

South West Clinical Senate Assembly Annual Conference 2021 Feedback Report

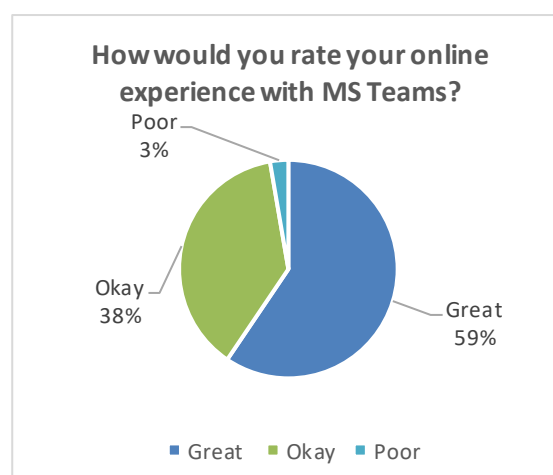
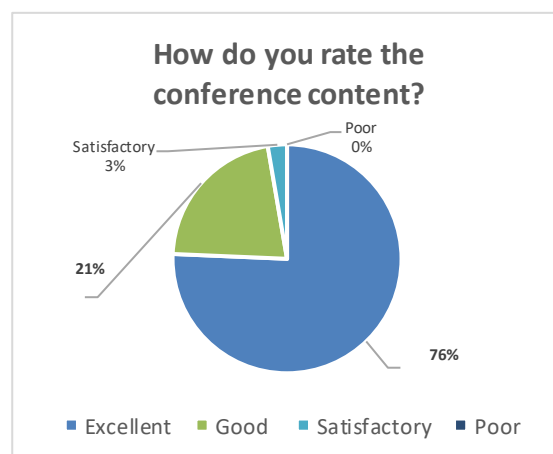
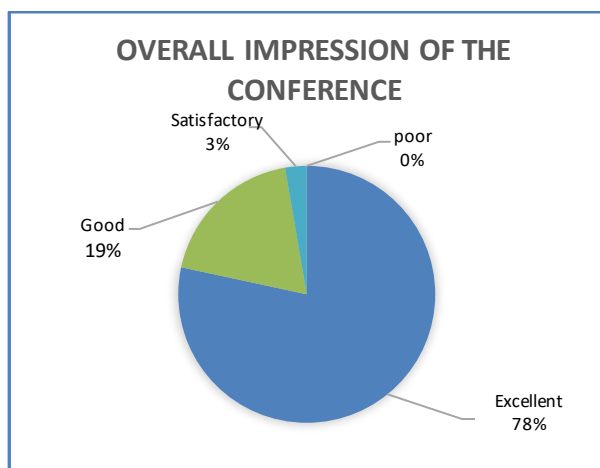
1.0 Introduction

The South West Clinical Senate Assembly Annual Conference entitled “**Compassion in Healthcare**” took place on 18 March 2021. It was held as a virtual conference and was well attended with positive feedback received from delegates and speakers both on the day and in the responses to the survey questionnaire that was sent out.

Circa 125 delegates registered to attend the conference. 43% of delegates reported that they found out about the conference from direct email marketing. Interestingly 46% of delegates found out about the conference by “word of mouth” or “other means”.

2.0 Delegates general comments and feedback

Whilst only 37 delegates responded to the survey questionnaires, delegate comments were captured on the Teams platform during the conference which provided rich data. Feedback was received post-conference from members of the conference planning and logistics team.



See below comments made by delegates:

- Excellent Conference, important topics, great speakers
- Well done, for putting on such a fantastic learning opportunity
- This conference bought the perspective of academics, professionals and patients all together to reflect upon one of the most challenging times we will face in our personal and professional lives and allow us the time to consider our own reflections.
- A thought-provoking session reminding us all of why we are here
- This conference was aimed at clinical people, as a member of the admin team it felt like a real privilege to be part of and hear first-hand some of the speakers talking about compassion in health care. There is compassion and empathy in all of us, we just need to know how to use it!
- I didn't expect a virtual conference to be so immersive, interesting and enjoyable.
- I only attended the first three talks, but they were very inspiring. What struck me the most was the notion of looking after the people providing care, and that it is also about supporting them rather than always asking for more personal resilience from clinical staff.
- Really worthwhile, gained a lot of food for thought, and different perspectives, very relevant to a variety of different professions and found speakers very knowledgeable and current.
- Excellent standard of speakers and very relevant subjects covered - would highly recommend attendance
- Amazing to hear the real-life stories of the importance of compassion in how we provide care to people.

3.0 Conference Speakers

All the speakers were well received with positive feedback received from delegates on the day. The two highest ranking speakers, in terms of average rating, are Dr Neil Hopper and Professor Michael West. (see table below).

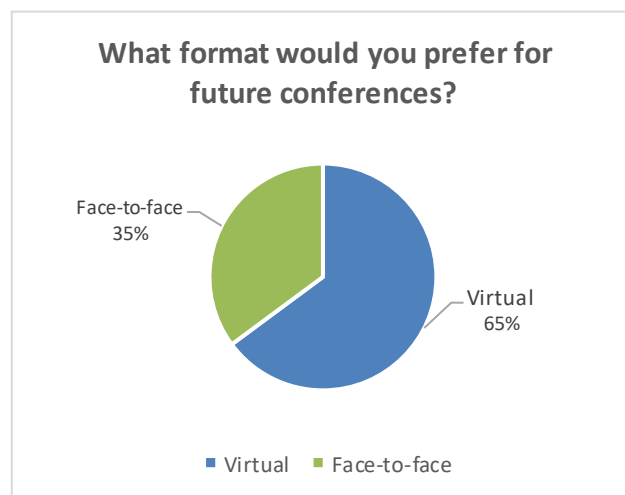
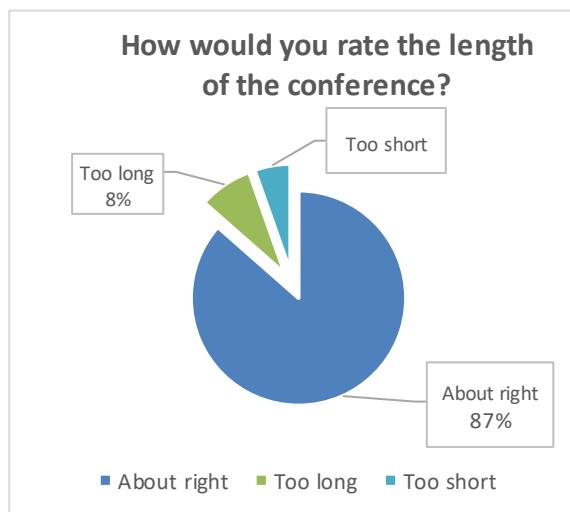
Name	Average rating (out of maximum score of 5)	No of delegates responses	Type of speaker
Professor Michael West	4.64	33	Plenary
Dr Michael J Marsh	4.53	32	Plenary
Dr Neil Hopper	4.79	34	Plenary
Dr Suzette Wood	4.40	25	Plenary
Caroline Chipperfield	4.23	30	Plenary
Penny Roberts	3.82	28	Plenary
Dr Lou Farbus	3.76	21	Workshop
Shaun Langford	4.17	6	Workshop
Dr Andrew Tresidder	4.23	13	Workshop

Comments about conference speakers

- Thank you that was brilliant!
- Thank you so much to all, what a fantastic and inspirational morning!
- Thank you for being such an inspiration Neil and for all that you are doing to improve access to good rehab for amputees in Cornwall.
- Thank you, Suzette, for such a thought-provoking presentation
- I started my nurse training over 50 years ago and bullying, stress and blame were part of the work. My granddaughter has now had several "accept" offers for her degree in nursing. I hope all the things I have heard today about leadership, kindness and compassion allow her to blossom and enjoy her chosen profession and things have changed with our experiences of COVID. Thank you, Suzette and Caroline.
- Thank you, Penny, for sharing your personal story – giving the patient perspective gives good food for thought
- Thanks to Louise for the interesting and challenging talk
- Well done Shaun, huge amount of important work. Well presented, thank you.

4.0 Looking ahead to future conferences and events

The South West Clinical Senate asked delegates questions about the conference length, format and whether future conferences should be recorded.



Delegates included comments about conference format in their general feedback. See below:

- Whilst face to face conferences have their benefits for networking, a virtual conference enables a wider audience to attend and may also attract a broader range of speakers. It also reduces costs for public and voluntary sectors.
- “Some conferences could be virtual, however from time to time face to face is important Thank you and well done!”
- Microsoft Teams is not easy to use.
- I thought it worked very well as a virtual conference - but missed the sharing and networking of a F2F experience.

5.0 Reflections on conference planning and logistics

The conference planning and delivery was led by Ajike Alli-Ameh, Head of South West Clinical Senate with support from colleagues from the wider NHSEI South West: Fiona Baldwin, Dani Hoffman, Sam McNabb, James Rutherford, James Sanders and Wendy Vincent. A meeting was held with the “team” to capture their reflections. Whilst not captured from the survey, it is important that these learning lessons are retained to inform South West Senate conference and event planning in the future.

- **Target audience:** It is worth considering including the entire SW region NHS staff in the target audience and not limit this to clinicians – particularly whilst the conferences are delivered as “virtual events”.
- **Conference platforms:** It is important to check that delegates are not “left behind” in breakout rooms if using two platforms such as Teams Live (for plenary sessions) and MS Teams (for breakout sessions) are used for future conferences.
- **Pre-conference preparation:** A technical test session should be arranged for conference speakers at least a week prior to the conference, to allow for any technical issues to be resolved prior to the conference day.
- **Post conference resources:**
 - Slide presentations are currently made available to delegates and speakers. Is there a value to making these more widely available?
 - A recording of the conference would be a useful learning resource which could be made available on the staff hub and/ or Futures NHS.
- **Conference format and duration:**
 - It should be considered whether the conference should alternate between the virtual and face to face every two years.

- Given that delegates had the option to 'dip in and out' of the conference, is there a benefit of extending the conference duration to 2 days to allow for more/ longer discussions?
- A second comfort break could have been beneficial
- Breakout workshop sessions could have been longer to allow for more questions and discussion between speaker and delegates

Date prepared: 05 May 2021

Date last updated: 05 May 2021

Version: DRAFT V0.1

Prepared by: Ajike Alli Ameh, Head of South West Clinical Senate

Document Owner: Dr Sally Pearson, Chair of South West Clinical Senate