

Deliverable 6.3.1 Network of organizations involved in PHC

Organization of the SECOND 1-day public consultation at Ardino aiming to the establishment of an informal network composed by the competent stakeholders for the development of a citizens' oriented PHC Governance Plan

1. Summary of the consultation

The second open one-day public consultation took place on 16th of October, 2019¹⁶ in the hall of the "Rhodopska Iskra - 1921" Community Center in the town of Ardino and was combined with the "Open Day" organized by the hospital, where anyone interested could see the renovated and re-equipped hospital, as well as benefit from a free examination by specialists from various specialties.

The event took place according to a agenda, including the following main topics:

- Introductory speech and presentation of the project
- Primary medical care - status and prospects in Bulgaria
- Ways to improve primary care
- Conclusion and discussion



In order to ensure no less than 40 participants in the event, invitations were sent to all parties interested in the topic - competent local stakeholders for the creation of a citizen-oriented Primary Care Management Plan , incl. representatives of local government and educational institutions from the district. In this way, 23 participants took part in the consultation, according

to the attendance list attached to this report.

Each of the participants was given informational materials on the paper folder project, the program of the public consultation; block-sheet format A 4 ; pen. To ensure the visualization of the event, 2 roll-up banners with a stand were used, developed within the project and provided by the Contracting Authority.

2. Objectives of the public consultation

The main objectives of the public consultation were the following:

- To present to the general public the project in which "Multi-profile Hospital for Active Treatment - Ardino" EOOD is a partner and, accordingly, the activities related to it
- To create the preconditions for the creation of an informal network composed of competent local stakeholders for the creation of a citizen-oriented Primary Care Management Plan.

3. Presentation of the speakers

The individual modules of the public consultation were presented by the following experts:

- Dr. Guner Osman, Director of " Multi-profile Hospital for Active Treatment - Ardino " EOOD - Ardino
- Evgeny Ivanov, General Manager, "Euroconsultants Bulgaria S.A." JSC, consultant on projects in the field of health care
- Romyana Draganova, "Euroconsultants Bulgaria S.A." JSC, consultant on projects in the field of health care

4. Program of the public consultation - a brief presentation of the topics and sub-topics

The program and topics of the public consultation were provided by the Aristotle University of Thessaloniki - Department of Medicine (Partner N2) and accordingly included:

Topics and subtopics
<ul style="list-style-type: none">• Opening statement <p>Dr. Güner Osman, Director of "Multi-profile Hospital for Active Treatment - Ardino " EOOD - the city of Ardino, greeted the participants in the public consultation and presented the project "Strengthening primary Medical care in Isolated and deprived cross-border arEas (Smile)".</p>
<ul style="list-style-type: none">• Primary medical care - status and prospects in Bulgaria <p>Evgeny Ivanov, General Manager, "Euroconsultants Bulgaria S.A." AD, a consultant on projects in the field of health care examined the current state of primary medical care in the country, the main problems and at the same time the prospects for its development.</p>

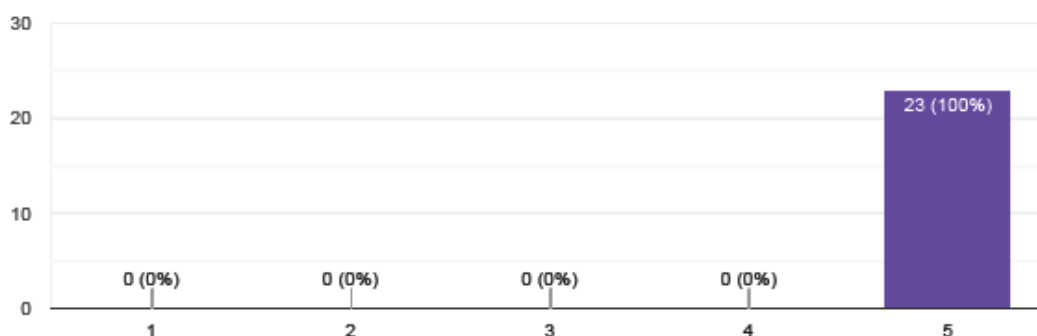
Topics and subtopics
<ul style="list-style-type: none"> • Ways to improve primary care <p>Rumyana Draganova, a consultant on projects in the field of health care, presented various opportunities for improving primary medical care in our country, including its adequate financing through various options for financing activities in health care.</p>
<ul style="list-style-type: none"> • Discussion on opportunities to improve the provision of primary care with a focus on providing an accessible environment for people with various disabilities <p>At the end of the public consultation, there was an exchange of views and opinions between the participants - competent local stakeholders for the creation of a citizen-oriented Plan for the management of primary medical care , incl. representatives of local government and educational institutions from the district. The steps to create and implement such a plan, the responsible parties and other aspects were discussed.</p>

5. Evaluation of the public consultation - based on the processed survey cards

In order to assess the participants' satisfaction with the public consultation, special questionnaires were developed and distributed to all participants. Of these, 23 individuals provided completed cards that were processed and the corresponding summary results show the following:

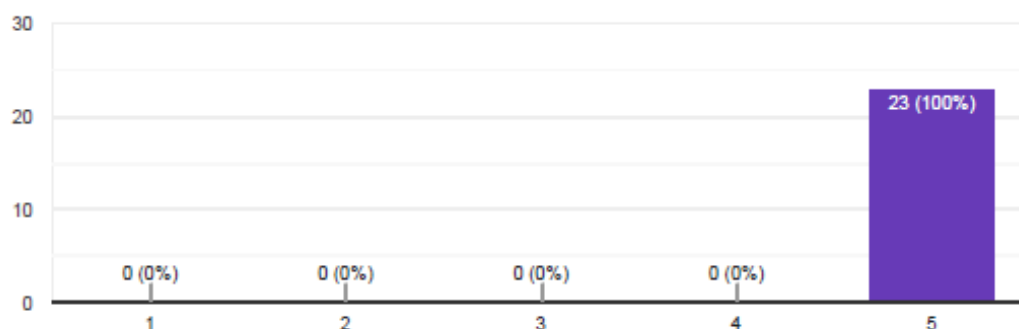
- **General assessment of the level of organization and conduct of the public consultation - agenda**
where: 5 – excellent; 4 – very good; 3 – good; 2 – medium; 1 – weak

23 отговора



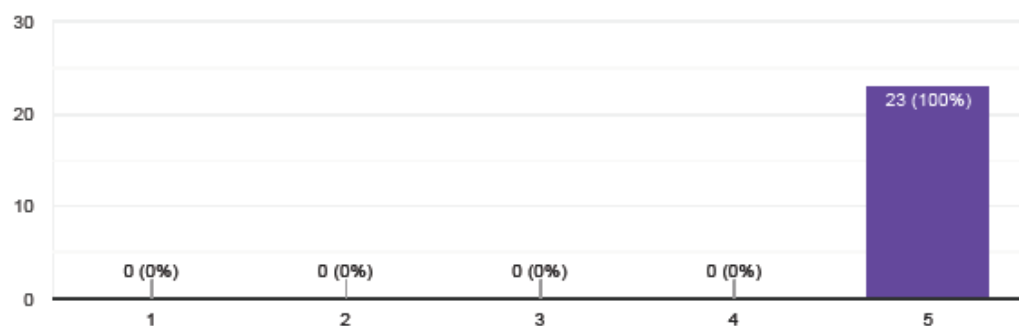
- **General assessment of the level of organization and conduct of the public consultation - methods and techniques for presenting information**
where: 5 – excellent; 4 – very good; 3 – good; 2 – medium; 1 – weak

23 отговора



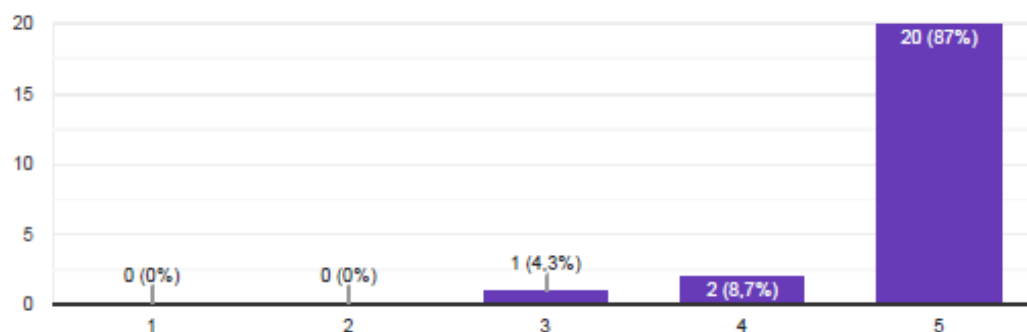
- **General assessment of the level of organization and conduct of the public consultation - working materials**
where: 5 – excellent; 4 – very good; 3 – good; 2 – medium; 1 – weak

23 отговора



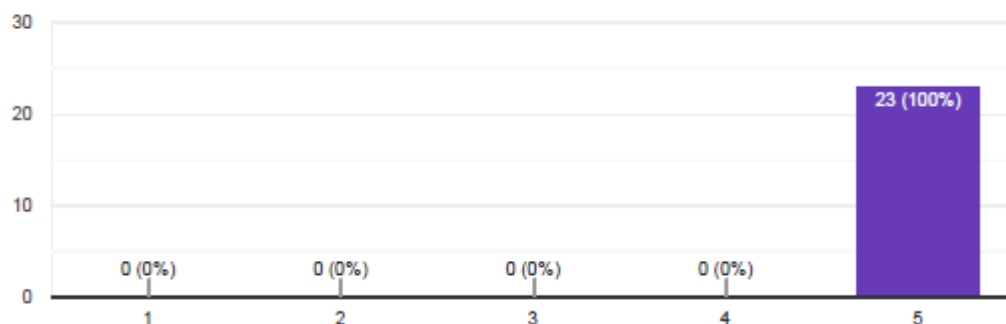
- **General assessment of the level of organization and conduct of the public consultation - technical base (hall and equipment)**
where: 5 – excellent; 4 – very good; 3 – good; 2 – medium; 1 – weak

23 отговора

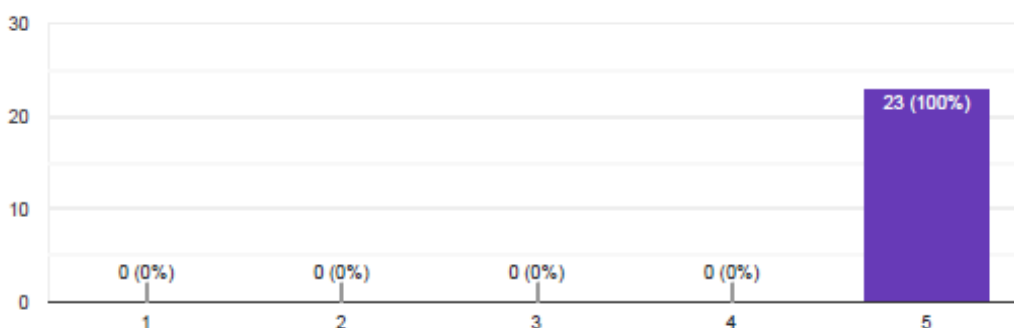


- **General assessment of the lecturers' qualifications, experience and way of presenting information - qualifications and experience on the topics of the public consultation**
where: 5 – excellent; 4 – very good; 3 – good; 2 – medium; 1 – weak

23 отговора

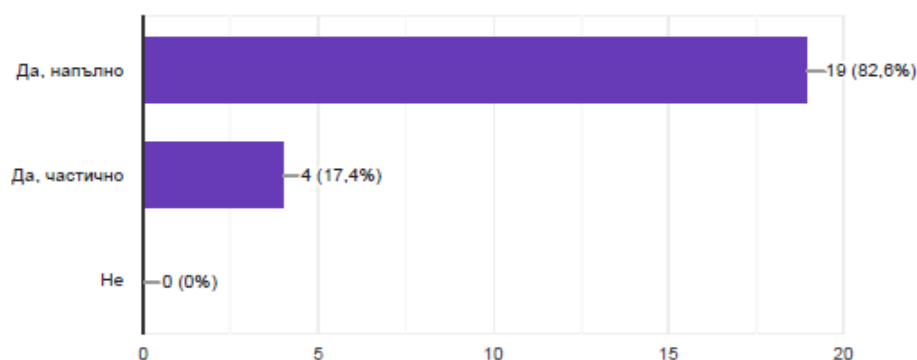


- **General assessment of the qualifications, experience and way of presenting the information by the lecturers - behavior during the public consultation**
where: 5 – excellent; 4 – very good; 3 – good; 2 – medium; 1 – weak



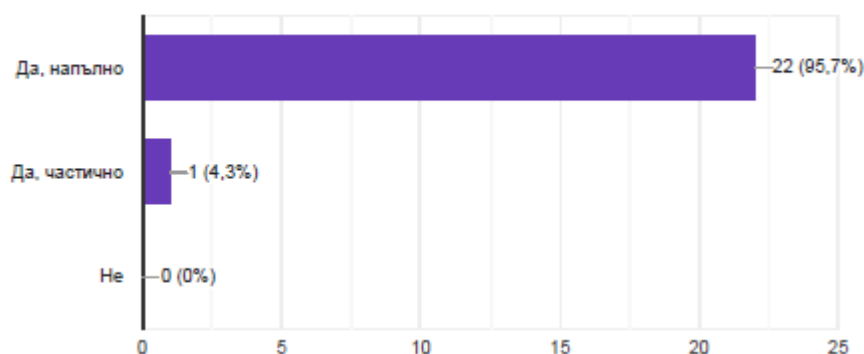
- **Did the participation in the public consultation contribute to increasing your knowledge regarding the management of primary care**

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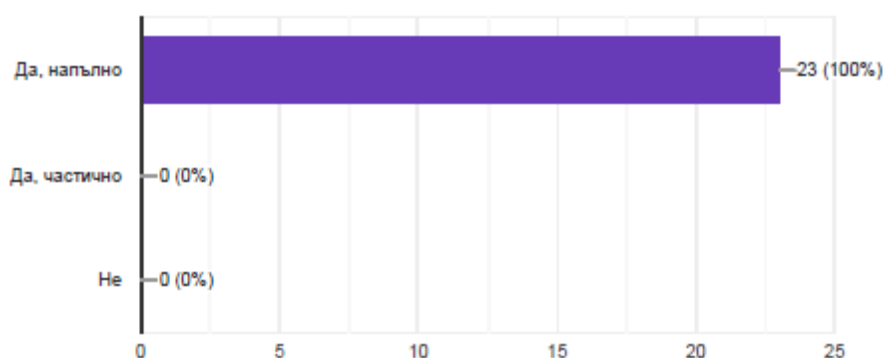


- **Are you satisfied with your participation in the public consultation?**

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- **Did your initial expectations about the public consultation you participated in live up to?**



6. Comments and conclusions

The issue of improving the provision of primary medical care in the cross-border region is extremely pressing. On the Bulgarian side, there are problems in the organization and coordination of the individual units, which often cause serious delays in the provision of medical assistance. The remoteness of some settlements in combination with the mountainous terrain makes it even more difficult to reach some patients, who at the same time are physically much closer to a medical facility in Greece than in Bulgaria.

Such kind of problems can be solved by creating a Primary Care Management Plan, and the first steps for its creation were initiated in the framework of the discussion among the participants of the consultation. The representatives of competent local stakeholders for the creation of a citizen-oriented Primary Care Management Plan, incl. representatives of the local government and educational institutions from the area, who took part in the public consultation, discussed the steps to create and implement such a plan, the responsible parties and other aspects.

As a result of the event and the opinions shared by the participants during the discussions, as well as through the questionnaires filled in by them, the following conclusions can be drawn:

- The overwhelming number of participants in the consultation rated its level of organization and implementation (agenda, methods and techniques for providing the information, working materials and technical base) as very good or excellent

- The overall assessment of the lecturers' qualifications, experience and behavior was highly rated – excellent and very good, respectively
- More than 82% of participants declared that their participation in the public consultation contributed to increasing their knowledge regarding primary care management; for the rest of the participants - it was partial, which is explained by the fact that the public consultation was attended by many professionals in the field of health care, for whom the topic is largely familiar
- 95% of the participants are completely satisfied with their participation in the public consultation, and the rest share that they are "partially satisfied"
- In conclusion, 100% of the participants shared that their initial expectations regarding the public consultation were fully justified.

TO
(NAMES OF THE REPRESENTATIVE)
(POSITION)
(INSTITUTION / ORGANIZATION)

INVITATION

for participation in a public consultation in the city of Ardino for the creation of an informal network for the preparation of a citizen-oriented Primary Care Management Plan

Dear Mr / Mrs,

"Multi-profile Hospital for Active Treatment - Ardino" EOOD is a partner in the implementation of the project "Strengthening primary medical care in isolated and deprived cross-border areas (Smile)", contract No. B2.9a.10 under the INTERREG VA Cooperation Program "Greece-Bulgaria 2014-2020". As part of it, we are organizing a public consultation in Ardino for the creation of an informal network for the preparation of a citizen-oriented Primary Care Management Plan, which will be held on October 16 , 2019 in the hall of the "Rhodopska Iskra - 1921" Community Center. - the town of Ardino.

Accordingly, the participation of specialists engaged in the field of primary medical care, as well as representatives of other interested parties, including representatives of the local government, of educational institutions from the region and others, with whom to establish a lasting dialogue to improve the provision of primary medical care in the cross-border region.

We would be happy if you and your employees/colleagues/partners take part in the consultation. As an attachment, we send a program of the event and remain available for further information.

Dr. Guner Osman
Manager
"Multi-profile Hospital for Active Treatment - Ardino" EOOD

Ardino,2019

Agenda of first open 1-day public consultation at Ardino aiming the establishment of an informal network composed by the competent stakeholders for the development of a Citizens' Oriented PHC Governance Plan

Project: Strengthening primary medical care in isolated and deprived cross-border areas (Smile)

Date: 16 October 2019

Venue: Community center " Rodopska iskra -1921"
 Town of Ardino, Bulgaria

Hosting Partner:

Multi-profile Hospital for Active Treatment of Ardino (PB3)

16 October 2019 (Wednesday)

Registration of the participants	Registration of the participants	09.00- 09.30 _ _
Welcome & introduction	Dr. Guner Osman, Director of the Multi-profile Hospital for Active Treatment of Ardino (PB3)	09.30- 09.45 _ _
Primary health care - status and prospects in Bulgaria	Mr. Eugeny Ivanov, General Manager, Euroconsultants Bulgaria SA AD, consultant on healthcare projects	09.45-10 . _ _ 30 _
Coffee break		1 0 . 3 0-1 0 . 45
Ways to improve primary health care	Mrs. Romyana Draganova, consultant on healthcare projects	1 0 . 45 -1 1 . 15
Follow-up and discussion	All participants in the public consultation	1 1 . 15 -1 2 . 30 _

Working language	Bulgarian
Participants	40