

Summary of Evaluation Overall

The CHA committee are delighted to read the many positive comments about the conference, and appreciate the enthusiasm for another conference next year. The comments and suggestions for improvement are very helpful, and the committee will analyse these and act on them. These comments will help shape our next national event.

We were particularly pleased that the event was considered an important time for networking, and delegates talked about the “energy” and “buzz” in the room.

Thank you to the delegates who took the time to complete our evaluation form.

We want to thank everyone who contributed to making this conference a success.

1. Could you Tell Us What Worked Well For You?

1a. Overall

There were many generous and enthusiastic positive responses to the conference and what worked well for delegates.

“Excellent conference. Loved it.”

“Best conference programme I can recall seeing.”

“Pretty much everything! Stalls/Displays; Networking opportunities, including at the dinner; keynote speakers; range of workshops etc. Really good atmosphere generated.”

1b. Networking

The most frequently used term, as shown in the wordcloud above, was “networking.” Promoting networking was the ambition of the CHA & SIG project team for the conference so it was reassuring to have so many positive comments about networking opportunities.

“Great networking and listening to others.”

“Having plenty of time to network.”

“Best part was networking.”

1c. Presentations

There were very positive comments on the quality of the speakers in the plenary sessions, panel discussions and the workshops.

“The presentations were engaging, interesting and relevant to my day to day work and role.”

“The inspirational speakers in the main room have provoked a lot of ideas.”

“Speakers and workshops were great.”

1d. Workshops

Delegates appreciated the range of topics in the workshops as well as the time allocated.

"The brilliant selection of workshops."

"Workshops were informative and plenty of topic choices to choose from."

Engaging workshops and all there happy to contribute and discuss things

"The mixture of small group workshops and whole conference presentations was good in mixing us up and helping to keep focussed with the wealth of fabulous information on offer."

"Loved the workshop sessions and the opportunity to discuss innovations and share."

1e. Format and Organisation

Many delegates commented positively on the format for the conference.

"Format worked really well, a good mix of workshops, presentations and networking to help share good practice."

"The structure was brilliant."

"Having the posters on display was also very good and informative."

Delegates appreciated the organisation of the conference.

"Really well organised conference - signs, timetable and booking etc."

"Communication from Eleanor re conference was exceptionally helpful and well organised."

1f. Venue

Overall the venue was evaluated as good in terms of conference rooms, location, parking and accommodation.

"Great venue, central and suited the needs of the delegates."

"The location was ok from the perspective that it was easily accessible by the road network."

2. Please tell us what could have been better?

2a. Overall

Many responses said that there was nothing that could have been better.

"No I can't think of anything that would have been an improvement."

"Nothing that was in your control."

2b. Publicity

There were positive comments on the publicity and conference material, and suggestions for making these even more widely available.

“For the first CHA conference in years I would think this really exceeded expectations. I think the main 'improvement' would be to find ways of sharing and publicising as much as possible from this conference; from posters to articles etc. on what people said and so on' in order to further build up the profile of CHA and potentially lead into the next conference.”

“Brilliant putting list of workshops on back of badge.”

“Also the booklet given out on the day was excellent and would have been very helpful to have at the booking stage to assist with picking which speaker to attend.”

“Encourage more people to submit posters/displays about work that is going on in their hospital. This would help broaden the topics and maybe include more active clinicians to take part in this way - perhaps attracting people who would not necessarily speak in conference or run a workshop.”

2c. Format

A few delegates suggested an earlier finish on a Friday in order to accommodate travel, and an earlier start on the first day, with refreshments included. Other suggestions on timings included an earlier evening conference networking meal and an earlier awards ceremony. Some delegates asked for more time for networking and visiting stands.

“A little more time to visit the stalls and to read the poster winners.”

“More opportunities for more facilitated networking.”

2d. Workshops

There were positive comments on the workshops. Some of the suggested improvements focused on allocating more time within and between each workshop, improving the clarity on what the workshop topic would be, and repeating some workshops over the two days.

“A little more time between workshops to move around and grab a coffee.”

“Repeating some of the workshops on different days as some clashed.”

2e. Hotel Service and Catering

There was significant disappointment expressed with the hotel service and poor quality catering. The CHA has taken this up with the hotel. The hotel has accepted responsibility, apologised, and this is reflected in the final invoice. The negative feedback on the food and service was often caveated with comments such as:

“This isn't a reflection on your organising ability - we have had great service and food at previous Marriott hotels.”

“Did not interfere with enjoyment of conference though.”

3. Would you recommend future CHA conferences to a colleague?

3a. Overall

The overwhelming response was that delegates would recommend this to a colleague with just one exception.

"Yes, already advising people to look at going if another one organised."

"Definitely would recommend, just a great opportunity to share information and network."

4. Anything you would like to Add?

4a. Overall

"The event was very inspirational and beneficial. The Community Hospitals present a huge valuable service to their communities and they are most definitely needed across nationwide."

"Thank you for providing such a full, engaging and warm couple of days. It was fantastic!"

Thank you for organising the conference and awards.

Really positive experience and lovely to see the CHA conference return.

"Thank you very much for a fabulous conference all the hard work paid off, well run, interesting and lots of ideas to take forward-well done."

"Thank you for organising such a brilliant conference. "

"I think this was a fantastic conference with a really great diverse of sessions and workshops. Good to be able to meet some of the sponsors and exhibitors."

"I would like to add that everyone was smashing."

"Thank you for arranging this conference. I joined as an individual member a little while ago and have been able to access your evening special interest group sessions on line as well as juggle my home and work life. In making this group, and the CHA generally, this accessible to a working clinician - you have helped me: think more; speak up more; network with colleagues; reflect on practice; be more confident; continue striving for best practice; teach more; continue to fly the flag for community hospitals I work in and not give up. I can't thank you and the team enough."

5. What do you want to see in future conferences?

5a. Format

Many delegates said that they would like more of the same.

"I think the format really worked so more of the same please."

"Same high standard as this year"

Delegates appreciated the event partners, and suggested more stands.

There were some suggestions about the network dinner such as

"Some evening entertainment after the meal would have been nice - I appreciate this was the first conference in a while and you're starting off small."

There was support for the conference to attract more delegates next year. There was also a suggestion that there was more information on delegates in the conference pack

"A brief description within the guide of the working environments of the delegates, this would allow an improved understanding of similarities etc."

5b. Future Attenders

There was an appreciation of speakers from a national perspective such as Professor Chris Whitty and Roy Lilley providing a national view of Community Hospitals and a suggestion for Chief Nursing Officer attendance next year as well as senior leaders such as CEOs offering an oversight and vision of their community hospitals. There were suggestions of more multi-disciplinary and multi-agency attendance and greater diversity of attenders being attracted in the future and in particular AHPs, acute colleagues, HCAs, social care, dietician, mental health staff, patient groups and other partner individuals and groups. There was a suggestion that there might be a way of delegates consenting to share their emails, to help develop the network.

"More partners supporting and developing with community hospitals and how community hospitals are being promoted."

"It was great to get to know our colleagues and I look forward to understanding where the other community hospitals are and how we can link up."

5c. Future topics

There were suggestions for more of an overview of community hospitals nationwide next year, including service provision and metrics.

There were suggestions of increasing the number of posters and displays.

"Sometimes the most simple or practical ideas speak the most volumes and we all have stories to tell/things that have worked/not worked." "Talks on projects undertaken in the Community Hospital and how it has improved practice and benefitted patients."

“Look for ways to include more examples from different hospitals of ideas/new services/new ways of team-working/pathways from the clinicians perspective to broaden coverage.”

Some delegates suggested talks on non-clinical topics and also management structures.

Clinical topics suggested in order to explore further included delirium, dementia, urgent care, frailty and care of younger patients. Other suggestions were topics on community hospital partners and associated agencies such as voluntary agencies.

5d. Workshops

There were a few proposals for using the workshops as an opportunity to debate an issue.

“Facilitated thinking spaces for discussions between staff who have similar roles in different locations to think and explore together answers to challenges we are all facing.”

“More ambitious work about the changing role of community hospitals in the wider ICS”

“Maybe an opportunity/workshop to collaborate and discuss and try and tackle a sticky issue / problem; or introducing and using a tool - like systems mapping - to explore the role of the community hospital in the complex system.”

Delegates also wanted more information on Innovation and Best Practice Award winners and in particular provide an opportunity to discuss their challenges and the practicalities of their achievements.

“More celebration of local success stories”

Delegates asked if there was a way of attending more of the workshops, and if there was a way of recording them and viewing afterwards.

Evaluation Analysed by the Co-Convenors
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