

Workshop Information

ME/CFS, Long Covid integrated service

Overview

The NHS Greater Manchester (NHS GM) engagement team has been asked to engage with potential service users of a new Greater Manchester integrated service for the conditions ME/CFS and Long Covid.

The aim is to find out what the new service should look like and what NHS GM needs to consider when designing a new integrated service for Greater Manchester.

It is important to note that any future integrated service does not mean the same patient journey for everyone. This service will be designed to help improve symptoms and quality of life for everyone.

Approach

A series of three, one-hour, workshops have been arranged in April 2025. Each workshop will take place at 2pm and will be repeated in the evening at 6pm to enable as many people as possible to take part.

If demand is high, an additional longer session can be arranged in the first week of May, either online or in person depending on people's preference and availability. Individual phone interviews can also be arranged if required. Just contact the team using the contact details provided below.

It is proposed each workshop will feature two or (maximum) three different questions from the question bank attached to this briefing.

Schedule of dates

- Session 1 – about diagnosis and referral:
Thursday 17 April, 2pm – 3pm, or 6pm – 7pm
- Session 2 – about treatment/therapy and speaking to health professionals
Tuesday 22 April, 2pm – 3pm, or 6pm – 7pm
- Session 3 – about good health outcomes and the needs of the patient:
Wednesday 30 April, 2pm – 3pm, or 6pm – 7pm

Sessions will be one hour in length online using the Microsoft Teams platform. The meeting link will be sent to individuals signed up to the event.

Those who want to attend should complete a booking form via Microsoft Forms here:

[Service user engagement - ME/CFS, Long Covid workshops](#), by emailing the engagement team at gmhscp.engagement@nhs.net or by calling 07931 233 916.

An online survey will also be available, with identical questions, to enable anyone who can't attend to still have their say. The survey will be live from Thursday 17 April 2025.

Questions
Diagnosis and referral (session 1) Thinking about when you first thought or knew you had symptoms of ME/CFS or Long Covid and went to your GP, what would have been the best outcome for you at your first appointments?
Treatment and therapy sessions (session 2) How did treatment and/or therapy work for you? What do you think about group, online, or face-to-face sessions?
Working with health professionals (session 2) What do you want to hear, or not hear, from a health professional when discussing your symptoms, condition or treatment? How do you want them to communicate with you?
Good health outcomes (session 3) Please share with us any examples or experiences where treatment, or any other interventions by healthcare professionals, have been successful and why.
Needs of the patient (session 3) Thinking about here and now, what do you need to help you manage your condition and give you a better quality of life?