

## Getting Personal: Contemporary practice in personal injury/medical negligence Wednesday 26th September 2018 Burnley Football Club, Burnley

### Summary, Accounts & Feedback

#### Summary

EmSEVEN Ltd were delighted to organise this conferencing/training event in support of BASIC – Brain and Spinal Injury Centre. Based in Salford Manchester, BASIC aim to serve people recovering from acquired brain injury and spinal injury and their families.

The event offered an opportunity for professional networking and to engage developments in contemporary practice within the field of personal injury/medical negligence.

A total of £1386.49 was donated to BASIC. EmSEVEN would like to thank everybody who presented/attended and supported this hugely successful event. Thank you.

#### Accounts

The following table gives a summary of monies taken, expenditure and balance donated to BASIC.

	Monies in (£)	Monies out (£)	Balance (£)
Income received from delegates & exhibitors	3300.00		
Burnley Football Club		1475.00	
Name Tags & Programmes		288.51	
APIL: event fee & accreditation (inc. VAT)		150.00	
APIL: accreditation annual assessment fee (inc. VAT). Cost paid by EmSEVEN		180.00	
Total	3300.00	1386.49	
Balance donated to BASIC			1386.49

#### Feedback

Fifty-nine people initially subscribed to the event. Delegates represented a broad range of professions and allied services, and speakers also included those who were clients with lived experience.

On the day there were 6 apologies and one late application. The total for the day was therefore 54. This feedback is based upon hard-copy feedback sheets that were completed on the day (n=22) which represents a return of 41%. Qualitative themes were received from feedback sheets, unsolicited social media and email.

Feedback sheets structured 8 items in terms of a 5-point Likert scale. All questions were answered by all respondents.

#### *General comments*

Overall, in terms of feedback across the 8 domains, delegates indicated they were very satisfied (n=138, 78%) in terms of the 8 domains. No response was made below the mid-point, and those responses that were at the mid-point numbered 9 (5%). In effect, the overall rating of the event was thus 95% favourable.

#### *Specific comments*

More detailed analysis of the feedback suggests that 100% (n=22) were very satisfied with the registration process. Eighty two percent of delegates were very satisfied with the venue. Importantly, 82% of delegates were very satisfied with the conference content, and 82% were very satisfied with the relevance to their CPD. The former figure rises to over 86% (n=21) and the latter rises to 100% (n=22) when adjusted for measures that included both 'somewhat satisfied' and 'very satisfied.'

With regard to the speakers, 73% (n=16) of delegates were very satisfied, and 73% (n=16) found the overall experience a positive one. Both these figures rise to 100% when adjusted to include the two categories of 'somewhat satisfied' and 'very satisfied.'

Delegates were very satisfied with the time allocated to discussion (73%, n=16); a figure that rises to 82% (n=18) when including the two categories of 'somewhat satisfied' and 'very satisfied.' Delegate feedback with regard to the exhibitions, showed that over 86% were 'somewhat satisfied' or 'very satisfied.'

Qualitative themes commented upon the suggestion to provide handouts of the presentations and the contact details of each speaker. These suggestions will be taken forward in any future conferencing work, and greater emphasis upon securing this detail will be made.

Whilst many delegates commented positively about the presentations, some themes highlighted the need for some speakers to have greater use of the supplied microphone. Likewise, one delegate commented that their view of the screen could have been better. Going forward, the organisers would be mindful to confirm these details at the start of the event. The possibility of simultaneous use of other screens at the venue would be considered.

The majority of delegates were comfortable with the venue and the refreshments provided. Some background noise was audible at times. To minimise this, the presentation area would be better set away from the kitchen entrance. On this occasion it may have been preferable to access the presentation area via the exhibition area, rather than vice versa. This also means that conference traffic would

have to pass through the exhibition area in order to access the presentation area. This would be a positive adjustment.

Qualitative feedback was very positive indeed, and provided testimony to an event that was held in high regard. Positive acknowledgements were indicated about the organisation behind the event, the collaborative atmosphere, the opportunities for networking and the thought-provoking relevance to practice. The contribution of service users/clients was particularly noted. Unsolicited messages through social media following the event were complementary, as were those received via email. The organisers of this event (EmSEVEN) are most appreciative of the support they received before, during and after the event, and would like to say thank-you to all concerned.