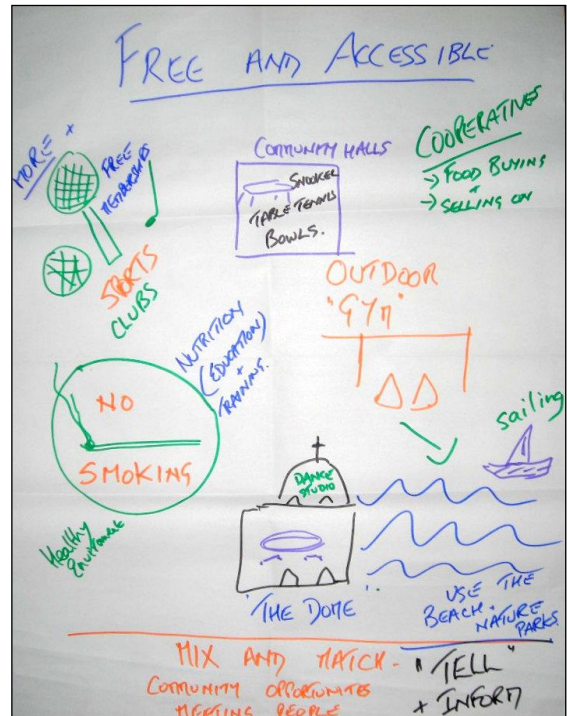
Each themed group designed a poster, made a model or gave a spoken presentation illustrating and describing how we can work together to make North Tyneside a happier and healthier place.



Respect



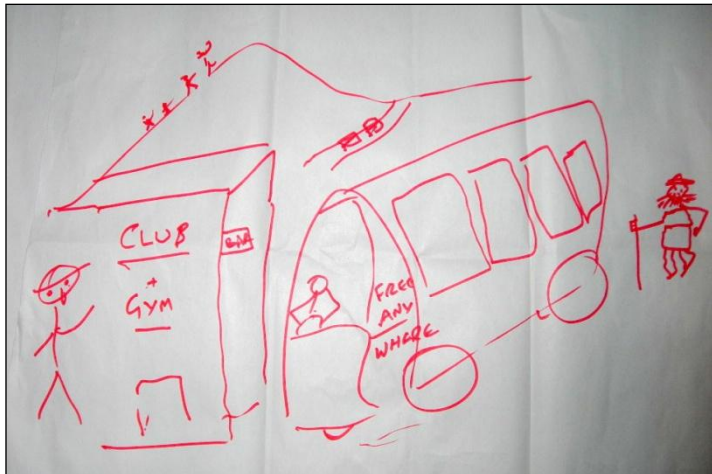
Nice environment



Free and accessible



Young people



Social connections



Social connections

Themed 'Dreams' that informed the 'Design' and 'Deliver' posters.

Comments from Post-its

Young People

- Children going to school happy and looking forward to the day
- Young people would be listened to
- Young people are valued members of the community

Free and Accessible

- Public Health education
- Smoking is banned in North Tyneside
- People will enjoy eating healthy food
- Playing snooker
- Being healthy and active
- Lots of leisure facilities, free
- More cheap sports facilities available
- Less restrictive parking
- Getting the Dome sorted

Social Connections

- Encouraging local neighbourhood groups for those on their own or those new to the area
- Spending time with each other
- Quality bus service, free - going everywhere all day
- Informing everyone of the existence of local free walks, activities etc. E.g. Monday morning walk from the Parks Leisure Centre
- Walking groups for all sorts of people (Someone to go with on a gentle stroll or a strenuous walk)
- People supportive of each other - helping out when neighbours in difficulty
- Free cocktails for everyone over 60 years of age
- Living longer
- People joining together to make their society better
- Great support networks in communities

Equality

- Keep the NHS public and free at the point of delivery
- Income equality
- Free accessible, reliable public transport
- Equality for opportunity
- Harmonious communities less Mr/Mrs Angry, Tolerance & respect
- People are involved and listened to
- Abolishing stigma

- No prejudice or discrimination - everybody equal
- Equality, respect, abolishing stigma
- Dementia friendly education
- Total equality: No sexism, racism, homophobia or any discrimination
- People who are accepting of others + demonstrate this
- People would all like GP
- GP appointments easily booked at a time convenient to the patient or carer
- More spaces with a mix of different ages/members of society e.g. Like Crusoes in Tynemouth
- Free easily accessible elder care
- Free easily accessible child care
- No societal disabling, i.e. full accessibility dementia friendliness, hearing aid loops,, signage and consideration of visual impairment
- Housing regeneration
- Everyone can get health services when they need them

Nice environment

- Pavements will be clean and even
- I will be able to hear more birds singing
- Safe clean streets
- There will be more trees
- Council investment in green spaces/flowers
- People working together to make their environment better and more sustainable
- Cleaner streets - no fouling
- More green public areas + well maintained
- Physically beautiful places
- People in North Tyneside would be able to go out for a walk without having to avoid stepping in dog poo!
- People have the opportunity to grow their own food
- Dog owners in NT would all pick up dog poo
- Buildings, clothes, signs, cars will all be beautiful
- There will not be any rubbish/litter on the streets

Respect

- Everyone can be more understanding
- We trust each other with our feelings
- Good standards of care for all people growing older in North Tyneside
- Show respect
- Lots of happy people, kind and caring - no nasty people
- Everyone is nice to each other
- People would be happy
- Everyone to be polite
- “How do you do” means something
- Sing more
- Everyone says ‘hallo’

- Expection of one's limitations
- People smile at you
- People speak to you
- Meeting old friends
- Everyone is 'polite and courteous' to each other
- People who are warm and welcoming

Unused comments - contributed for the Dream phase but not used for design

- More promotion of the existence of Healthwatch and its aims
- Being able to have holidays
- I wake up in the morning and I am still here
- Self-fulfilment
- Less expensive care for those in need of visits to attend to needs - e.g. giving meals and medication. Perhaps go back to Council or health services
- Prozac in the water supply
- Launch ramp at Haven

Employment

- Full employment
- Work available for everyone to earn enough money

Safe Place

- People would walk rather than drive **much** more
- People could go anywhere at anytime and feel safe
- Everyone would feel safe to go about their lives without fear of violence or ridicule
- Lots of safe spaces - areas where you can walk home
- Safer community so that children can walk/cycle - adults can walk at night

Report transcribed and written by Jayne and Trevor Hopkins

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