

**Health Professions Council
Communications Committee 24th May 2007**

**Partner Conference 2006 Evaluation Reports
Thomas Heiser**

Executive Summary and Recommendations

Introduction

The second HPC partner Conference was held on 27 and 28 November 2006 in Glasgow. The event intended to provide an opportunity to engage directly with HPC Partners, to provide an update on HPC activity and to receive feedback on HPC partner work and processes.

Decision

These papers are for information only. No decision is required.

Background information

The attached reports provide a compilation of the feedback from the conference evaluation forms. The first shows the marks given and graphs of the responses while the second presents the free text comments. Overall, comments were positive and represented a significant improvement over the 2004 event. The results of the evaluations will be used in the development of the 2008 event.

Resource implications

None

Financial implications

None

Appendices

Partner Conference 2006 – Evaluation marks
Partner Conference 2006 – Free text comments

Date of paper

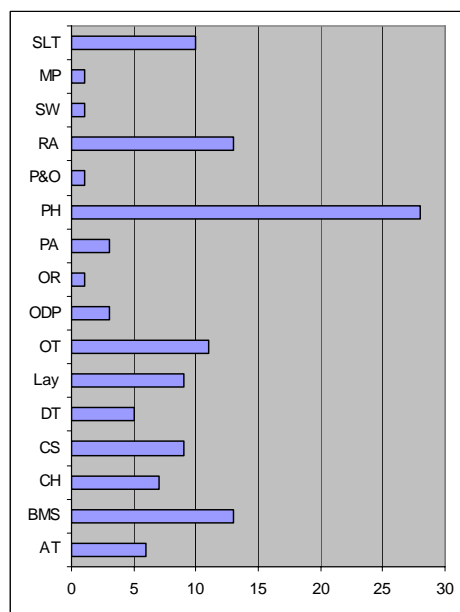
24th May 2007

**Partnership in Progress
HPC Partner Conference 2006
Crowne Plaza, Glasgow
27-28 November 2006**

Evaluation forms
220 Attendees
137 evaluation forms completed

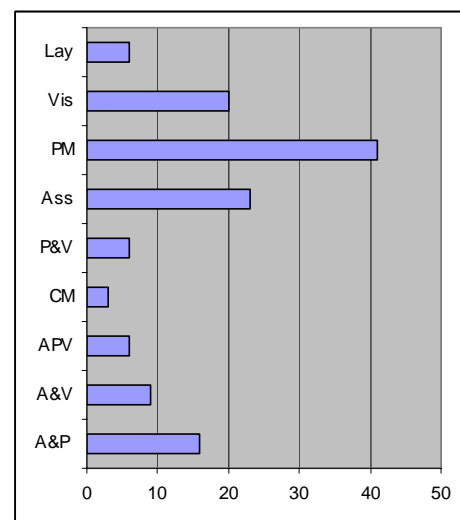
Break-down of professions of attendees:

| | |
|------------------------------------|----|
| SLT | 16 |
| MP | 1 |
| Social Worker | 1 |
| Radiographer | 13 |
| Prosthetists / orthotists | 1 |
| Physiotherapists | 28 |
| Paramedics | 3 |
| Orthoptists | 1 |
| Operating department practitioners | 3 |
| Occupational therapists | 11 |
| Lay | 9 |
| Dietitians | 5 |
| Clinical scientists | 9 |
| Chiropodists | 7 |
| Biomedical scientists | 13 |
| Arts therapists | 6 |



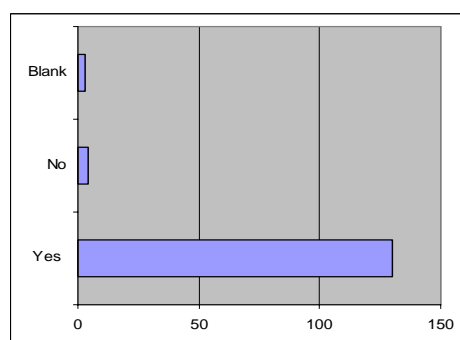
What role(s) are you appointed to?

| | |
|---------------------------|----|
| Lay | 6 |
| Visitor | 20 |
| Panel member | 41 |
| Assessor | 23 |
| Panel & visitor | 6 |
| Council member | 3 |
| Assessor, panel & visitor | 6 |
| Assessor & visitor | 9 |
| Assessor & panel | 16 |



Venue: Was the venue easy to find?

| | |
|-------|-----|
| Blank | 3 |
| No | 4 |
| Yes | 130 |



Accommodation

75% of attendees stayed at the Crowne Plaza

18% stayed at the City Inn

4% stayed at home

2% stayed at 'other'

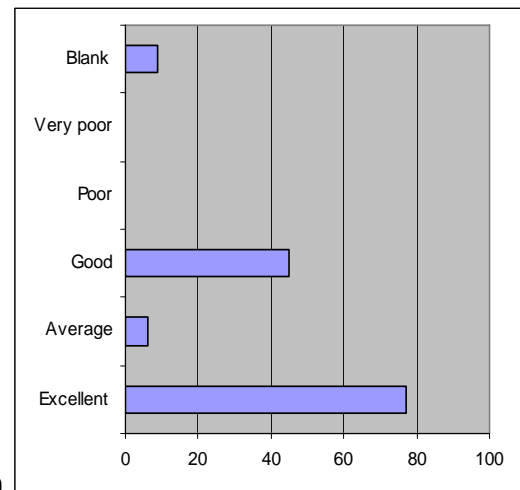
1% didn't specify where they stayed.

How did you rate the accommodation?

| | |
|-----------|----|
| Blank | 9 |
| Very poor | 0 |
| Poor | 0 |
| Good | 45 |
| Average | 6 |
| Excellent | 77 |

56% of attendees rated their accommodation as excellent.

92% of attendees felt that they were given enough information about their accommodation.



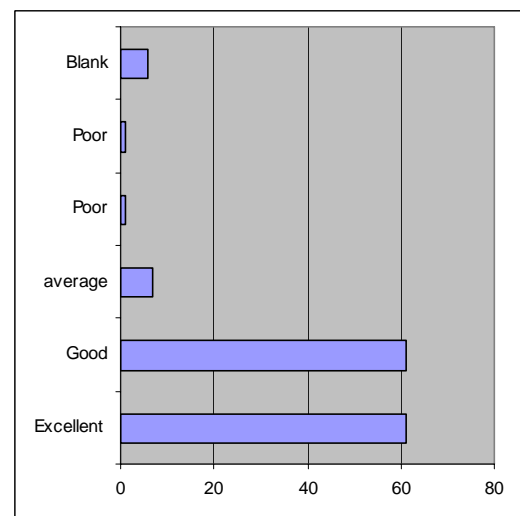
Conference Venue

How did you rate the conference venue?

| | |
|-----------|----|
| Blank | 6 |
| Very poor | 1 |
| Poor | 1 |
| Average | 7 |
| Good | 61 |
| Excellent | 61 |

132 (96%) attendees said that they received enough information prior to the event.

5 attendees said that they didn't receive enough information.

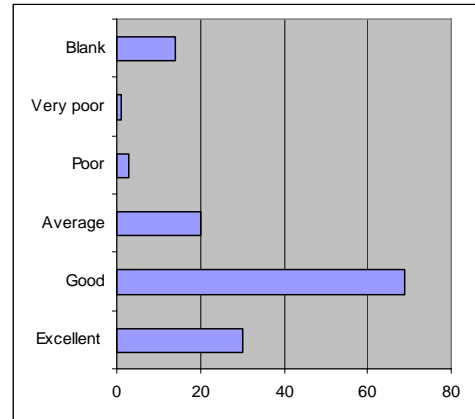


Dinner

123 partners attended the dinner

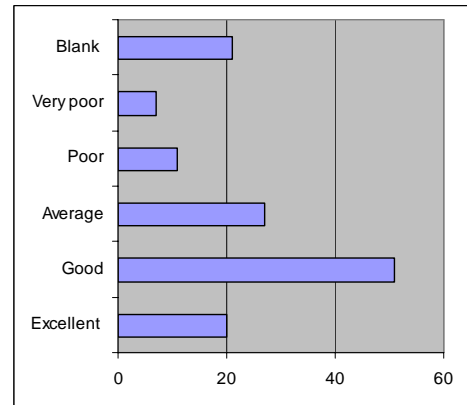
How did you rate the dinner?

| | |
|-----------|----|
| Blank | 14 |
| Very poor | 1 |
| Poor | 3 |
| Average | 20 |
| Good | 69 |
| Excellent | 30 |



How did you rate the after-dinner speaker?

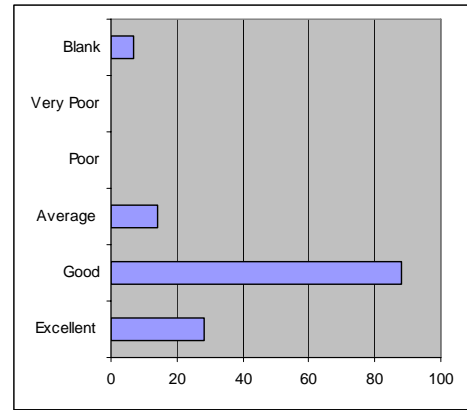
| | |
|-----------|----|
| Blank | 21 |
| Very poor | 7 |
| Poor | 11 |
| Average | 27 |
| Good | 51 |
| Excellent | 20 |



Event Content

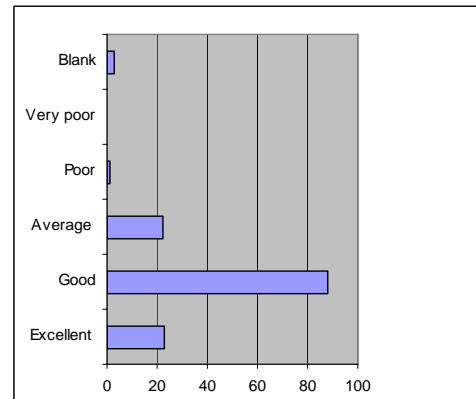
Introduction – Jacqueline Ladds

| | |
|-----------|----|
| Blank | 7 |
| Very poor | 0 |
| Poor | 0 |
| Average | 14 |
| Good | 88 |
| Excellent | 28 |



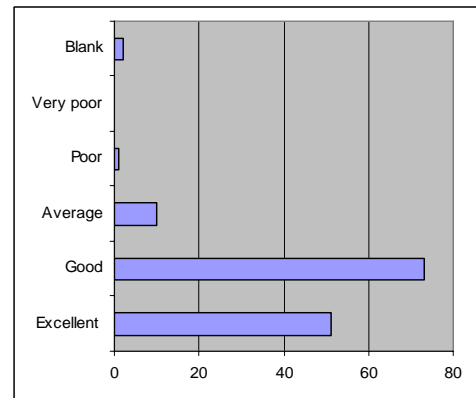
Welcome – Anna Van der Gaag

| | |
|-----------|----|
| Blank | 3 |
| Very poor | 0 |
| Poor | 1 |
| Average | 22 |
| Good | 88 |
| Excellent | 23 |



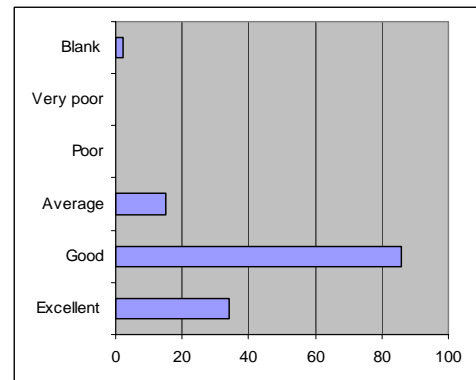
Julie Stone's presentation

| | |
|-----------|----|
| Blank | 2 |
| Very poor | 0 |
| Poor | 1 |
| Average | 10 |
| Good | 73 |
| Excellent | 51 |



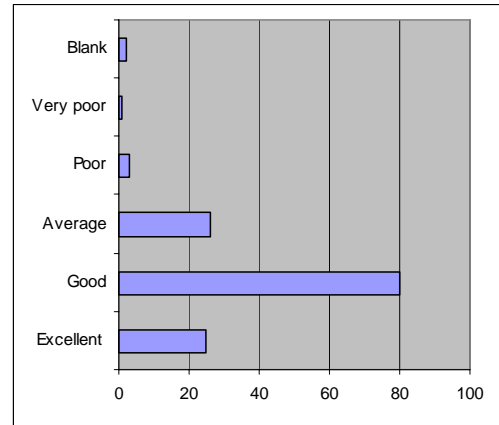
Marc Seale's Presentation

| | |
|-----------|----|
| Blank | 2 |
| Very poor | 0 |
| Poor | 0 |
| Average | 15 |
| Good | 86 |
| Excellent | 34 |



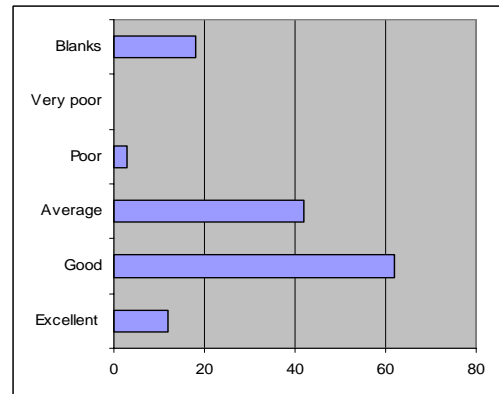
Group Q & A

| | |
|-----------|----|
| Blank | 2 |
| Very poor | 1 |
| Poor | 3 |
| Average | 26 |
| Good | 80 |
| Excellent | 25 |



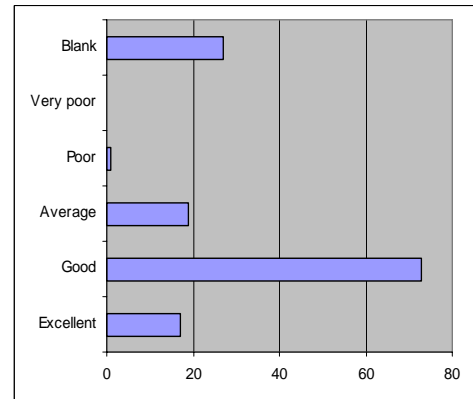
Lewis MacDonald's presentation

| | |
|-----------|----|
| Blank | 18 |
| Very poor | 0 |
| Poor | 3 |
| Average | 42 |
| Good | 62 |
| Excellent | 12 |



Close- Jacqueline Ladds

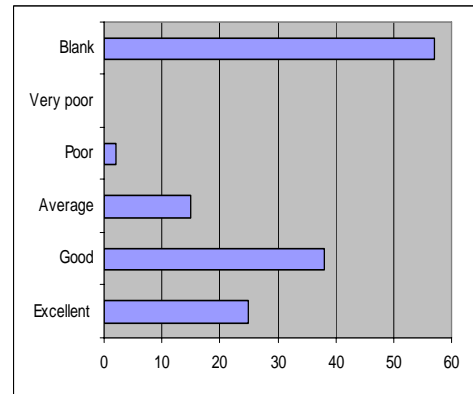
| | |
|-----------|----|
| Blank | 27 |
| Very Poor | 0 |
| Poor | 1 |
| Average | 19 |
| Good | 73 |
| Excellent | 17 |



Workshops:

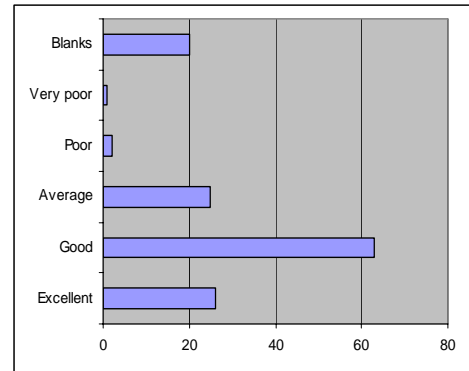
**Workshop 1: Structuring periods of Adaptation (International Registrations)
Mark Potter**

| | |
|-----------|----|
| Blank | 57 |
| Very poor | 0 |
| Poor | 2 |
| Average | 15 |
| Good | 28 |
| Excellent | 25 |



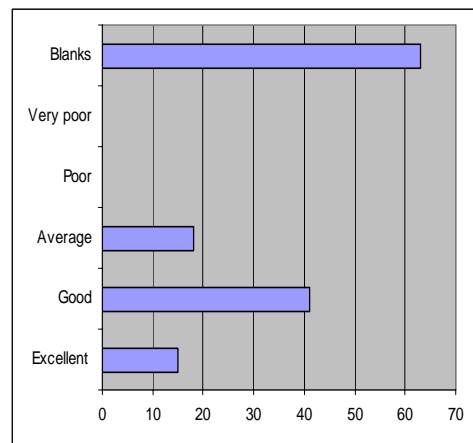
**Workshop 2: Decision making (Fitness to Practise)
Kelly Johnson**

| | |
|-----------|----|
| Blanks | 20 |
| Very poor | 1 |
| Poor | 2 |
| Average | 25 |
| Good | 63 |
| Excellent | 26 |



**Workshop 3: New processes (Education)
Abigail Creighton**

| | |
|-----------|----|
| Blank | 63 |
| Very poor | 1 |
| Poor | 2 |
| Average | 25 |
| Good | 63 |
| Excellent | 26 |



**Partnership in Progress
HPC Partner Conference 2006
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Analysis of comments from feedback forms:

General Comments

The majority of comments received were positive. General themes and examples of the comments given are below.

Positive

- **Excellent event overall**
 - “Valuable ‘time out’ to reflect, learn and network.”
 - “Excellent organisation.”
 - “I felt valued by the HPC as a partner.”

- **Excellent communication/networking opportunities**
 - “I thoroughly enjoyed the conference and the wonderful opportunity to meet with everyone...a healthy exchange of views about HPC / Development / Regulation. To all those who organised the conference congratulations! And thank you.”
 - “Communication with partners is very important and this was a good opportunity. Keep going with other forms of communication!”
 - “The best part of the day was the chance to network.”

- **Excellent focus and content**
 - “A well balanced conference combining the future possibilities and today’s realities.”
 - “Very useful opportunity to focus on the progress and prospects of the HPC and the role of Partners. I look forward to the review days next year.”

Negative

- **General**
 - “Considering so much remains to be done, I felt that the tone of the conference was overly self-congratulatory.”
 - “Even after five years of existence we keep hearing comments like “it will take time; we’re looking at it; as we become more established.” When oh when I found myself asking. The role and use of lay visitors has yet to be properly addressed and resolved.”
 - “P & O Travel not very helpful and more expensive than I could have booked – are they really efficient/effective?”

- **Lack of focus on lay partners (several comments)**
 - “Lay partners have different needs to professionals and little opportunity to discuss these. Meeting of lay partners would be useful – or session for them in larger conference.”

- **Conference bag unnecessary (a few comments)**

“Didn’t feel we needed a conference bag for the amount of paperwork received”

Suggestions

“It would be helpful to provide an expenses form in the conference pack, (This would be normal practice at other similar events, such as conferences run by the HEA, QAA or CSP).”

“Would HPC consider a feedback mechanism for those of us attending Panels and Hearings? This could initially be via a pro forma/email etc, to comment on the process as well as the outcomes for every meeting.”

“Could information be given as to whether or not hearing induction loops are available in the conference rooms.”

“I would like to hear more about the future plans of the HPC from the President and CEO, rather than focus on what has been done in the past – a proper balance between the two would be helpful.”

Pre-conference Information

Negative

“Not sure about the objective of the conference in advance of attending – exchange of information? Developing skills? This was clarified at the opening session.”

- **Invitation/confirmation sent late (several comments)**

“Confirmation/invitation was very late. Cheap flights and trains are available months in advance.”

“Big gap between original provisional notification and actual invitation. It’s hard to keep dates free unless the timing of the event is definitive. Also confirmation of the place after application was a little slow delaying travel arrangements.”

Suggestions

“Rail info from Queen St and Central would have been helpful”

Presentation

Positive

“Jacqueline was excellent ‘Master of Ceremonies’ and managed the panel questions extremely well. Marc sounded upbeat and positive.”

“The key partners in particular seemed to be much more integrated through experience than at the first conference.”

Negative

None.

- **Questions not answered thoroughly enough (a few comments)**

“Quite often responses did not wholly address questions (but) questions at the end made sessions more informative than they would otherwise have been. A different, more interactive format for the whole sessions may have promoted more interesting debate.”

Suggestions

“It would have been useful to see statistics quoted by Marc Seale on screen/written down.”

“Needed more time for Q & A session.” (several comments)

“Could you make the OHPs available on the website please, including some statistics.”

“Please can all speakers use visual projections to back up their presentations? Especially in a large room and when involves numbers and data.”

Workshops

Positive

“The workshops were excellent with ample opportunity to ask questions and stimulate discussion.” (a few comments)

Negative

- **Workshops were actually lectures (a few comments)**

“Title does not reflect what sessions actually were. They were “lecture sessions” with very little “hands-on”. Useful information but wasted opportunity to interact with experienced partners”

- **Workshop two too rushed, with too much information (many comments)**

“Presentation very rushed – too fast to follow and take in.”

“Kelly was clearly very clever and knowledgeable but delivery was too rapid with too much content.”

- **Would like to attend all workshops (one comment)**

“I would have liked to attend all 3 workshops.”

- **Problems with workshop three (one comment)**

“A lot of slides which really duplicated info...not much specific info...a bit muddled.”

- **Not enough choice of workshops (several comments)**

“For lay person there was not really a second choice.”

“Needed a 4th workshop appropriate for Panel Members – not just “Decision Making” as other two sessions were not really valid.”

Suggestions

“Perhaps helpful to get people’s key questions in advance of the workshops.”

“Time set aside after conference workshops for informal discussion”

Food / Entertainment

Positive

“Food and environment excellent at venue”

Negative

- **Lack of healthy food, vegetables and salad (many comments)**
“Was surprised at the poor quality of the lunch – there were no vegetables or salads – this was a health professionals conference”
“No vegetables at lunch and lack of vegetarian food.”
- **Lack of information/labels on food (a few comments)**
“Lunch difficult for those of us with allergies as there was no information as to what anything was.”
- **Inappropriate after-dinner speaker (a few comments)**
“After dinner speaker good but inappropriate to event.”

Accommodation / Venue

Positive

- **Good venue overall (a few comments)**
“An excellent venue.”
“Very good location. Excellent rooms.”

Negative

- **Hotel temperature too high (several comments)**
“Hotel temperature in own and conference rooms too high. In bedroom could only try to sleep with air conditioning on full – very noisy – so sleep was disturbed anyway.”
“Rooms too hot and stuffy and acoustics/microphones not very good.”
- **Queues at breakfast (several comments)**
“Very poor at breakfast as a lengthy and slow running queue”
- **Other**
“Very poor gymnasium at Crowne Plaza”
“Event could have been held in less costly venue & still been acceptable.”
“Felt rushed by hotel staff at meal times.”

Suggestions

“Tiered auditorium would be better.”