

## REGIONAL APPRISER CONFERENCE (RAC)

06.07.2018

Ramada Plaza Wrexham.

### FEEDBACK ANALYSIS

This event was held in Wrexham for secondary care appraisers to attend, providing a mixture of presentations and workshops pertinent to their role. A post event feedback form was also circulated electronically to all attendees asking them to rate the presentations, workshops, venue and preparations etc. This feedback will be used to inform future training and the program for next year's event. Of the 30 secondary care appraisers who attended the event only 43% completed the survey before close. The feedback responses ranked by the Health Boards identified that Betsi provided 85% of the responses compared to Hywel Dda at 15%.

HEALTH BOARD	RESPONSE	%
Betsi Cadwaladr Health Board	11	85%
Hywel Dda	2	15%

Details on the individual ratings for each of the workshops, presentation etc. and the comments left by the attendees can be found towards the end of the analysis.

There were two presentations at the event "Patient Feedback Discussion" provided by the General Medical Council (GMC) and the "Revalidation Update" provided by the Revalidation Support Unit (RSU). From the delegates feedback both presentations were received favourably, both having 100% of the responses ranging from "Good" to "Excellent".

There were three workshops at the event "Reflective Practise", Whole Practise Appraisal (WPA) and "Difficult Scenarios". The latter workshop was rated as excellent by 58% of the attendees who completed the feedback, making it the highest rated workshop of the event with comments such as "*Positive reinforcement I am broadly doing the right thing*". The ratings and positive comments indicate that this workshop would be appropriate for future events. "Whole Practise Appraisal" was rated as Excellent by 57% of the attendees and "Reflective Practise" had a 100% rating between "Excellent" and "Good". Unfortunately there were no supporting comments received for either of the latter workshops.

The question and answer section of the event was received well and MENTI was used during the day to submit questions to the panel. Based on the analysis from the previous event in Cardiff, Menti was encouraged during the welcome and introduction as a forum for submitting questions prior to and during the event. As a result we did see uptake in usage which benefited the question and answer session during the day. Comments such as "*Stimulating & informative*" were made when referring to the Question and Answer session.

The communication in the lead up to the event and the organisation of the event by the RSU was had a 100% rating between "Excellent" and "Very Good" However one delegate did indicate that they had to chase up their registration for the event. Going forward we will ensure that confirmation of the event is sent to all delegates prior to attendance.

The venue itself at the Ramada Plaza was rated by 100% of the feedback form respondents as “Excellent” and “Very Good” with comments such as *“A very pleasant surprise. Great place for a conference”*. From an organisational point of view it was noted by the RSU that there was a lack of support on the day from the conference team at the hotel. It was indicated that this was due to a staff shortage on the day.

There was however ample car parking the venue provided which has previously been raised as a concern by attendees which has influenced the decision when choosing suitable venues. 7% of the delegates did rate the quality of the food and refreshments as “Poor” with comments such as *“All high carbs - no healthier options”*. Although we do plan to provide a balance of healthy options, going forward it may be the case we review the catering requirements.

It has been indicated that only 15% of the delegates who completed the feedback survey visited the “MARS Drop in clinic” and the support level was rated as “Good”. However it must be noted that only two individuals provided feedback on the drop in clinic so amount of analysis that can be obtained from the data is limited. The two individuals did leave positive comments such as *“Friendly & informal. Received an e-mail as soon as I left the conference by them.”*

When asked what they most enjoyed about the conference the highlights were the inclusion and content of the workshops and the ability for appraisers to network, share opinions and share experience with their peers regarding their roles which were the same benefits as indicated following the Cardiff event.

*“Friendly atmosphere conducive to learning. Much more informal than those I attended before. The layout was excellent & in my opinion, better than the Optic Centre possibly because there were less people there. Easier to get to than South Wales.”*

*“Positive atmosphere and hearing others experiences/questions”*

The attendees were also asked to provide comments on how future events could be improved. They commented on such areas as possibly finding a venue location nearer mid-west Wales for next year’s event (This is the plan for RAC 2019) and a possible discussion or workshop around the usage of the various domains, which will be discussed with the team. Overall the feedback comments were positive.

*“Already very good”*

*“Best MARS day to date!”*

*“It seemed to be very acceptable. There are a large number of topics that could be covered but the scope of the meeting was fine. Perhaps something about setting PDP would be helpful”*

As with the Cardiff event all of these suggestions can be used to influence future events to make these more appealing to the secondary care audience. As mentioned in the Cardiff feedback analysis it would be a benefit when communication and advertising future events if we inform those invited of the improvements/changes we have made based on their feedback and suggestions. If delegates can see that we are proactively using their feedback to influence events it may result in an increase in those completing the feedbacks post events.



### Welcome and Introduction

RATING	RESPONSE	%
Excellent	5	38%
Very Good	6	46%
Good	2	15%
Poor	0	0%

### Revalidation Update – RSU

RATING	RESPONSE	%
Excellent	7	54%
Very Good	4	31%
Good	2	15%
Poor	0	0%

- Useful regarding discussion on new MARS and significant events.

### Patient Feedback Questionnaire Discussion - GMC

RATING	RESPONSE	%
Excellent	4	31%
Very Good	6	46%
Good	3	23%
Poor	0	0%

- Generated useful discussion

### Reflective Practise

RATING	RESPONSE	%
Excellent	5	38%
Very Good	6	46%
Good	2	15%
Poor	0	0%



### Whole Practise Appraisal

RATING	RESPONSE	%
Excellent	8	57%
Very Good	3	21%
Good	3	21%
Poor	0	0%

- Needs clarity on MARS
- Not that relevant to most of the appraisals I do

### Difficult Scenarios

RATING	RESPONSE	%
Excellent	7	58%
Very Good	4	33%
Good	1	0%
Poor	0	0%

- Good discussion.
- Positive reinforcement I am broadly doing the right thing!

### Question & Answer Session

RATING	RESPONSE	%
Excellent	1	8%
Very Good	11	85%
Good	1	8%
Poor	0	0%

- Appropriate.
- Stimulating & informative

### Organisation of the event

RATING	RESPONSE	%
Excellent	8	62%
Very Good	4	31%
Good	1	0%
Poor	0	0%

### Communication from the RSU prior to the event

RATING	RESPONSE	%
Excellent	8	62%
Very Good	3	23%
Good	2	0%
Poor	0	0%

- Had to chase up registration

### Quality of the conference venue & location

RATING	RESPONSE	%
Excellent	7	54%
Very Good	4	31%
Good	2	15%
Poor	0	0%

- A very pleasant surprise. Great place for a conference.

### Quality of the food & refreshment at the venue

RATING	RESPONSE	%
Excellent	3	20%
Very Good	5	33%
Good	6	40%
Poor	1	7%

### Quality of the information provided on the day (packs/hand-outs)

RATING	RESPONSE	%
Excellent	3	25%
Very Good	6	50%
Good	3	25%
Poor	0	0%

### Support provided by the MARS drop in clinic

RATING	RESPONSE	%
Excellent	0	0%
Very Good	0	0%
Good	2	100%
Poor	0	0%

- Friendly & informal. Received an e-mail as soon as I left the conference by them.
- Already had further contact to try to help resolve the issue which is good.

### What did you enjoy most about the conference?

- Helpful update
- New Information and updates
- Good to discuss with and meet other appraiser colleagues. Good discussion on current topics.
- Whole Practice Appraisal. There was a lot of discussion.
- Difficult scenarios
- Positive atmosphere and hearing others experiences/questions
- Discussing WPA and difficult scenarios
- Friendly atmosphere conducive to learning. Much more informal than those I attendee before. The layout was excellent & in my opinion, better than the Optic Centre possibly because there were less people there. Easier to get to than South Wales.
- Discussion
- A gentle day in pleasant company. The discussion relating to recent GMC issues was timely.
- the case discussions
- networking and sharing experiences
- The workshops
- Hearing other's opinions and issues with appraisal



### What changes would you like to see to improve the event?

- It seemed to be very acceptable. There are a large number of topics that could be covered but the scope of the meeting was fine. Perhaps something about setting PDP would be helpful
- Better choice of venue nearer to Mid-West wales.
- The Non veg dishes should include Fish and/or Chicken as I don't eat pork/ham
- A discussion on the various domains would be useful- Just as an update
- Already very good
- Best MARS day to date!

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