

# Keep Connected online support events

## Evaluation summary

During September 2020, we introduced online support events for those affected by meningitis. These Keep Connected events focused on education and mental health, and were attended by 4 and 7 people respectively.

Ten attendees from these first events provided feedback and reported that they found the events helpful. All respondents said the sessions helped, with eight of the ten respondents saying it helped a lot. All respondents said they would attend another event.

Some key themes emerged from the feedback following the events.

### People who understand

“I felt connected and it was good to speak with people who understand”

### Feeling connected and less isolated

“Everything I feel is understandable... I’m not the only one”

### Shared experiences

“It was helpful listening to others experiencing the same difficulties as myself”

### Positivity & hopefulness

“There is so much support out there”

## What worked well?

- The support team’s expertise and management of the sessions
- Being able to hear others’ experiences
- Hearing from people at different stages of their meningitis journey

“It was my first time [video conferencing], but I adjusted to it ok. It was nice to hear others’ stories and share troubles. Both of the conference leaders were knowledgeable and supportive.”

## What could be improved?

- Starting the sessions with everyone introducing their meningitis experience
- More sessions to cover different topics
- Finishing the sessions on a positive
- Follow on sessions and opportunities for ongoing peer support
- Longer sessions

We will be considering these elements as we plan future events.

## Ideas for future events

- Sleep issues
- Accessing support through GPs and other health professionals
- Meningitis and the workplace
- Health anxiety
- Coping with after-effects