

Northern NSW Community Engagement Conference

Integration and Partnership in Health Care

4 and 5 December 2014

EVALUATION

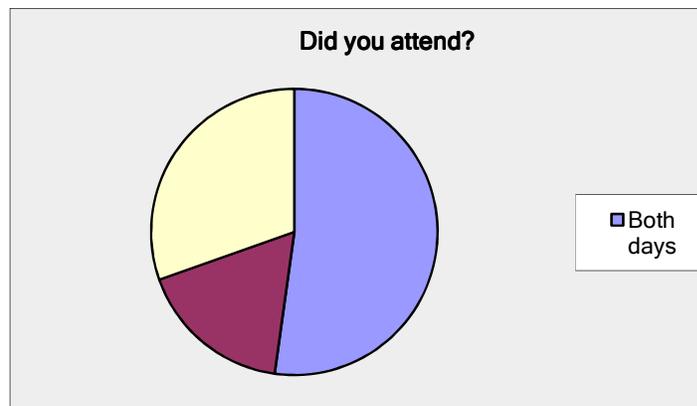


Over the two days more than sixty Community, Staff, Clinicians, NGO, Education and Local Government representatives participated in this Inaugural Northern NSW Community Engagement Conference. Accommodation was provided for seven participants.

Twenty three evaluation forms were received, with overall positive feedback and support for the Conference becoming an Annual event. Need to improve number of evaluations received for future conferences.

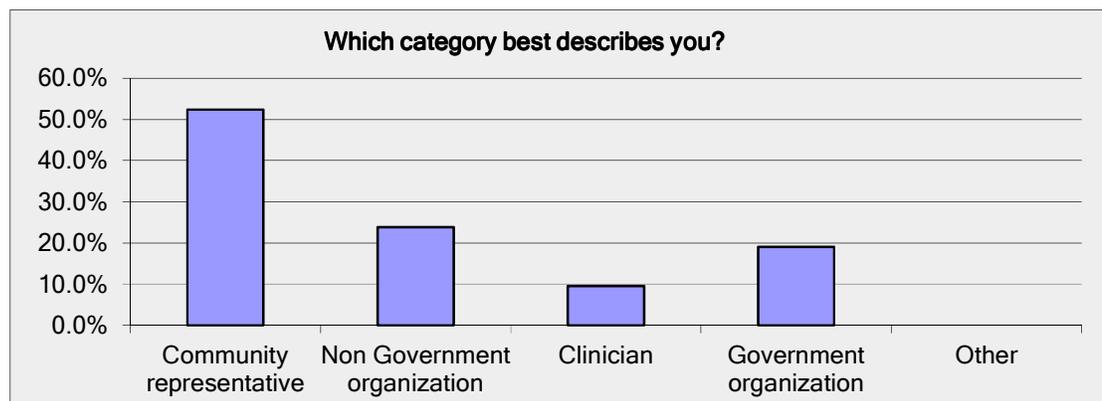
1. Attendance

Whilst attendance fluctuated over the two days most participants attended over the two days. There was a greatly reduced attendance for the last session on the Thursday.

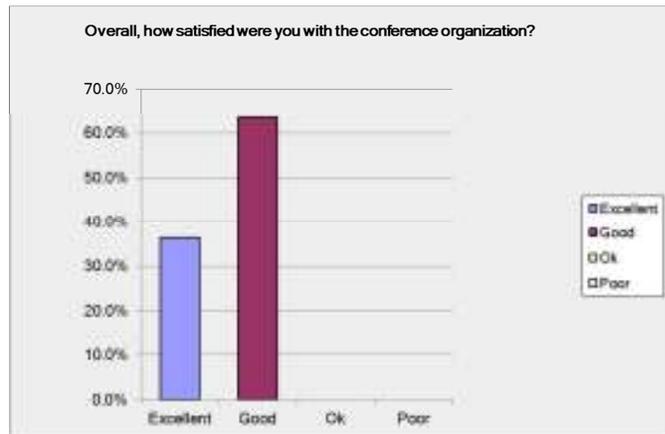


2. Who attended?

Of those who completed the evaluation over 50% identified as community representatives this was also reflected in the conference registrations. Less than 10% of attendees were Clinicians.



3. Rating of Conference Organisation and Comments



All evaluations rated their satisfaction with the conference organisation as good or Excellent. From the comments issues with the sound system was main issue experienced with positive feedback on the topics, presentations and speakers.

Comments:

- food was excellent
- had trouble hearing and seeing maybe age has something to do with that very interesting even though I am only a consumer
- interesting topics, good view of smaller innovations
- sound in the first two presentations not good
- Room good adjustment of noise made an improvement
- Murray was very helpful and the venue and food were terrific!!
- need to break up afternoon session to be more active
- presenters were informative and passionate
- great venue excellent speakers
- held my attention throughout the 2 days - good venue, superb food and thought provoking presentations.

4. Expectations met.

100% of evaluations stated that expectations were met or they had no prior expectations. One suggestion related to making better use of discussion time. A number of comments stated that the conference was a good networking opportunity.

Comments

- made me realise it is the small changes and ideas that make the difference
- first timer no expectations
- I didn't have particular expectations but good range of information research and projects
- Question time could be more in-depth, soliciting opinion from perhaps 3 randoms as to their thoughts of relevance or otherwise
- very interesting work with Dementia and Palliative Care
- need more debate to ensure input into improving services

- great networking opportunity
- exceeded expectations
- conference exceeded my expectations great range of speakers great networking opportunities
- Partially - I would like to see inclusion of presentation re the Rehabilitation Unit and Rural Spinal Injury Service and ABI
- Lots of local information for health in our area

5. What was good?

General consensus that speakers and presentations were good.

Comments

- Variety of presentations - best - all good
- the 'integration' presentation was the best
- food and interaction
- Range of speakers, venue very good, no cost
- Good presentations by Atosha Clancy and Graeme Turner. As I only attended one day I can't comment on the whole two days. Good presentation by Chris Crawford on the "Alliance to Improve Services" "Keep up the good work" "Look forward to improvements"
- Great presenters and interesting topics.
- Moderators were well selected and informative. Q and A times generous. Subjects comprehensive
- some brilliant speakers thanks Murray
- All was great
- Variety of local health services presenting. 2 days allows good length of presentation and food and beverage breaks
- Relaxed manner of presentations
- Enjoyed all sessions. Good diversity of topics which showcased what is happening in LHD

6. What was bad?

Audio issues were of most concern and suggestions that more promotion of event needed and to improve discussion time.

Comments

- Need more promotion of the event
- Probably too dense in terms of information/speakers - meant that not enough time for discussion
- Not all presentations were about integration and partnership, encourage presenters to develop their presentations around the conference theme
- No worst all good
- Inconsistent audio and vision to back of room
- Attention waning toward the end of the first day

7. What to improve.

Suggestions included to have input from General Practice and to improve question time for some sessions. Audio was again listed as an issue.

- get the sound right from the start
- more discussion group work so we as service providers could walk away with tangible ideas of how we could improve things like consultation and engagement
- Have a query regarding homeless services for single women. A couple of years ago I tried to find such a service in Northern NSW and there was none.
- improve sound system
- "microphone needs improvement - maybe a fixed podium sound needs improving
- need more time for questions and discussions for some sessions
- electronic presentations at times were difficult to read due to colour (e.g. blue)"
- The sound and visuals were difficult and could be improved.
- I would like to see some participation of GPs - they were a "missing voice".
- as a moderator have a little more information prior to the conference

8. 100% of evaluations received would recommend to a colleague.

Comments

- definitely
- well balanced
- Great to see and learn about what's happening locally.
- absolutely yes
- workplace representatives of all health related organisations need to attend with view to education all of their workforce

9. Approach of focus on integration and partnership was supported.

Comments

- definitely as a NNSWLHD staff member I welcome opportunities such as this for external networking and to ensure my approach isn't too insular
- I think this approach ensures that the different views can comment on the success of partnerships hopefully to make changes where necessary and improve care
- Improved health outcomes and services can only be achieved through intersectional collaboration
- This conference gave me valuable insight into breadth and interaction of various health groups
- More of this needs to happen for collaborative person centred approach of care
- Much needed could possibly be done twice yearly to access those unavailable

10. Considerations for future conferences.

Overall support for the conference with the main suggestions made, being for more Health Staff/Clinicians in attendance, committee established to plan for the conference, and support to always include a session with the Chief Executive/s.

Comments

- always include session with the Chief Executive
- Increased numbers of 'at the coalface' nurses so they can see how to implement ideas they may have
- overall good presentations and topics providing insight and confidence in the Health System. Opportunity to raise issues
- would be great to have more conferences like this and increase attendance and breadth of presentations
- Can Southern Cross University provide more medical training services for Northern NSW through starting a course for GPs at the University, a medical practitioners training school
- at the end of the conference may a 'communique' of outcomes targets for the next 12 months that the 'theme' has identified.
- I love to see this developed for future sessions
- Map of location please
- Maybe consider hosting next year's conference in Tweed Heads
- People with physical disability and their needs are often overlooked so we need to promote services available to them better. SCIA prove a great peer support program.
- Committee to be involved in continual planning for conference, Handouts for resource web addresses and contacts before conference to allow some opportunity for prior research
- Need more Staff attending.