

**Health Professions Council  
Communications Committee 24<sup>th</sup> May 2007**

**Listening Events Evaluation Report  
Thomas Heiser**

**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 reports relate to our Listening Events in Aberystwyth and Worcester in February 2007 and Portsmouth and Folkestone in April 2007.

These reports together with the meeting transcripts 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. The transcripts are then posted to the HPC website.

**Resource implications**

None

**Financial implications**

None

**Appendices**

Listening Events Report, February 2007  
Listening Events Report, April 2007

**Date of paper**

24<sup>th</sup> May 2007

<b>Invitations mailed to:</b>	4,260 registrants				
<b>Breakdown</b>					
41	Arts therapists	34	Orthoptists		
425	Biomedical scientists	559	Paramedics		
300	Chiropodists/podiatrists	955	Physiotherapists		
61	Clinical scientists	18	Prosthetists & orthotists		
111	Dietitians	608	Radiographers		
678	OT	242	SLT		
228	ODP				
<b>Mailing date:</b>	10 Jan (approx.)				
<b>Venues:</b>	Aberystwyth Park Lodge Hotel, Wales (February 13) Best Western Bank House Hotel, Worcester (February 15)				
<b>Venue:</b>	<b>Aberystwyth</b>		<b>Worcester</b>		
<b>Time:</b>	<b>2-4</b>	<b>6-8</b>	<b>2-4</b>	<b>6-8</b>	
	<b>Attendees</b>	<b>15</b>	<b>18</b>	<b>30</b>	<b>32</b>
	Registered	14	14	20	31
	No-show	3	4	1	9
	On the day	4	8	11	10
	Arts therapists	-	-	-	-
	Biomedical scientists	2	2	-	2
	Chiropodists/podiatrists	2	-	9	9
	Clinical scientists	-	-	-	-
	Dietitians	1	2	1	1
	OT	5	2	11	6
	ODP	1	-	1	2
	Orthoptists	-	-	-	-
	Paramedics	-	3	-	-
	Physiotherapists	2	4	6	4
	Prosthetists & orthotists	-	-	-	-
	Radiographers	1	4	1	4
	SLT	-	-	1	1
	Unknown	1	1	-	3
<b>Evaluation Marks:</b>	<i>(average scores from returned forms)</i>	<b>n = 15</b>	<b>n = 16</b>	<b>n = 25</b>	<b>n = 26</b>
	Registered (1 = Yes, 2 = No)	1.00	1.00	1.08	1.00
	Travel time (mins.)	25.8	15.94	18.80	28.27
	Easy to find (1 = Yes, 2 = No)	1.00	1.00	1.00	1.00
	Presentation (1 = poor to 4 = excellent)	3.27	3.25	3.24	3.16
	Q and A (1 = poor to 4 = excellent)	3.53	3.06	3.08	3.15
	Venue (1 = poor to 4 = excellent)	3.33	3.19	3.16	3.19
<b>Evaluation Comments:</b>					
Aberystwyth	2-4				
	<ul style="list-style-type: none"> <li>Multidisciplinary aspect of the meeting very useful</li> <li>HPC appeared remote but now has five new faces</li> <li>Important meeting being held in Aberystwyth - really appreciated</li> <li>Thanks for coming all this way (x7)</li> <li>Hope that this event will be repeated</li> <li>Unfortunate that there were not more people at the meeting</li> <li>Possibly preaching to the converted?</li> </ul>				

- Would it be possible to make the Q&A more informal?

Aberystwyth 6-8

- Panel very approachable, honest and informative
- Thanks for coming all this way (x2)
- Could videoconferencing be used to engage more people?

Worcester 2-4

- Nice to have a local event. Very clear and concise. I now have a better understanding of the service I am receiving
- The CPD Guide is great: reassuring and easy to follow
- Mr Searle, you obviously are very au fait with your subject, but you ran through the presentation too quickly for me to keep up! However, you have a very "easy listening" style and I liked your reference to RGs. It is a shame our RG skills have been lost with our amalgamation.
- Venues should be more centrally located so as to be accessible by public transport. This venue was not and seemed poorly attended
- Appears that some of my colleagues were not aware of the listening events
- Reassuringly information about CPD
- Meeting seemed to be geared towards professionals working in the NHS – not enough for private practise
- Q and A sessions could be prompted by having topics that are currently pertinent. Please continue these events around the country as this is something that our professional bodies are not prepared to do

Worcester 6-8

- Good leadership of questions session
- Thank you for holding this session. Great to meet people on council and get up-to-date information. It all helps
- PA was needed for Marc Seale's presentation - at times inaudible
- Very useful – good clarity regarding CPD
- Great to have something really local and so informative. Good flow and use of questions from previous sessions. Well done
- It's good to see human faces of the HPC
- Very good event – I would attend future events
- Very informative, made everyone feel at ease, would like to attend again
- Venues should be chosen with more public transport access
- Clarified role of the HPC – very useful. Reassured about CPD regulations
- A beneficial visit – good to see faces rather than just communicating via email
- Helpful, information and interesting

**Observations:**

- Clearly holding the LEs in more remote locations is highly valued by registrants
- Several groups of registrants did not attend either of the events
- Registrants were, as expected, concerned about the introduction of CPD and the work this would require. Once explained, registrants seemed happy with the policy and were also pleased with the HPC literature produced
- Registrants raised the issue of HPCs perceived value for money. Again, this was satisfactorily explained by the panel and is an area of ongoing work within the Communications department

<b>Invitations mailed to:</b>		17,768 registrants			
<b>Breakdown</b>					
238	Arts therapists	106	Orthoptists		
2021	Biomedical scientists	1454	Paramedics		
1468	Chiropodists/podiatrists	4012	Physiotherapists		
380	Clinical scientists	79	Prosthetists & orthotists		
477	Dietitians	2356	Radiographers		
2939	OT	1101	SLT		
1137	ODP				
<b>Mailing date:</b>		15 March			
<b>Venues:</b>		Menhuin Theatre, Portsmouth Central Library, Portsmouth (April 17) Channel Suite 1, Leas Cliff Hall, Folkestone (April 19)			
<b>Venue:</b>		<b>Portsmouth</b>		<b>Folkestone</b>	
<b>Time:</b>		<b>2-4</b>	<b>6-8</b>	<b>2-4</b>	<b>6-8</b>
<b>Attendees</b>		<b>41</b>	<b>36</b>	<b>40</b>	<b>27</b>
Registered		51	40	39	41
No-show		17	10	11	16
On the day		7	6	12	2
Arts therapists		-	-	-	-
Biomedical scientists		4	4	1	-
Chiropodists/podiatrists		9	14	10	12
Clinical scientists		-	-	-	-
Dietitians		-	4	-	1
OT		3	-	8	8
ODP		7	1	2	-
Orthoptists		-	2	-	-
Paramedics		1	1	4	1
Physiotherapists		10	6	12	2
Prosthetists & orthotists		-	-	-	-
Radiographers		4	1	2	2
SLT		2	1	-	-
Unknown		2	3	2	1
<b>Evaluation Marks:</b>		<b>n = 29</b>	<b>n = 31</b>	<b>n = 32</b>	<b>n = 21</b>
<i>(average scores from returned forms)</i>					
Registered (1 = Yes, 2 = No)		1.03	1.03	1.00	1.00
Travel time (mins.)		45.07	51.45	47.90	29.90
Easy to find (1 = Yes, 2 = No)		1.03	1.00	1.00	1.00
Presentation (1 = poor to 4 = excellent)		2.97	3.00	3.39	3.52
Q and A (1 = poor to 4 = excellent)		2.87	3.03	3.06	3.38
Venue (1 = poor to 4 = excellent)		3.03	3.03	3.42	3.33
<b>Evaluation Comments:</b>					
Portsmouth 2-4					
<ul style="list-style-type: none"> <li>Disappointing number of people in attendance – more communication through professional bodies would help as would local HPC representatives (x2)</li> <li>Meeting of benefit but I think we need more so that registrants feel more secure about the HPC</li> <li>More clarification required as to the need for registration with HPC and membership of a professional body</li> <li>Presentation went on too long – not enough time for discussion</li> <li>Perhaps these events would be better suited to hospital venues?</li> </ul>					

- Answers given in relation to fees were poor
- HPC would benefit from increasing communication with registrants
- More debate and time allowed for supplementary comments would be an improvement (X3)
- Thank you very much – I now have a much clearer understanding of the HPC (x2)
- Still not convinced about the benefit of the HPC over the professional bodies
- Good discussions and nice to put faces to names. Glad to hear that you are representing us, are open to discussion and do not appear as “Big Brother”

Portsmouth 6-8

- Overall, interesting and informative
- Saturday morning and afternoon events would be better (x2)
- Great that the venue was so close to public transport
- Good meeting – my colleagues knew about it but were unable to attend
- Questions were answered fully and fairly – obviously some ongoing issues but sure that we can resolve them via working together
- Please try and keep the fees down!
- Need to be given more concrete answers regarding protection of title Vs function
- I am very proud to be regulated by the HPC. HPC is very efficient and committed to registrants as demonstrated by this event
- A very good event – perhaps numbers would be increased if the meetings were held in hospitals?
- We need an increase in public advertising – monthly magazines etc highlighting the importance of going to a registered professional
- Regulation of medical laboratory assistants would be a good next step

Folkestone 2-4

- Please hold more events in this area
- Very interesting debate about FTP
- Very informative and friendly (x6)
- A more central venue would be good
- Delighted to be registered with HPC. Really useful event both for hearing about HPC and for meeting registrants in my area. Looking forward to reading the newsletter.

Folkestone 6-8

- Very helpful and informative meeting (x6)
- Answered my questions concerning CPD
- Panel were very friendly and helpful which is great for such a formal organisation
- Really helped to understand the HPC objectives and regulatory functions
- Numerous useful guidelines to feed back to my colleagues who were unable to attend
- Nice to see that registrants all have the same concerns
- Please do concentrate on education for employers and nursing managers

#### **Observations:**

- Several groups of registrants did not attend either of the events
- Registrants value the QandA session highly. The presentations must be kept to time (30-35mins)
- CPD concerns continue. Further efforts to be made in the delivery of information on this subject
- The differences in the roles of professional bodies Vs HPC should be more clearly defined.
- The idea of events in hospitals came several times. This could be considered.