2008 Timeout Conference - Feedback Summary

Introduction

Previous attempts in the NYHDIF predecessor organisation to obtain feedback and views from members about the Annual Timeout have been somewhat half-hearted. Consequently, the Management Committee decided that the November 2008 Conference should be used to attempt to elicit more comprehensive feedback from members, mainly about the conference, and what might be useful in the future, but also including possible sessions at the regular monthly meetings.   The feedback form used is appended hereto as Appendix A.

Feedback

The feedback is summarised into the areas asked about on the feedback form, and mentions only those areas where there was more than one response suggesting the same thing.   Within each section, the responses are roughly in order of strength of opinion about them, and, in order to achieve this score, any negative comments have been netted off against the positive ones (although this occurred very infrequently).

Good Points:-

1.   All the presentations were interesting and of a high standard.

2.   The discussion periods outside the main sessions, and the general networking, worked very well.

3.   The Harling and Green ("One Systm") presentation was very well received.

4.   The venue was very popular.

5.   The BT-facilitated workshop was appreciated, and considered interesting, although opinions were divided as to its successfulness and effectiveness.

6.   Jan's CEO perspective presentation was popular.

7.   Gwyn Thomas's Wales presentation was popular.

Not So Good Points:-

1.   Some sessions were not as interactive as they should have been, especially on the first day.   **This was the single most repeated point throughout the feedback forms, and we really must address this.**

2.   The 4C presentation was not considered particularly useful.

3.   The absence of Gordon Hextall was regretted by members.

Wanted for the Next Conference:-

1.   More clinical success stories.

2.   More interaction (see Not-So-Good Point 1. above).

3.   A session or presentation on Horizon Scanning / more strategic futures.

Venue:-

No particularly popular venues were mentioned.   See Good Point No. 4 above.

Monthly meeting suggestions:-

No particularly popular topics were mentioned.   Those that were mentioned included: IC products/services, themes emerging from Darzi/Informatics Review, interactive/focus sessions, shared services, clinicians, Anglia/ICE/TRRR, PRIMIS, e-learning, remote working/access/3G.

Conclusions

The main point is clearly Not-So-Good Point No. 1 above.   The first day afternoon needs to be enlivened and made much more interactive.   Secondary points are that we may need to (a) revisit 4C's conference input in the future, and (b) try to ensure that any "big name" speakers we promise actually turn up.   Other than that, the summary feedback suggests that we are doing most things right.

E J Woodhouse

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