**Moving from Talk to Action on Bereavement - Improving Signposting to Bereavement Support and Information**

Notes from Padlet –

**Discussion 1: Defining a Vision**

**In a perfect Scotland, what would signposting to bereavement support and information look like? In small groups, try to articulate the different elements that this should include.**

confident knowing the support is authentic and doesn't overwhelm

Smooth process. Take away the challenges of waiting

A responsive service

raising awareness widely of what support is out there. A Scottish hub with everything you need, especially for signposting bereaved families. like we had but no public facing site as original hub now run for professionals NES had professional side - sad website

The weight and responsibility is not on those bereaved or who have had the loss.

Flexible support which means at any point in grief, someone can access support

Person centred. Everyone is different and will need different things

For me, 'success' in a 'perfect Scotland' would be one service that indexes and connects all NHS, social services and third sector supports for anything, with a team to keep this up to date, train key workers and a very high standard for quality of working. Most importantly, everyone would know about it, as common as 911. Barring this, let's have this for bereavement, but I feel like that's not enough vision.

Bereavement shines a light on so many other issues that people struggle with. Like there are no geographical boundaries for bereavement, there are no boundaries within the human experience that bereavement doesn't touch upon.

A great vision would be if we aren't talking about this in 5 years time! So don't reinvent what already exists or we will be. Bereavement happens to us all. As it impacts all areas of life we MUST understand it better so we can deliver something that works. A central signposting service should be the easiest thing to get behind but needs to be quality. Quality means reliable, updated, comprehensive, accessible, with geographical, specialist and cultural coverage. and endorsed by all.

Bereavement affects us all. We need a cross boundaries approach - geographical, organisational and political. The solution therefore needs to be promoted, supported, endorsed, talked about and valued by everyone. Scotland could be an example to other parts of the UK on how to get this right.

Agree with much of what has been said about one hub for information and about the importance of keeping it constantly up to date. It would need to be pushed hugely and centrally by NHS/Scot Gov etc to get the buy in of all users - statutory services, GPs, CMHTs, SW, Funeral directors, registrars and third sector.

**1a) What role should different professionals and organisations play in signposting?**

Once central resource that all organisations can access

Good networking locally to be able to signpost appropriately

Knowledge of support services and local information

Keeping knowledge up to date in my area.

Going around all the local agencies and finding out

Word of mouth

central resource / local and national

post bereavement there can be so many different needs - parents / siblings / . A resource that is helpful to everyone

resource for parents and professionals

not gate kept by professionals

Central place - At A Loss - where we keep all our information in one place

Being proactive, person-centred - different routes for different people e..g how IT literate, following up with contacts, if you're not the right person - referring to the right person

Being willing to be open and keep learning about the wide support on offer

Easy to access information. Avoiding it feeling overwhelming.

straightforward wording

Proactive awareness of signposting- looking for signs that people may need signposting even if they don't ask for it. Hoping to signpost for early intervention rather than when it's too late.

We need to agree on a central resource and all actually use it

detail what support it offers

rather than entering into communication with one org and realising they aren't right for you

a detailed path that works

Importance of relationships - need to build this with local carers' centre, Maggies etc - so there is mutual trust

single central resource/point of access

Everyone should commit to keeping maps and directories for their local area up to date

one central resource

lists and summary / age ranges / with link of qr code

All professionals should have a commitment to signposting- shouldn't just be in hospitals and hospices.

One central place

General awareness of all its different parts

no barriers or boundaries between partners

Awareness of what's on offer to ensure appropriate signposting

be mindful of pre-bereavement stage and support required

Timely access - the right guidance when you need it and recognising needs change and they can come back

Does At a Loss offer that resource?

clarity and knowledge about what support others / org/ online can provide

info given should be current and correct

Professionals are proactive, understand their role, support the whole family, professionals want to feel comfortable to enter a conversation and that they will not make things worse

info given to staff in the same way

so that everyone sharing same info and not getting different advice different places.

More knowledge of bereavement networks

Single standardised resource centrally. Would UK and Scottish governements work together to co-ordinate?

Humility about signposting on if not the right organisation

One central document

One resource with clear signposting

Ability to breakdown the exact support needing using filters

Knowing what might be available and available to all professionals

Create links with organisations/partner agencies (eg schools)

Preparation in bereavement (education and psychoeducation?)

Know how to have the conversations with those that they are supporting. Unpicking the needs of the person, not just bereavement support

direct support available to person in own language (if english limited)

Really important to 'trust' the information on a single resource.

First point of contact is key - understanding that role sets the tone in terms of reassurance and follow up

Trust and confidence in the 'signposted' service is critical.

we need good networking opportunities as often don't know what's out there.

Often dependence on charity/volunteers offering services and fear that we don't know at local level or online and if they are still going to be there and how available they are e.g. waiting lists & capacity issues.

clarity on what is on offer & how long waiting list is and how long is the service offered.

we need more choice of services too.

being open and collaborative across services

AtaLoss does offer everything referred to here. Already established. Just need everyone to use it, endorse and know about it.

Ensure support is accessible all : Easy Read, alternative formats, translations, no jargon

**1b) What role do those outwith health and social care play, eg schools and workplaces?**

Need to work with those outwith bereavement services - involve community services

Build up two way relationships with bereavement support providers.

schools / siblings / boys

Training for high school staff on bereavement. sometimes it can be quite hard for boys in particular. Lots of schools to learn from - bereaved sibling work.

Bereavement Networks

These are often the groups that have the relationships established with bereaved people - so good to work in partnership

Working with these organisations also helps to share understanding of what bereavement is

somewhere the person can go whilst on waiting lists

inclusion of bereavement in schools, via outreach work from organisations

It's everyone's business. With training and awareness people would be more willing to signpost as well as to acknowledge and make a first line response

Ex: teachers or anyone public-facing- knowing who to go to, not complicated way to find out the answer or finding support

Supporting the workplace to support themselves 'fairer work'

Training to schools - universal services and community led. Support teaching staff to feel prepared and confident

Faith communities to be trained and supported too

Trade Unions

Link mental health/trauma/ bereavement - find a way to share the commonalities

bereavement aware organisations - open culture that supports signposting

Registrars, funeral directors, could be aware of at a loss and direct people to them.

bereavement in schools education psychology is good and resource however I've had to find out this myself. thus engagement and what remits/offerings are.

more coordinated approach needed.

bereavement support is different from counselling. and do counsellors have experience /training needed?

we can have a silo'd approach to bereavement and it can fall thru the gaps

need a good seamless service via good triage

training offering in different setting especially in schools

fear of opening up pandoras box of emotions....

seasons for growth how referred too for C&YP?

involving police as they have leaflet around suicide

For those signposting knowledge about signposting and where they signposting to and how are are key.

People as the vehicle for signposting are key. e.g.,, police, fire, teachers, registrars, funeral directors, social workers, tell me once, third sector, voluntary groups, faith groups, employers, children services are key. Important role for Scottish Government.

Most of all its everyone's business!
People as the vehicle for signposting are key. e.g.,, police, fire, teachers, registrars, funeral directors, social workers, tell me once, third sector, voluntary groups, faith groups, employers, children services are key. Important role for Scottish Government

Needs everyone in all sectors to take responsibility for supporting people when bereaved and to know where to send them. That's why a single central place would work. But needs high profile awareness campaign to ensure everyone knows about it.

Agree that it is everyone's business and information and awareness is critical. Relationships across professionals is critical in ensuring that people are signposted to the appropriate resource.

Workplaces to have supportive policy on Bereavement Leave - recognise the impact a close loss has on employee and not put pressure on them to return to work

**1c) What resources should be in place to support signposting, eg web information, telephone advice lines, training?**

Interactive and networking sessions to interact directly.

There is local information that is really relevant - sometimes this is missed in national listings

It needs to be used, kept up to date

meet-up sessions to introduce services

It needs to be someones dedicated job to be proactive

Websites are one thing - personal connections are another

Space to share

Central directory for all of Scotland would be ideal.

Need to have associated resources such as knowledge of help with transport costs, childcare etc

Specialist people or topics within the network, as specific as possible, eg MND or specific cancers

Signposting info for different groups/ experiences

Central Repository

Important that there are lots of well-promoted routes to this.

Also needs sustained funding, and contingency planning for business continuity. One place is great, but brings risks which need to be managed.

Ensure people doing signposting are comfortable talking about grief.

Make contact over different time periods e.g. directly after the death and then six weeks later.

The network of support should be as obviously available as calling 999.

Television/Radio campaign

Resources need to be easily accessible

Well updated

One place to find the information

Whole suite of options available - different types of support

Language barriers (need to be aware of)

Making access easy - might need personal support

Equality of access across the region, geographically and institutionally

A good signposting conversation can be a wonderful thing - really getting to the heart of what matters to someone - but getting to know them first and then checking back in with them afterwards that they got the support they need.

Use tell us once. Is it available everywhere? If not should it be? How can it be widely available.

protected time to network

Signposting sits alongside training

People have to be seen as the resources too - so its important for those signposting to be 'informed about the signposting' not just a passive vehicle to a site.

Primary care especially GPs are seen as key to this as they are often the first point of contact for many.

Relationships and collaboration are key also. Its often the conversation that goes with the signposting that's important. E.g funeral director

People as the vehicle for signposting are key and this includes anyone who encounters those bereaved e.g., health care professionals, police, fire, teachers, registrars, funeral directors. Its not just signposting information its equipping people signposting to have conversations

Web resources - central point, well known and recognisable to all. It needs to be accurate and updated and be diverse in its scope to that services can be personalised.

Leaflets - e.g. signposting within death certificate, tell me once etc. However, make it easy read with access to central site

Community sites visible and accessible to publics - drop in centres, The Well. People need to know they are there

**Public advertising,** TV and media adverts key points when public might see media. e.g . adverts, before weather,

Also public notices toilets, (e.g. similar to domestic violence campaign food banks anywhere anyone will see.

Successful 'Signposting' needs several things (1) central depository up to date, searchable, full range of services- formal + informal community based support (2) everyone adding new services to it and collaborating to keep the resource up to date (3) Used by everyone (4) Wide publicity so that people can self help- most bereaved people can! (5) Information widely shared about the central resource so it becomes the go to place.

(access to) translated information including Easy Read etc.

**1d) What would bereaved people experience if it all worked well?**

reduced waiting times

no barriers to access support

streamlined service

bridging the gap where people don't know they need help/they've slipped through the net. People know how to access resources.

People are supported to understand they need support. Are identified as carers

Less feelings of being overwhelmed

Services would have good relationships with each other

There would be less reinventing the wheel

Sharing resources and knowledge

less inappropriate signposting

Follow up to check outcome

right place first time

There would be no sense of bouncing around between organisations

timely support

info in native language or easy read etc.

feeling heard and hopeful

early input and support at the right time and able to return to the support when required

An easier bereavement journey

Timely support: being able to experience what they're experiencing, step by step, less overwhelming, less negative effects.

tailor made support as everyone if different

right support at right place at right time and can opt in and out as needed

one door

Ability to access the support when they need it and where they need it, in the form that they prefer.

Reducing barriers and more accessible to general public, not just when a bereavement has occurred.

Normalising bereavement

Awareness

Shorter times

clearer pathways

Right place right timer right resource

Responsive and creative services

Everyone would get the type of support they need

Greater public awareness of what is available so friends and neighbors can sign post

Timely access

Not time limited - especially with multiple bereavement

Not complicated

Person centred

Encompasses everyone's experience

Accurate and updated

Up to date

Appropriate

No assumptions

Visible and accessible to all

Covering a range of deaths

Accessible

Normalised

Publicly visible

Understanding language -shared common

Free support / counselling or low cost (affordable) counselling if self funding

Choice of face to face or video counselling

Timely support, choice, no waiting times, people with particular needs would find support (cultural, learning difficulties etc), no cul de sacs to out of date info, less likely to develop mental ill-health or need a GP, be better informed about the impact of bereavement - can affect everything. More people getting support. Better conversations about death and a bereavement friendly Scotland.

that it is OK to ask for support and feel supported by employer / university / school

**1d) General comments**

Info should be easily accessible and available to all

Website is really tangible

one size does not fit all

People need permission to grief, early interventions, compassionate communities, networks, need to tackle the stigma around bereavement

Creating more of a bereavement aware culture so that dying is understood as a majority experience

Need to make it everyone's business

Permission to normalise, 'advertise everywhere' where everyone will see. Supermarkets, TV adverts, teachers, back of loos doors. Will give permission for others and help overcome fears about it as a taboo subject

Anticipatory signposting

As part of cancer and LTC journey

Need a 'no wrong door' approach starting with the health and bereavement sectors. We're all bereaved. It's everyone's business. Professionals carry a special responsibility to know more about the impact of bereavement and know where to direct people to find support. Having a central, quality signposting service will enable us to do what we do best. Most bereaved people can grieve healthily and self help if sent to the best place to find support. Specialists can focus on those that can't.

free advertising on public transport or inside stations / places where people gather with information, website or/and phone numbers

Networking

It would be good to hold a face to face event. While i appreciate zoom makes it accessible there is still something lost in the opportunity to network. I also noted the number who attended, and left.

I feel that there was a lot of content for the time available.

It was good to hear the different views.

**2a) What action is needed?**

Training in communication

Staff know where to go

Commit the time

Up to date central information sources

Keep up to date with information

responsibility on updating resources

resources / waittimes / demographics etc. So that the need can be matched with resource. Rolling responsibility to keep the document / resource live. So signposters have confidence in the information

Protected time

for networking and learning about other services

deliberate opportunities for networking

Strong networks- people are aware of people's roles in organisations

It's important we don't miss things things that are already around - need to build but not reinvent the wheel

Starts with a conversation - important to have someone to speak to. Communication and joint working. Having a purpose. At an individual level what can I do to support this person. DOn't use the phrase bereavement support - it's about purpose, health, wellbeing. Need to raise awareness, work with others to make people aware - leaflets, contacts. Sometime people don't know what they want until they have a conversation

Think about simple things close to people- e.g post office/ supermarket/ library notice boards

a central recognised resource linked to local resource maps to assist everyone

There should be more talk and information available in the general public eye.

The general public and our society should be better at talking about the topic, probably something that could start in schools.

Need really clear routes to making sure that our listings on AtALOss and other sites are up to date

bereavement education for everyone

public awareness of bereavement

Regular networking opportunities

understanding the demand for information and support

timely information on training opportunities

people's diaries fill up quick

TIME - more time

bereavement hubs

Co-ordination of services, avoid duplication.

levels of support - not everyone needs counselling, listening ears, group support, therapies etc

Having resources e.g. memory boxes, and information/resources available for staff - have them there, the right information landing in your lap, help raise awareness so that staff don't have to go out and seek information

targeted bereavement support is important

Leaflets

different routes to information to suit different people - some people prefer printed leaflets, others links to websites

Greater communication of the level/type of support offered and who is it for, so people can be directed to the most appropriate service.

training on what questions to ask to help work out what a person needs - training for staff to signpost the person.

Info online or in writing / leaflets should not be too overwhelming - too much text etc

Political will

Time

Money

Public Awareness raising

Training for those signposting.

Organisational buy in - being able to frame questions to those higher up to get the answers you want to make change happen

Making signposting visible to all - see answers to question 1

Normalising conversations about death and dying that enable signposting.

Ensuring that signposting and the resources are the best they can be - see long answer to 'what they would experience if it all worked well' :)

Working collaboratively between organisations at all level.

Ensuring everyone that needs support gets support especially young people - imperative for GIRFEC

Recognising the strength in partnerships - where there are bereaved children there will be bereaved adults and working together.

Potential of a 'Bereavement Link Worker' in each HB area to ensure simplicity of contact but clarity of who is chief sign poster with the ability to network and create relationships.

Funding - recognition - time – commitment

**2b) Who has a part to play in making this happen?**

We all do, encouraging organisations to share their information as specifically and up to date as possible

partnership working

everyone taking responsibility for own info. Harder to get resources. The important thing is that siblings get the information not who is giving the information. so being creative in the reality of the different needs of the families.

networking events helpful

building relationships between services.

Encourage everyone to signpost doesn't have to be professional support workers- shop workers etc.

managers -giving time for people to network and to learn about other services

all of us - easy access to help find info and signpost people to

Scottish Government providing sufficient funding

Everyone

GPs and primary care

Local authority - information with council tax updates.

management giving, making the time to improve things for staff and people staff support in their role

Most of all its everyone's business!

Important role for Scottish Government.

GPs and primary care staff -easily recognisable as single point of contact

Health and social care, ambulance police, fire, teachers, registrars, funeral directors, social workers, tell me once, third sector, voluntary groups, faith groups, employers, children services, heath care professional educators

**2c) Is there anyone who might have been forgotten in current discussions that should be included?**

Children as they change their understanding with age they don't have the opportunity to be supported through issues again.

Health professionals have to be the givers and receivers of this support- can be tricky for them when they have personal experiences.

grandparents / extended family

resources needed for non-normative family

People who have communication challenges e.g. people who are blind, deaf, autistic. Communications need to be more accessible.

Services and groups should exist for people in similar situations e.g. peer support group for autistic/ neurodivergent people.

Diverse and rural populations

friends of young people can often struggle too.

Dr and nurses can be bad about talking about bereavement- shy away from words such as death.

people with learning difficulties dealing with parental death

People/ with positive and negative experiences of grief to be involved in the discussions and recommendations

Care home residents - where do they have support from?

Emergency service staff who might be providing a welfare check - having information to offer people when telling people about death might be helpful.

Young people and young scot card - might it be a way to provide access to support.

people from asylum /refugee background who may have limited (or no) support network

Prisons, staff, prisoners and visitor centres.what support is available and if not how do we offer it.

Difficult to say as people were still unclear who was here, also people have multiple professional and personal 'hats'

Emphasis though that we need to not make assumptions about people or peoples needs and appreciate personalised need for support for everyone and that language matters

Not assume that bereavement and grief is normal for older people because of age ignoring the possibility that they might have experienced multiple bereavements/grief.

Links with faith communities are important as is the training and education of clergy

**2d) Are there any quick wins?**

get involved in a local bereavement network

Raise awareness at local health and wellbeing cafes, and information hubs, work with GPs - they are already used to referring people

all services populating at a loss

Join a network

share your offerings with other referres

One central place, kept up to date, hopefully run by Scottish government.

Everyone should try to talk about death and open conversations.

Use events such as celebrities dying, TV show etc to talk about death. Dont use jargon when talking about death.

All use a centralised service...

... like At A Loss

But lets just pick one and all use it!!!

Agree with just use one national online service?

Invest in people and promote networking, reciprocal sharing of knowledge and expertise

Promote and normalise conversations

**2e) General comments**

Might not need counselling. Information needs to know the right places to go to, knowing the spectrum of support available

Shared values and vision is really important e.g. keeping waiting lists to a minimum. Need to maintain our focus on the people we are supporting

networking really helps with isolation

Support for new staff to build their understanding of signposting. Part of inductions?

Support in right languages

Definitely not reinvent the wheel.

MindSpace developing informal spaces/groups

Community Link workers - are incredible and will be the key to many sources of support.

Make things relaxed, informal, more out there - naming something as bereavement support can put people off. Supporting people's mental health, someone to talk to. Someone might not be ticking the right box to access certain support

Face to face drop in cafes e.g. health and wellbeing cafes. Have missed the face to face support since covid

The use of a user friendly and sensitive bereavement assessment tool completed by the individual in "their words" and sharing this information with the appropriate people

Community Link Workers are also overstreched and unable to provide long term specialised support - we are not trained counsellors etc

**Discussion 3: What can you do?**

share info with colleagues

Make sure our websites have signposting information and make sure colleagues are aware.

Make sure support orgs can signpost to other orgs that may be more beneficial to an individual.

Cross promotion of services is important

important to identify individual needs before support happens or is required

helpful to have that relationship building first

what resource looks like feels like so many....

is there national funding or how do we get it - lobbying?

signposting challenges due to remit how do we explore this.

Team meeting speakers

Inviting At a Loss along to a team meeting would be good. Integrated Children community nursing servicing

All make a personal commitment to think about our language- use clear language and don't use euphemisms like 'passed on'

Ensure people have training in the importance of this- e.g. teachers.

Always think about different communities when signposting and ensure resources are relevant to them - resources for people who cant use internet, people who dont have english as a first language, people from a range of religions and cultures.

**3a) What could you do?**

share info with colleagues who did not have time to attend this session

continue to talk to patients about bereavement and support available etc

Join a bereavement network

Ensure that details on Ataloss are up to date

Not heard of At a Loss before - build understanding of them and what is out there

making AtaLoss info up to date and still relevant

Improve collaboration - seek better information

doing research in own role to build understanding

Look after yourself & not burnout

Put myself out there - get out the silo

short time working group within my organisation to help move things forward

Make sure the information/research reading is up to date

Young lives publication packs

Focus to make up the folders that can be lifted and then handed on by other professionals.

Lots of memory making opportunities.

Allow yourself time to keep current with what's out there

Try to access information myself - see if it is up to date, can access it, what hurdles are. Do my own research and personal awareness

Spread the word to colleagues without overwhelming

Raise awareness

Knowledgeable about resources

Keep up to date about resources available

Be a champion in team and take responsibility for bereavement information

lots of info in my workplace/team but others could also inform people (not rely on me as the specialist)

Build own awareness of what is appropriate and what time in someone's journey

Breaking down the stigma eg hospice support , but people just see end of life and this is scary

Talks to raise awareness from our experiences to wider organisations to help them understand the role of signposting (and on wider bereavement)

need time commitment from my organisation - lots of co-ordination needed too - we could use digi technology to access info

social media free and effective

helpful to use social media for info. Our service offers this support. This service offers other support

have a fresh look at our signposting, think about how much emphasis is put on the bereaved person to follow things up independently

Developing language or ways of supporting people into support that is really helpful, when they may be fearful, or there is stigma.

- being along to services, to know what will actually happen in support groups, peer groups, etc. to break down fear/obstacles

Keep in contact with colleagus locally and nationally

raise awareness at a policy level

Being flexible & empathetic to support folk past obstacles, understanding obstacles

-just telling and giving a website isn't enough

short term working group within the Alliance for CLPs to help us in our role - we often are "holding" the patient and it has emotional impact on us workers

Commit to keep my own training up to date

peer support

need more peer support spaces so we cna support each other and work out how better to work together collectively and collaboratively

networking at local and national level.

building the relationships in the hospice and sharing what I have done

Be flexible

Not make assumptions

Network

Build relationships and be collaborative

Share knowledge

Be ambassador

Promote normalised conversations

Influence organisational policy makers

Ask the questions in my organisation that need to be answered

Draw the attention of bereavement support to faith communities and provide information and education.

**3b) What could your organisation do?**

Held in our hearts has...

embarked on a project - opt out not opt in - changing the way we offer support - early intervention has reduced need for longer term mental health support. A visit to home 6-8 times. Includes signposting to other organisations.

Advocate for central resources

Let me have time to learn and collaborate

Follow-up - seek info on whether signposting was appropriate/effective

operate a no wrong door approach

NHS inform. Scotland's service directory is a sub section of this. Has section on health and wellbeing. If added to ALICE will be added to NHS Inform

access into local community groups to help share info and support (in my role in the church)

Look at LA policy and advise and support

Provide a direct link to school staff

Offer training

Wellbeing of staff

Link with peers and share knowledge with network

Education with clergy about death dying and bereavement

Research what is on offer

Share resources around colleagues

Getting into communities - being visible

Learn from organisations that already have things up and running

multidisciplinary team do a memory day for bereaved families.

always well received. Opportunity to continue to share their experience of child. also it's an opportunity to check in. Helps with the timing. Enables people to come back further down line. So door still open six months down line and then signposting at right time possible.

be clear about what you actually offer

yes be clear, both in info online, on paper and face to face - to avoid disappointment and confusion for person accessing support

Clarify what services are available at a local level so you can signpost locally

staff increasing knowledge so they know of local services and can signpost. Renfrewshire council working with cancer charities

Recognise the need to support staff - not just lip service when employees return from bereavement leave

sign up to the bereavement charter

Link in with primary care and local services so that we all know what options are available locally and nationally for bereaved people

Describe your service offering alongside signposting to offerings of others in your locality - so broader and not just about what you do

Reach out to others and build networks

Innovate

**3c) Where might you have an impact?**

reduce the amount of steps that a bereaved person has to take

Take feedback from todays event back to your organisation - to help spread that word.

not setting up fresh things - but an existing thing that I can join

share benefits of successes

how do we support peoples choices within budget constraints

**3d) Is there one pledge you could make today?**

To join a network on bereavement

Don't give up after one attempt to find help for somebody.

Be an advocate for the bereaved

encourage other orgs to get involved in bereavement network and check out At a Loss

to ask my organisation to start a Working Group for members of staff interested

build on established things... don't start more new ones

Advocate for a single resource

continue to give patients time to talk about their bereavement and work at their pace

**3e) Could you commit time or expertise to collaboration with others to achieve shared goals?**

Some colleagues would be willing to join a sub-group and/or local group to further discussion

keep working with Dragonfly trust

pairing info from different orgs for benefit of user

**General comments**

this is an experience- need to type quick, think quick but its great to see everyone s comments

Signposters or bereavement supporters

Difficult for those that are "consumers" of signposting to know what they can contribute to how they can improve signposting but know very clearly what they need it to resource them with.

National directory of services

hope ALISS can help bring information/resources together

Great experience

I have done my best to capture everyone's thoughts.

I think there were too many questions to cover in the time within the group.

Perhaps next time have key group questions and then individual responses that people can respond to