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RURAL HEALTH AND CARE WALES

Rural Health and Care Wales Conference 2017

Feedback and Evaluation Report

Introduction

This report summarises the feedback and evaluations received from delegates that attended the inaugural Rural Health and Care Wales Conference, “Sustainable Health and Social Care Services in Rural and Remote Places”, which was held on the 14th November 2017 at the Royal Welsh showground in Builth Wells, Powys.

Around 180 delegates attended the conference, however not all that attended supplied email addresses for further contact, with a number of people turning up on the day that had not pre-registered. Likewise, around 30 people who had registered to attend did not turn up to the conference, as is often the case when events are “free of charge” (little motivational investment to attend).

127 email addresses were supplied from people that pre-registered and attended the conference and these were sent an electronic evaluation survey on the 1st December 2017, with a further reminder sent on Monday the 18th December 2017. The survey closed at 9am on Wednesday 20th December, with 53 responses having been received, this equating to a very positive response rate of 42% (the average response rate to on-line surveys is around 25%).

The relatively high response rate could have been generated by offering Certificates of Attendance and copies of conference presentations as enticement to complete the survey. All results were analysed anonymously, with no individual respondent identified.

The survey results have been analysed below.

SURVEY RESULTS

1. Please rate the three plenary presentations that were made at the Conference. If you did not attend some of the sessions, please leave blank.

	Very Poor		Poor		Adequate		Good		Excellent		No. of Responses	Overall Score (out of 5)
	No.	%	No.	%	No.	%	No.	%	No.	%		
Nigel Edwards, CEO Nuffield Trust - "Acute Medicine in Rural Areas"	0	0	0	0	6	13	24	50	18	38	48	4.2
Lousie Patten, CEO Aylesbury Vale CCG & Chiltern CCG Federation – "Reducing costs through integrating health and social care services"	0	0	1	2	5	11	28	61	12	26	46	4.1
Peter Saul, GP Associate Dean, Wales Deanery - "The Recruitment and Training of Rural GPs"	1	2	0	0	5	10	25	52	17	35	48	4.2

Comments received:

- I enjoyed all these
- Looking forward to it being implemented.
- All were good talks, but the Skype or VC connection made it difficult to understand what Nigel Edwards was saying sometimes.
- Did not manage to attend morning session
- The hall was very comfortable and the sound system excellent.
- I found the Deanery presentation rather arrogant, and not mindful of equality and diversity. Very traditional, old-fashioned and

uninspiring approach - I cannot imagine individuals being inspired to become a GP.

- I felt the session via Skype was hard to follow.
- I didn't go to this one
- I found some of Louise Patten's proposals slightly alarming and grateful we're not in the English commissioning system.
- It was good to attend a conference focussing on the delivery of care in rural areas. However although these presentations described the work that is currently taking place it did not describe anything new and cutting edge which was disappointing.
- The problem I had with Louise Patten was that she had no idea of the rurality of our area.

2. PRESENTATION 1 (11.30am - 12.00 noon): Please select the presentation that you opted to attend from the following and rate it on the scale provided. Please feel free to add any comments.

	Very Poor		Poor		Adequate		Good		Excellent		No. of Responses	Overall Score (out of 5)
	No.	%	No.	%	No.	%	No.	%	No.	%		
Rural and Remote Health in Medical Education (Prof. Andy Grant)	0	0	0	0	1	5	13	68	5	26	19	4.2
A systematic review of economic evaluation studies on the use of green and blue spaces in improving population health: a protocol (Dr Llinos Spencer & Dr Mary Lynch)	0	0	1	7	3	20	6	40	5	33	15	4.0
Towards P4 medicine in isolated communities: nutritional status monitoring in vulnerable individuals using posted urine samples (Prof. John Draper)	0	0	0	0	1	13	4	50	3	38	8	4.2
Sustainable Healthcare (Dr Emma Vaux)	0	0	0	0	2	12	13	76	2	12	17	4.0

Comments received:

<ul style="list-style-type: none"> I was disappointed in this one and felt it told me very little
<ul style="list-style-type: none"> Down to earth and realistic - interesting content
<ul style="list-style-type: none"> I think it would have been more useful to have a presentation on this once the review was finished and the findings could have been discussed.
<ul style="list-style-type: none"> I was supporting a stand at the conference and did not attend
<ul style="list-style-type: none"> I felt the subject matter was well presented. I think though that changing the practices of individuals is a massive challenge and rather than dwelling on specific examples where very large impacts are made, a culture of general frugality if it could be introduced would be easier to maintain in the long term. There needs to be a focus on all excessive and wasteful actions and a general quest for efficiency in everything we do
<ul style="list-style-type: none"> I felt Andy Grant was poorly prepared for the questions that he was asked after the presentation.
<ul style="list-style-type: none"> Fascinating session with the potential to really enhance rural health care and health promotion.

3. PRESENTATION 2 (12.00 noon - 12.30pm): Please select the presentation that you opted to attend from the following and rate it on the scale provided. Please feel free to add any comments.

	Very Poor		Poor		Adequate		Good		Excellent		No. of Responses	Overall Score (out of 5)
	No.	%	No.	%	No.	%	No.	%	No.	%		
Undergraduate opportunities in Rural and Community Health (Dr Steve Riley)	0	0	0	0	1	7	8	53	6	40	15	4.3
Rural Dementia Matters: can Powys lead the way? (Samantha Bolam)	0	0	1	7	0	0	8	53	6	40	15	4.3

Efficiency & Effectiveness in Rural Healthcare Planning and Delivery - Experience from other Countries (Tom Brooks)	0	0	0	0	0	0	5	33	10	67	15	4.7
Ain't no mountain high enough.....a systematic review of literature regarding rural healthcare, with a focus on recruitment and retention of the health and social care workforce in the Mid Wales region (Jo Creasey)	0	0	0	0	4	31	7	54	2	15	13	3.8

Comments received:

<ul style="list-style-type: none"> • Very informative and enjoyable
<ul style="list-style-type: none"> • good clear explanation of the issues - hopefully virtual opportunities may help plus use of IT. Confirmation of need of high speed access.
<ul style="list-style-type: none"> • Very insightful
<ul style="list-style-type: none"> • I was supporting a stand at the conference and did not attend
<ul style="list-style-type: none"> • Jo lacked the confidence that comes with in depth experience of the subject matter. Recruitment and retention of staff, particularly if they are not Welsh born is difficult across most employment sectors generally in Wales and particularly in the mid west. I do not think the perception of Wales and the Welsh are fully recognised as the problems they are. Neither is the social segregation that persists, coupled with the poor transport and facility infrastructure recognised as retention adverse.
<ul style="list-style-type: none"> • It was very good to hear about a completely new, innovative approach to delivering medical training in rural areas.
<ul style="list-style-type: none"> • Very disjointed and not clearly outlined

4. PRESENTATION 3 (2.00 pm - 2.30pm): Please select the presentation that you opted to attend from the following and rate it on the scale provided. Please feel free to add any comments.

	Very Poor		Poor		Adequate		Good		Excellent		No. of Responses	Overall Score (out of 5)
	No.	%	No.	%	No.	%	No.	%	No.	%		
Factors affecting the recruitment and retention of GPs in Wales (Dr Heidi Phillips)	0	0	0	0	1	5	3	16	15	79	19	4.7
What's happening in Solva? Innovation in Community Care (Fran Barker & Lena Dixon)	0	0	0	0	0	0	12	55	10	45	22	4.5
A specialist lower limb ulcer service in a rural setting. Setting the standards (Prof. Dean Williams)	0	0	0	0	1	20	2	40	2	40	5	4.2
Patient and Professional Divergence in the acceptability of telehealth in palliative care: a self-determination Theory Perspective (Dr Rachel Rahman, Joseph Keenan & Joanne Hudson)	0	0	0	0	0	0	4	50	4	50	8	4.5

Comments received:

<ul style="list-style-type: none"> Confirmed findings in previous presentation. Need to make more attractive with good opportunities to progress.
<ul style="list-style-type: none"> This was the best presentation of the day; the passion, energy and enthusiasm must be harnessed in any GP recruitment campaign with schools/ youth groups; really inspirational.
<ul style="list-style-type: none"> Good presentation
<ul style="list-style-type: none"> we did one of the presentations so didn't listen to any of these
<ul style="list-style-type: none"> Dr Philips needs to present this to Assembly members so that they really understand the pressures primary care are under, and the need to provide better financial support for medical students – i.e. no fees or a scheme similar to rural communities in

north America where recent graduates student debt is paid off at rate of 10% per year they stay in the rural community

- Here we saw the enthusiasm which is the glue of voluntary effort. It is a pity that they had failed to develop Domiciliary Care due to complex regulatory controls. I would have liked to hear more about how funding is obtainable, and how government have the audacity to ask for quantified benefits when much of their own activity yields no apparent benefit quantitative or qualitative.

- This presentation was well attended and very interesting.

5. PRESENTATION 4 (2.30pm - 3.00pm): Please select the presentation that you opted to attend from the following and rate it on the scale provided. Please feel free to add any comments.

	Very Poor		Poor		Adequate		Good		Excellent		No. of Responses	Overall Score (out of 5)
	No.	%	No.	%	No.	%	No.	%	No.	%		
Developing a Perinatal Mental Health service across 2,000 square miles: is it prudent? (Sophia Bird)	0	0	0	0	3	17	8	44	7	39	18	4.2
Social Exclusion among Older People in Rural Areas: a Multilevel and Lifecourse Perspective (Bethan Winter)	0	0	0	0	1	7	10	71	3	21	14	4.1
Empowering individuals to improve their health and well-being in rural communities using smart digital technology and associated Apps. (Dr Amanda Lloyd)	0	0	0	0	1	7	9	60	5	33	15	4.3
Community Paramedics (Grayham Maclean & Vince Baglole)	0	0	0	0	0	0	2	50	2	50	4	4.5

Comments received:

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| <ul style="list-style-type: none">• I have though been to a presentation by this group before and, in comparison, whilst good, the other (earlier) presentation by a senior colleague, was excellent |
| <ul style="list-style-type: none">• Nice to see that initiative is moving in the right direction i.e. starting as early as possible, ensuring right environment, etc. Links very closely with Social Services, i.e. Housing, green spaces, wellbeing, reducing isolation. Maintain contact, self help. Support people to achieve outcomes e.g. transport, mobile access, etc. |
| <ul style="list-style-type: none">• I left at 2.30pm to attend a school Christmas event. |
| <ul style="list-style-type: none">• Not really what I thought the presentation would be about. |
| <ul style="list-style-type: none">• Not enough time to get feedback from the audience |
| <ul style="list-style-type: none">• I was supporting a stand and did not attend |
| <ul style="list-style-type: none">• Amanda was very able to respond to questions about the subject project because she is closely involved with it at a practical level. This session gave one hope that as primary care services come under increasing strain there are likely to be more and more resources available to support self care and remote monitoring. |
| <ul style="list-style-type: none">• An interesting presentation |
| <ul style="list-style-type: none">• Developed well from Prof Drapers work and continued to be fascinating with great potential and application. |

6. Please rate the Panel of experts' Question and Answer session, adding any comments you wish to make:

Very Poor		Poor		Adequate		Good		Excellent		No. of Responses	Overall Score (out of 5)
No.	%	No.	%	No.	%	No.	%	No.	%		
0	0	0	0	8	20	27	66	6	15	41	4.0

Comments received:

<ul style="list-style-type: none"> • Very enjoyable and successful
<ul style="list-style-type: none"> • I left at 2.30pm to attend a school Christmas event.
<ul style="list-style-type: none"> • I'm afraid we left when this started (long way to travel!
<ul style="list-style-type: none"> • N/A - unable to stay for this panel
<ul style="list-style-type: none"> • I had to leave before this panel
<ul style="list-style-type: none"> • I was supporting a stand and did not attend
<ul style="list-style-type: none"> • This was an interesting session but I would have liked the questions and the debate to be more challenging.
<ul style="list-style-type: none"> • Would have been better if they were allowed longer to discuss the issues in more depth.

7. Please rate the quality of the Poster presentations that were on display at the Conference, adding any comments you wish to make:

Very Poor		Poor		Adequate		Good		Excellent		No. of Responses	Overall Score (out of 5)
No.	%	No.	%	No.	%	No.	%	No.	%		
0	0	0	0	8	20	27	66	6	15	41	4.0

Comments received:

- Would like to have seen an entry from transport and future plans. Quite helpful.
- Not seen
- I'm afraid I did not have any idea what these were about or why the posters were developed but I may have missed this information somewhere along the line.
- N/A- did not have an opportunity to view the posters
- A good variety of poster presentations.
- The standard of posters was excellent, but felt that attendees at the conference should have voted on the posters as this would have been a better reflection of their impact.

8. Please rate the following in relation to the event itself:

	Very Poor		Poor		Adequate		Good		Excellent		No. of Responses	Overall Score (out of 5)
	No.	%	No.	%	No.	%	No.	%	No.	%		
Location	0	0	0	0	5	9	31	58	17	32	53	4.2
Venue and Facilities	0	0	1	2	6	12	26	51	18	35	51	4.2
Range and Relevance of presentation topics	0	0	0	0	10	19	28	54	14	27	52	4.1
Format of the day	0	0	0	0	8	16	28	55	15	29	51	4.1
Organisation and Marketing	0	0	2	4	10	20	24	47	15	29	51	4.0
Catering	0	0	1	2	2	4	24	47	24	47	51	4.4

9. Please confirm your overall rating of the Rural Health and Care Conference 2017 and add any relevant comments you wish to make:

Very Poor		Poor		Adequate		Good		Excellent		No. of Responses	Overall Score (out of 5)
No.	%	No.	%	No.	%	No.	%	No.	%		
0	0	0	0	2	4	27	54	21	42	50	4.4

Comments received:

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| <ul style="list-style-type: none">• Very well organised, a tribute to the RHCW team and a very successful, comprehensive, well-attended and enjoyable day |
| <ul style="list-style-type: none">• More time to network would be appreciated. |
| <ul style="list-style-type: none">• The focus was too firmly on health, and did not reflect the degree of partnership working between health and social care now practised or encouraged by statute. |
| <ul style="list-style-type: none">• Excellent - food was another carbohydrate menu!! |
| <ul style="list-style-type: none">• Networking opportunities were appreciated |
| <ul style="list-style-type: none">• I thought this was aimed more at medical/research students and was perhaps not relevant to my area of work in community engagement but I did find some of the day very interesting and useful. |
| <ul style="list-style-type: none">• Really useful day. Would have preferred better orientation to venue as time was tight, and moving between presentations was hard without knowing where the locations were. |
| <ul style="list-style-type: none">• I think a greater range of topics in the main presentations would have been good. |
| <ul style="list-style-type: none">• this was very health orientated and I think it would be more relevant to support a health and social, community approach particularly as this is the strategic direction of travel and integration and pooled efforts key. |
| <ul style="list-style-type: none">• As an independent member of the public with only about four years of very peripheral active interest in Health and social care matters I found the information I was able to take from the conference both interesting and potentially useful. My conference experience is very limited. I did enjoy the day more than any other I have attended. My only reservation is the likely impact on improving patient experiences in cost effective ways. I suspect that the conference costs are hard to justify |
| <ul style="list-style-type: none">• Shame that more of the members of ARCH did not attend as they would see where their money should be going for rural health. |

10. Would you be interested in attending a Rural Health and Care Conference in 2018?

	No. of Responses	Response Ratio
Yes	47	88.6%
No	0	0%
Don't Know	4	7.5%
No Response	2	3.7%
Total	53	100%

11. Please provide any suggestions for improvement or ideas for future rural health and care conferences or events:

Comments received:

- I would like to see the progression of the Innovation groups and a conference in the future that presents and evaluates the work achieved to date with clear linkages into the activities of RHCW. In summary, it's time to gather up all the interesting ideas, developments and projects into some strategic and R&D coherence and showcasing
- More on the care side particularly around integrated working
- It was difficult having to make choices over which presentations to attend, often there were 2 that I was interested in at the same time.....
- Stands and info great and very informative. Possibly more networking opportunities or 'open space' discussions on topics of

interest? Such a valuable opportunity for this. Had to miss sessions in order to have time for useful conversations.

- See above

If the event had been promoted sooner to key target participants it would have been possible to prioritise attendance.

- Perhaps not on a Friday quite so close to Christmas - I had to leave early for a school Christmas event - would have loved to have stayed - which says a lot for a conference on a Friday afternoon!

- There was an imbalance in the content of the presentations with too great a focus upon health. More care focused presentations would be welcome

- I think if you want to include people from other organisations outside of the medical profession you need to have a wider range of workshop topics and not just focus on recruitment of healthcare professionals

- 1. Primary care mental health and primary care skill set - examples where primary care MH is front loaded – e.g. gate keepers / triage service to secondary mental health.

2. Allied health professionals, e.g. OT in rural primary care.

- A little more emphasis on public health and prevention.

- Given the inevitability that communities will need to be more resilient and more involved in the care of the vulnerable particularly in Rural Areas. It seems professionals will need to firstly accept that reality and then have a structured approach to how that may be achieved and perhaps more importantly sustained. If there are any 'experts' in this field a rolling presentation and discussion session available four times during the day, to increase the opportunity to hear it and be involved would seem to me to be a reasonable idea.

- I would like to see the conference advertised better amongst the rural clinical workforce with opportunities for them to network and present innovative models. I went to a WG primary care conference two days later and there was little cross-over of attendees. It would be good if the next conference could attract attendees who are not responsible for services in rural areas.

- Would be good to have a conference on the use, benefit and advancement of digital technology to enhance rural health.

- Involving paediatrics more

12. Would you like to be supplied with copies of the presentations made at the Conference?

41 people requested copies of the presentations.

13. Would you like to be provided with a Certificate of Attendance for the Conference?

35 people requested Certificates of Attendance.

14. If you replied "yes" to either of the above two questions requesting copies of the presentations and / or a Certificate of Attendance, please supply your email address here:

45 email addresses supplied.

15. Please include any other comments or observations you wish to make:

Comments received:

- Congratulations to the team. Your aim was ambitious but you pulled it off very well!
- the day was excellent. made a lot of good points and gave food for thought. well done all
- Important to have these conferences, so relevant for rural mid Wales! Valuable to make connections with colleagues in different organisations. Lots of potential for developing innovative services, liaising with 3rd sector e.g. re green health activities.

Thanks for organizing!

- Looking forward to future events.
- Rural Health and care is a very important subject for the Health Service in Wales. It is important to keep the subject high profile and such meetings help to do this.
- A really excellent conference with a wide variety of excellent speakers. A very enjoyable day - great networks and lots of food for thought.
- Thanks to all who contributed and organised a really good day
- Could I please request certificates on behalf of the Regional Partnership Board Representatives I was supporting in case they haven't requested any - Owen Judd, Maggie Sims, Many thanks, Carol
- Excellent day focusing on rural health issues. Great to see everyone having the same view...
- The day was great and we had a lot of interest in the stand we had and thanks for having us with you. Feedback for me was I found it that there were too many speakers and a dilemma which to listen to and the quality of the speakers and subjects were huge.

The catering was great but would have liked table and chairs to eat lunch from and tea etc at the afternoon point.

No welsh speakers that would have been an icing on the cake for me or bilingual (may have been but I missed that one.

Diolch
- It was a bit cold in the main Montgomery Pavilion
- There were several sessions about recruitment of GPs.
- Thank you to all those involved in organising this interesting and enjoyable event

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| <ul style="list-style-type: none">• It was great to see this conference had been arranged and I believe it was extremely successful. This is an important first conference. I hope my comments are constructive to move forward with establishing it as an annual conference. |
| <ul style="list-style-type: none">• It was a well organised and thoroughly interesting day. |

SUMMARY CONCLUSIONS

Overall the Conference was very well received, with strong support to hold future conferences on rural health and social care / wellbeing in Wales. Almost every presentation, bar one, was rated in the good to excellent category, with no evaluative rating giving cause for concern (adequate or below). Although the above provides a self-explanatory summary of the evaluations given and feedback received, the following points should be noted when planning future conferences:

Recommendations

- Hold another conference in 2018 and make it an annual event
- Have a better mixture of topics in Plenary sessions
- Ensure there is more of a balance between health and care presentations
- Try to engage a broader audience
- Consider allowing conference delegates to vote on the posters at the event

Lessons learnt

- Include an option to record email addresses on registration forms at the conference
- Timeliness of sending out the survey – there were issues with using the on-line survey system due to the NHS financial procedures which took a while to address and thus there was a delay in sending out the survey. This should be prepared for in advance for future conferences
- The support person in each break-out room should record the number of people that attended each session, as there was no record of the number of people who attended which presentation and this would have provided guidance on the most popular topics
- Queues for the lunch buffet were quite long and it took time to ensure everyone had their food, although the catering scored highly in the evaluations; need to ensure there are two serving stations if same venue used next year.