



GIPPSLAND HEALTH SUMMIT 2017
Wellington Entertainment Centre, Sale
Evaluation Summary for GPGH Inc. and GHS Committee

Public Forum – Friday 24 March 2017 : Feedback Survey

Speaker: Dr Helena Popovic, panel Diane Scott and Amanda Crombie

150 members of the public attended, we received 90 feedback surveys

Attendees:

86% female 14% male

21-35 years	36-50 years	51-65 years	66 + years
10	21	27	19

People attending were from across Gippsland and beyond (Melbourne and Northern Victoria) with 77% of survey completers from the Shire of Wellington (9% from East Gippsland and 10% from Warragul and Leongatha area.) Auslan interpreters were present throughout the public presentation, we were unaware of their attendance beforehand so have no information about the Gippsland Deaf community attendance unfortunately.

The following occupations were identified:

StudentShop Assistant	Occupational Therapist	Teacher/ Educator
Reflexologist	Nurse	Speech Therapist
Midwife	Home Duties	Reflexologist
Pharmacist	Integration Aid	Yoga/Pilates Teacher
Administrator	Minister	Support Worker
Retired	Carer	Executive Assistant
Allied Health	Farmer	Retired Soldier
		Practice Manager
		Retired Bank Manager
		GP
		Fitness Instructor
		Health Manager
		Nutritionist
		Psychologist
		Life Coach

The top rated learning for those in attendance were as follows according to the feedback forms (n=77) (many people ticked 3 or more of a possible 8 options)

1. Gave me a better understanding of what patient centred care means 13
2. **Provided me with some new ideas about how my behaviour can change my brain** 73
3. Highlighted that my safety and health outcomes are improved by me being more involved 40
4. **Motivated me to think about things I can do or stop doing to reduce my risk of depression, anxiety and dementia** 70
5. Helped me think differently about aging 40
6. Gave me a better understanding about how I can access health care services 18
7. Gave me a better understanding of what the various support services can help me with as a patient or as a carer 12
8. Other 6

Other comments:

1. "I will pass on this info to my friend"
2. "gave me a better understanding of how we can improve brain function"
3. "Parkinsons/ Dementia info very helpful for a friend who I will phone"
4. "some ideas to use in the classroom to promote healthy brains"
5. "purpose, lifestyle and help patients"
6. "stimulated my need to make lifestyle changes".

Have you heard anything today that will result in changes to the way you communicate with health professionals in the future?

Yes: 31 N/A: 39 No: 8

All comments related to speaking up, asking questions etc. Here is a sample:

- “see much more collaboration in our community”
- “as a health professional it will change the way I speak with clients...”
- “yes I will be more proactive with my GP”
- “yes I am now more aware of support/resource people for dementia in Gippsland”

One respondent who said no made a comment which was they would have liked more information.

Were your expectations met?

All said yes except for 6 who said they had no expectations! Here is a sample of the comments:

- "Helen was highly motivating"
- “Mind blowing presentation. I was feeling down in the dumps lately, Helena has motivated me” (nurse)
- “I was blown away with what I have learnt” (administrator)
- “A lot more practical ideas to use than I expected there to be” (teacher)
- “Fabulous main presentation outlining methods of helping prevent dementia” (Pharmacist)
- “more helpful information than I expected” (retired nurse)
- “changed my perspective on mental health” (retired)

Improvements or missed opportunities?

- “None - it was wonderful” (referred by Psychologist to come)
- “It would be great to hear more from Helena”
- “Just keep going, this was good!”
- “everything was good! Thank you!!”
- “Helena was excellent”
- “discuss the influence of technology and educate the younger generations”
- Extend the question time
- Could we have Helena’s 20 ideas please?
- Do more advertising
- I didn’t see the Virtual Forest – (about 8 of these which is a shame)

10. Most Important to you?

People really valued listening to the speaker and the panel discussion. Perhaps we could have made the panel time longer as there were plenty of questions coming from the audience.

	Top priority	Second priority	Third priority
Main Speaker	67	4	
Panel and question time	11	39	8
Individual time with speakers	11	16	24

86% responders rated Helena 5/5 for her presentation and another 6% 4/5

Responders rated Diane and Amanda the same in every case (saw them as a collective) with 63% rating them 3-5/5

Overall the panel discussion was rated highly and several responses were asking for more time to be given to the panel.

Evaluation of Professional Networking Dinner – Friday 24 March 2017

Speaker A/Prof Munjed Al Muderis

41 attended, 24 evaluations completed including 7 GPs

Professions represented from across Gippsland and Melbourne:

GP	Nurse	Podiatrist	Psychologist	Physiotherapist
Pharmacist	Counsellor	Psychiatrist	Social Worker	Practice Manager
Executive Director (health)			Local Government	General Manager

Students – Nursing, Exercise Physiology, Psychology

All feedback was excellent. Expectations partially or entirely met for every responder. Presenter was rated as ‘excellent’ and ‘amazing’ across the board.

Sample comments:

- “Remembering to treat the individual and in the context of their situation, family and community”. “Great event” (GP)
- “Highly valuable...great job team!” (Chiropractor)
- now “have an increased interest in specializing in trauma treatment” (Clinical Psychologist)
- “Refresher in empathy”. “Amazing evening, thank you” (Pharmacist)
- “Currently preparing a presentation on ‘coping’ – so thank you this was very insightful” (Psychology student and disability support worker)
- “good to reflect on patient journeys, fear” (GP)
- “As a nurse it is good to know what advances are being made for clients with amputation”. “I feel so privileged to have seen this speaker”. (Nurse)
- “It adds to the broader understanding of patients reactions to medical intervention” (Nurse)
- “As an exercise physiologist student this was completely fascinating”. (Exercise physiology student!)

Have you heard anything tonight that will lead you to altering your practice?

“Yes compassion for all” and “Well done again”.... (Health executive)

71% of responders said they were highly likely (5/5) to attend another GPGH cross craft networking dinner in future. A further 8% scored likelihood 4/5 (79% in total)

Evaluation of Conference Saturday 25 March 2017

There were 55 attendees at conference including our guest presenters. 10 doctors (GPs), psychologists (clinical and general), nurses, mental health counsellors, social workers, occupational therapist, health administrators, a physiotherapist, practice managers, students. The cross discipline networking and learning was significant, encouraged and enjoyed by participants. There were fewer professions represented this year (10 compared to 17 in 2015). The mental health theme seemed of less interest to several professional groups unfortunately. There were 32 evaluations returned.

Please rate the conference overall in terms of your practice

29/32 evaluations rated the day as 4/5 or 5/5 on the five point scale where 5 is *highly relevant*

- "I do not work in antenatal/post natal care or with young people but found the message of client centred care and client engagement very relevant". Nurse
- "excellent quality and diversity of presentations and information" GP
- "Great advice, networking opportunities and opportunities to share" Social Worker
- "Excellent conference with high quality speakers and great mix" Psychiatrist
- "It was a great time to reflect on my practice to re-focus on essentials. Very helpful" Psychologist
- "Parts that may not have been clinically relevant I have found relevant to other parts of my life" Nurse

Did today's conference?

Give me a better understanding of what patient centred care means?

Help me think about how I can be more patient centred in my practice?

Help me think about how I can apply patient centred theory in mental health care?

Encourage me to make some changes in the way I engage and communicate with my patients/clients?

Encourage me to change some of my language/practices at work to be more patient centred because I think it will improve health outcomes?

Encourage me to talk about these ideas more with my colleagues?

Encourage me to talk about these ideas more with my patients/clients?

Helped me to build my health professional network in useful ways?

59% of respondents said Yes to all of these questions! All other respondents said yes to at least 4/8 questions.

All Presenters were rated highly across morning presentations and workshops.

Have you heard/experienced anything today that will lead to you altering your practice? If yes, how?... Sample of comments:

- "powerful to hear and remember the importance of kindness in everyday practice and remaining non-judgmental as we can. Simple points that we need to remember" Reg. Nurse
- "...focus on prioritizing self-care, and thinking about unconscious bias" Psychologist
- "powerful messages to regroup, make time for what matters, listen to patients, colleagues and ourselves" GP
- "not necessarily to alter my practice but great encouragement and validation to hold to my practice" OT
- "health literacy. Stop, slow down, be aware of myself and the person" Nurse

- “self care tips from Helena – magic!” GP
- “more thoughtful about the way I am communicating with patients” GP
- “Yes – reminder of empathy and alter terminology / language used with patients” Doctor
- “Great connections with peers” Psychiatrist
- “There were ‘things’ (info and anecdotes) from each session which will certainly impact my practice” Psychologist.

Future topics?

Microbiome, hygiene, allergies, asthma, autism, inflammatory disease, antibiotics

More from Dr Helena – the paradigm shift is refreshing

Primary and preventative health care

Palliative care

Smoking cessation

Diabetes and other multidisciplinary disease where variety of health professionals involved

Work-life balance, Mindfulness

Communication between patients and doctors

Intergenerational trauma

Conclusions

The planning group received an enthusiastic response from all participants at the two professional components of the Gippsland Health Summit and all public events. Promoting the event as volunteers is extremely challenging for the number of participants, especially given that 1/3 of health professionals purchased their tickets in the last week before the conference. The committee is eager to host further events and the feedback overwhelmingly encourages us to do so. We will need to review whether the conference is the right kind of forum in terms of capacity. We are very clear that future events will continue to be across professional groups and available to the public also.

The diversity of speakers and the open panels worked particularly well for the audience and for the speakers. Speakers considered the opportunity to speak with consumers and providers unique and useful in advancing the conversation toward action, commenting that this is the way they would like to present in the future. Audiences commented that the diversity of speakers allowed them to maintain their interest and was thought provoking. A number of participants in the public and professional forums would like more time to be given to the various panels to develop ideas further.

Dr Helena Popovic was the crowd favorite and has agreed in principle to visit Sale again in the future – perhaps in 18 months time. All other speakers were almost unanimously celebrated in the verbal and surveyed feedback. Of particular note were the comments that even when the specialty of the speaker was not the participant’s clinical area, significant learning happened about decision making, communication, empathy and client centred approaches. This is a terrific accomplishment and demonstrates the deeply held alignment of their work and our intentions in presenting these events. Our very heart felt gratitude to each and every one of them for touching our GHS participants in this way. These events have opened up lots of new connections across the health system in Gippsland and beyond. We hope that each organisation who was involved in the planning or attended the GHS, is encouraged to continue to build on this momentum.