

Communications Committee 24 October 2007

Listening Events Evaluation Report
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Executive Summary and Recommendations

Introduction

Each year, the Communications Department organises up to 16 Listening Events in eight different locations across the UK. Each event starts with a presentation looking at the background of the HPC, its current work and the latest developments in regulation. The remainder of the session is left open for registrants to put their questions, comments and any feedback to a panel consisting of HPC Council members, Executive Directors and the Chief Executive.

Decision

This paper is for information only. No decision is required.

Background information

The attached evaluation report relates to our Listening Events held in Dumfries and Lancaster in July 2007.

These reports together with summaries from the question and answer sessions are disseminated through the organisation and EMT members are responsible for picking up any key actions or issues for their department. In future, key actions or issues will also be monitored by the Quality Manager (when appointed) and reported to Audit Committee.

Resource implications

None

Financial implications

None

Appendices

Listening Events Report, July 2007

Date of paper

24 October 2007

Listening Events Report July 2007

Invitations mailed to: 19,600 registrants					
103	Arts therapists	202	Orthoptists		
2776	Biomedical scientists	1536	Paramedics		
1725	Chiropodists/podiatrists	4391	Physiotherapists		
287	Clinical scientists	106	Prosthetists & orthotists		
699	Dietitians	2924	Radiographers		
2758	OT	1125	SLT		
968	ODP				
Mailing date: 10 June					
Venues: Cairndale Hotel, Dumfries, (July 10) Royal King's Arms Hotel, Lancaster (July 12)					
Venue:		Dumfries		Lancaster	
Time:		2-4	6-8	2-4	6-8
	Attendees	19	30	31	22
	Registered	14	30	32	25
	No-show	5	6	8	9
	On the day	10	6	7	6
	Arts therapists	-	-	-	-
	Biomedical scientists	2	3	-	-
	Chiropodists/podiatrists	5	6	5	11
	Clinical scientists	-	-	-	-
	Dietitians	1	-	-	-
	OT	7	4	7	3
	ODP	-	3	-	-
	Orthoptists	1	-	-	-
	Paramedics	-	-	3	1
	Physiotherapists	3	5	10	6
	Prosthetists & orthotists	-	-	-	-
	Radiographers	-	8	2	-
	SLT	-	1	2	1
	Unknown	-	-	2	-
Evaluation Marks:					
Average scores from returned forms (n)		n = 16	n = 23	n = 24	n = 16
Registered (1 = Yes, 2 = No)		1.00	1.00	1.04	1.00
Travel time (mins.)		14.38	32.14	33.33	42.19
Easy to find (1 = Yes, 2 = No)		1.00	1.05	1.08	1.00
Number of colleagues to be reported back to		16.73	12.05	34.83	9.88
Presentation (1 = poor to 4 = excellent)		3.2	3.19	3.33	3.06
Q and A (1 = poor to 4 = excellent)		3.31	3.05	3.46	2.94
Venue (1 = poor to 4 = excellent)		3.33	3.05	2.88	3.06

Selection of Evaluation Comments:

Dumfries 2-4

- Very good to have a local venue that doesn't require a day of travel (x2)
- Very interesting session that answered many questions (x8)
- Nice to meet the HPC "face to face" (x3)
- Nice to be able to take away the publications
- Interesting to hear the views of other health professionals
- HPC should look closely at the IBMS CPD scheme as a model for other professions

Dumfries 6-8

- Very interesting session that answered many questions (x7)
- Good understanding of CPD gained from this session (x3)
- Website appears to be a great source of information
- Advertising through supermarkets would be good, as would sports clinics and clubs
- I think you should attend more professional body conferences
- Are there any plans to make MRI a regulated process? *[forwarded to Policy for response]*
- Opening presentation was necessary but a little too long
- Time did not allow for all questions to be asked

Lancaster 2-4

- Very useful meeting (x5)
- Really good for allaying the fears around the audit process (x2)
- Good length for the meeting
- Nice not to have to travel far (x2)
- Nice to know about the website and newsletters development
- Good to hear the views from other professions
- Outside noise was distracting
- Would be interesting to see a list of things that the HPC has learned from the listening events [TH to discuss with PR]
- HPC is only as good as its reputation. If the public don't know about it then it can't be effective. A wider range of information needs to be made available to all groups in society

Lancaster 6-8

- Congratulations on Classic FM and underground campaign; HPC need to do more to ensure quality of student placements; not enough clinical training to meet HPC standards; push more for government to recognise problems with protection of title Vs function; work more with the professional bodies
- Please keep these sessions going. They are a very useful way of feeling "at home with the HPC"
- Print questions before the meeting to help prioritise and order the session
- Please work more on the problems of sports therapist / physiotherapist (x3)
- More needs to be done to raise the public understanding of regulation (x2)
- Good to hear the views from other professions

- Some questions were not always sufficiently answered
- Too many professions in one room. Would perhaps be better to run similar sessions at professional body events