

Overall Event - Feedback Report

Organisation: **NW London Cardiac Network**

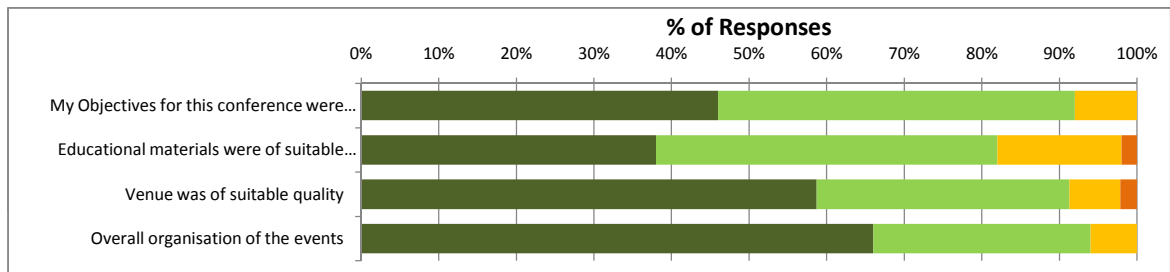
Event: **Achieving Excellence in Cardiac Care**

Date: **12 November 2009**

Number of Bookings (not including speakers)	89	
Number of Attendees (signed in)	70	79% of Bookings
Number of Respondents	50	71% of Attendees
Would Recommend to a Colleague	41	100% of answered

Scores

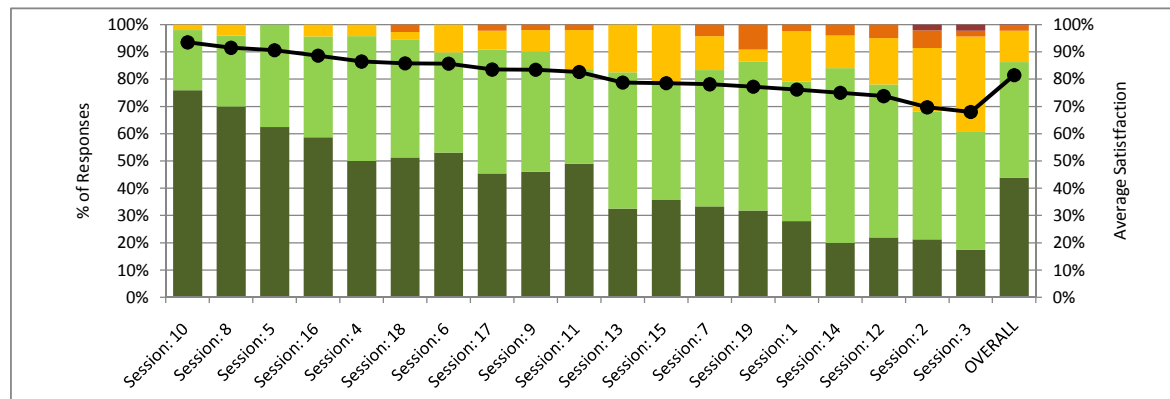
	Overall Satisfaction	5. Strongly Agree (100%)	4. Agree (75%)	3. Indifferent (50%)	2. Disagree (25%)	1. Strongly Disagree (0%)
My Objectives for this conference were met	85%	23	23	4	0	0
Educational materials were of suitable quality	80%	19	22	8	1	0
Venue was of suitable quality	87%	27	15	3	1	0
Overall organisation of the events	90%	33	14	3	0	0



Analysis by Session:

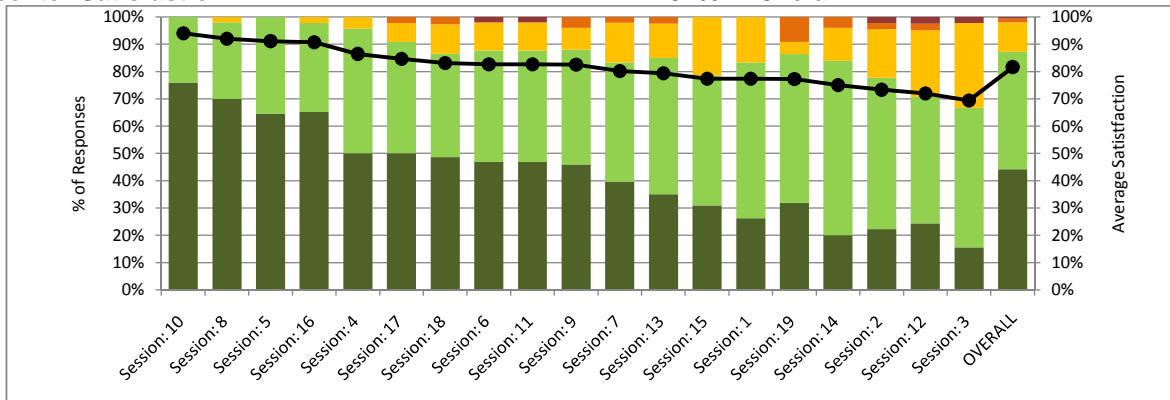
Content Satisfaction:

81% Overall



Presenter Satisfaction:

82% Overall



Overall Event - Feedback Report

Organisation: *NW London Cardiac Network*

Event: *Achieving Excellence in Cardiac Care*

Date: *12 November 2009*

Comments from Respondents

My objectives for this training were met

A very interesting and enjoyable day
An excellent refresher/introduction into the area of sudden death and services
Excellent
I would have valued more ECG screening examples
Lots of useful information
Need handouts for each presentation as part of the pack. Pathologist's talk excellent and patient perspective very moving
Reinforced and met with educational requirements
The right group getting together to discuss the relevant issues
Thoroughly worthwhile and informative

Event was of suitable quality

Should have given handouts of presentation
Shame about the AV problems with some slides not viewable
Shame about ECG slides not projecting
Opened up to the broad complex of Cardiology
It would be really good if the speaker would provide a few summary slides to the delegate packs
Handouts of some of the presentations would be nice
All slide presentations were fine
A comprehensive range of materials available

Quality of the Venue

A lot of fiddling with the lights though
All good
Coffee cold
Coffee cold during last break. However lunch very good
Excellent
Good food
Good overall
Unpleasant taste to vegetables
Venue 1, Refreshments 5. lights in the room were terrible - affected a lot of the slides on screen
Very nice

Overall Organisation

Clearly a problem re lights and quality of projected ECGs
Excellent location and easily accessible. Superb effort made by the organisers of this event
Good notification, instructions for attendance, confirmation and reminder and the day ran smoothly - what more could one
Hoping it didn't cost too much as the venue seems to be very expensive!
I had a programme sheet sent to me with no venue and was told it would be at Holiday Inn. When I went there at 8.30am I
Lighting was a problem
More handouts
Poor AV projection and lighting
Problem with lights
Thank you
Thank you for an informative useful day
The short and sharp approach was very good and excellent speakers made it an excellent day
There was a large amount of interesting and informative content to the day, both educational and from the aspect of future
Too many overheads unreadable (text too small) ECGs did not transmit well - would have been useful if visible
Turning lights down and up a problem with presentation. Also staff didn't know how to.
Very good - plus prompt confirmation on e-mail
Very poor timekeeping during the morning
Very well organised. Easy to reach venue. Good facilities, polite and friendly staff. Excellent interest for the programme

Any suggestions to improve the conference

Better lighting
Fewer sessions. Some sessions very rushed
Handouts needed of ALL presentations as part of conference pack
In future would benefit from palliative/end of life issues in those with ICDs.
Leaflets re AICC - less talk
Some info to be supplied beforehand "background reading" More info on economic benefits or not of increasing use of
Speakers to abide by standard presentations guidelines i.e. use g bullet points, clear diagrams and graphs etc
Time keeping needed addressing especially in the morning

Event Session - Feedback Report

Organisation: **NW London Cardiac Network**

Course: **Achieving Excellence in Cardiac Care**

Date: **12 November 2009**

	Average Score	5. Strongly Agree	4. Agree	3. Indifferent	2. Disagree	1. Strongly Disagree
Session: 1 Welcome, introductions & session objectives (Professor Nick Peters)						
The content was relevant & of interest	4.05	12	22	8	1	0
The presenter was accessible and informative	4.10	11	24	7	0	0

Comments

A bit impatient towards the event management team in regards to the AV requirements/issues. Should have been addressed
 Could have been longer?
 Entertaining
 Held the opening with a command. Clear and precise
 Not enough time
 Prof Peters seems to have forgotten Cardiac Physiologists exist

Session: 2 NWL Cardiac and Stroke Network - A Brief Overview (Hilary Walker)

The content was relevant & of interest	3.79	10	22	11	3	1
The presenter was accessible & informative	3.93	10	25	8	1	1

Comments

brief and concise
 Good overview of the role. Maybe needed more time
 Only 3 because of prior involvement with Network
 Short and concise. To the point
 Short and straight to the point

Session: 3 The National Perspective (Elaine Kemp)

The content was relevant & of interest	3.72	8	20	16	1	1
The presenter was accessible & informative	3.78	7	23	14	0	1

Comments

Good delivery with the knowledge at hand
 Management "speak"
 Too many abbreviations. Needed simpler slides for a short presentation
 Too much information on the slides - should have used more bullet points

Session: 4 Cardiomyopathies and Sudden Cardiac Death (Dr Sanjay Prasad)

The content was relevant & of interest	4.46	24	22	2	0	0
The presenter was accessible & informative	4.46	24	22	2	0	0

Comments

Excellent, brief overview. Very interesting to hear about the multiples associated
 Good session - very informative
 Increased my awareness
 Poor first slide - unreadable, plus one or two during presentation - otherwise very good
 Spoke too quickly. Session was too short for amount of interesting information that was being imparted
 Too fast
 Very interesting speed. Very beneficial personally
 Would have liked handout with diagnostic criteria for each phase

Event Session - Feedback Report

Organisation: *NW London Cardiac Network*

Course: *Achieving Excellence in Cardiac Care*

Date: *12 November 2009*

	Average Score	5. Strongly Agree	4. Agree	3. Indifferent	2. Disagree	1. Strongly Disagree
Session: 5 Channelopathies - An Update (Dr Jan Till)						
The content was relevant & of interest	4.63	30	18	0	0	0
The presenter was accessible & informative	4.65	31	17	0	0	0

Comments

Excellent and very interesting
Good session - interesting presentation
Jan spoke recently at my work place, but once again I found her information very pleasing
Some ECG slides were not clear - such a shame
Unfortunate that slides illegible ?due to AV equipment problem. Very interesting otherwise
Unfortunately poor slides
Very informative
Very interesting. Shame about ECG slides
Was not aware of Channelopathies until today!

Session: 6 Screening for Inherited Cardiac Conditions (Dr Amanda Varnava)

The content was relevant & of interest	4.43	26	18	5	0	0
The presenter was accessible & informative	4.31	23	20	5	0	1

Comments

Again - shame ECG slides not viewable. Very clear presentation - interesting re pros and cons of screening
Content good
Excellent
Interesting presentation
Lots of information. Possible slight overload
Presentation overran meaning reduced break
Shame some ECG slides weren't visible. Would have liked to have time to look at case studies
Supportive in deciding strategy re screening who to screen etc
Very informative

Session: 7 A Word on Genetics and Inherited Cardiac Diseases (Dr Stuart Cook)

The content was relevant & of interest	4.13	16	24	6	2	0
The presenter was accessible & informative	4.21	19	21	7	1	0

Comments

A very interesting speaker, easy to listen to. Friendly manner. Excellent
Again, very good. Would have liked longer on this subject
Excellent intro to genetic medicine in ICCs
Increased awareness of role of genetic testing
Look into the future, maybe not quite relevant yet
Quite intensive information, very interesting though some terminology difficult to understand
Very informative

Event Session - Feedback Report

Organisation: **NW London Cardiac Network**

Course: **Achieving Excellence in Cardiac Care**

Date: **12 November 2009**

	Average Score	5. Strongly Agree	4. Agree	3. Indifferent	2. Disagree	1. Strongly Disagree
Session: 8 The Patient Perspective (Sarah Kingham)						
The content was relevant & of interest	4.66	35	13	2	0	0
The presenter was accessible & informative	4.68	35	14	1	0	0

Comments

A well presented view - extremely interesting and informative
 An unusually clear patient/family perspective
 Excellent
 Excellent poignant talk
 Good to hear patients say good about our services (always welcome)
 The best presentation; really appreciated a patient's perspective on SCD. Thank you to Sarah for sharing her experience
 Very good. Patient experience should be used more often at this type of event.
 Very moving
 Very moving and raise awareness it's not normal for healthy children to faint
 very nice to have patient's perspective. Confident speaker

Session: 9 Referral and Advice - The NW London Inherited Cardiac Disease Service (Dr Amanda Varnava)

The content was relevant & of interest	4.34	23	22	4	1	0
The presenter was accessible & informative	4.30	23	21	4	2	0

Comments

Clear indications of what's available in NW London and Beds and how to access it. Excellent presenter
 Excellent
 Good laminate handout to accompany talk
 Good speaker
 Relevant session following from previous one
 Well done Amanda

Session: 10 Pathological Findings in Sudden Death (Dr Mary Sheppard)

The content was relevant & of interest	4.74	38	11	1	0	0
The presenter was accessible & informative	4.76	38	12	0	0	0

Comments

Although late, worth waiting for
 An excellent talk
 Brilliant and inspiring presenter with a rapid but comprehensive review of her field - with passion! Informative and excellent
 Excellent
 Excellent presentation
 Excellent presentation. Very informative
 Excellent speaker and good demonstrations of relevance
 Excellent talk!
 Fabulous talk
 Fantastic!
 Fantastic. Very interesting
 Fascinating to hear what the Coroners have to say
 Found a bit rushed with multiple images and information
 Interesting perspective not often discussed presented in an easy to understand manner
 Pity we couldn't have had a longer session
 Really highlights need for a comprehensive PM especially for family screening
 Short and concise. Excellent; most enjoyable!
 This speaker would have better speaking much earlier am. The talk was very informative
 Too fast. Would have been more interesting if had time to absorb what was being presented
 Very good and interesting. Would have liked a longer session
 Very good and thought provoking
 Very interesting speaker. Could have allocated more time to this

Event Session - Feedback Report

Organisation: **NW London Cardiac Network**

Course: **Achieving Excellence in Cardiac Care**

Date: **12 November 2009**

	Average Score	5. Strongly Agree	4. Agree	3. Indifferent	2. Disagree	1. Strongly Disagree
Session: 11 The Athlete's Heart - Always Normal (Dr Jamil Mayet)						
The content was relevant & of interest	4.31	24	17	7	1	0
The presenter was accessible & informative	4.31	23	20	5	0	1

Comments

Clear interesting presentation
 Highlighted difficulties
 Interesting talk although felt a little lengthy
 Keen on sport and it's development in youth
 Poor quality of slides
 Rather vague and INCONCLUSIVE. Poor presenter - "erm..." was the most commonly used word throughout! "There's no real
 Understand now how complex the diagnosis can be when echo is introduced
 Very interesting. However most of us do not work with such athletes
 (blank)

Session: 12 Panel Discussion with Case Studies and Q & A

The content was relevant & of interest	3.95	9	23	7	2	0
The presenter was accessible & informative	3.88	10	19	10	1	1

Comments

?? Case studies
 Do not think the genetic lady's comments were appropriate?!?
 More time would have been useful
 Some very good questions and points raised
 This was just a Q & A session. No case studies
 Useful
 Very good - questions raised helped in consolidating issues raised
 (blank)

Session: 13 Welcome and Introductions (Dr Markides)

The content was relevant & of interest	4.15	13	20	7	0	0
The presenter was accessible & informative	4.18	14	20	5	1	0

Comments

Clear and forthright, although succinct
 Excellent
 Good delivery
 Too quick with slides, couldn't see them. Therefore too many slides prepared
 (blank)

Session: 14 NWL Cardiac and Stroke Network - A Brief Overview (Hilary Walker)

The content was relevant & of interest	4.00	5	16	3	1	0
The presenter was accessible & informative	4.00	5	16	3	1	0

Comments

(blank)

Event Session - Feedback Report

Organisation: *NW London Cardiac Network*

Course: *Achieving Excellence in Cardiac Care*

Date: *12 November 2009*

	Average Score	5. Strongly Agree	4. Agree	3. Indifferent	2. Disagree	1. Strongly Disagree
Session: 15 The National Perspective (Elaine Kemp)						
The content was relevant & of interest	4.14	15	18	9	0	0
The presenter was accessible & informative	4.10	13	20	9	0	0

Comments

Talked too fast, needs to slow down
 Too many topics in short session. Speaker talked way too fast
 Useful and effective talk - clear presenter - strong message
 Very articulate, well delivered to the point and relevant
 (blank)

Session: 16 Pacemakers - Update and Overview (Dr John Bayliss)

The content was relevant & of interest	4.54	27	17	2	0	0
The presenter was accessible & informative	4.63	30	15	1	0	0

Comments

Clearly spoken - good general overview
 Excellent
 Excellent comprehensive presentation by a brilliant, inspirational speaker. A very clear message
 Excellent presentation, very informative. Thank you
 Excellent presenter. Perfect content for a non-clinical audience
 Good speaker, enjoyed talk
 Important educational issues highlighted
 Very educational for one in need of a refresher
 Very good speaker c/o all levels of knowledge
 Very relevant to my working environment
 (blank)

Session: 17 Cardiac Resynchronisation Therapy (Dr Mark Mason)

The content was relevant & of interest	4.34	20	20	3	1	0
The presenter was accessible & informative	4.39	22	18	3	1	0

Comments

A really useful update. This absolutely increased my knowledge
 Clear, comprehensive, honest and informative and well presented
 Clear, well presented
 Comprehensive, Informative, Patient centred
 Excellent delivery
 Too much information and far too lengthy
 Very good
 Very informative talk
 (blank)

Session: 18 Implantable Defibrillators (ICDs) for Malignant Ventricular

The content was relevant & of interest	4.43	19	16	1	1	0
The presenter was accessible & informative	4.32	18	14	4	1	0

Comments

Excellent; very clear diagrams, graphs, tables and interesting
 Good discussion of various trials. Nice guidelines
 Interesting, informative
 Looked mainly at current practice and older trials. Would like to know more about new studies ICD +fluid status/HF. Lots of
 Very detailed discussion of the evidence, but lost the pragmatic sense of when to use ICD
 (blank)

Event Session - Feedback Report

Organisation: *NW London Cardiac Network*

Course: *Achieving Excellence in Cardiac Care*

Date: *12 November 2009*

Session: 19 Panel Discussions with Q & As

The content was relevant & of interest

4.09

Average Score	5. Strongly Agree	4. Agree	3. Indifferent	2. Disagree	1. Strongly Disagree
4.09	7	12	1	2	0
4.09	7	12	1	2	0

The presenter was accessible & informative

4.09

Comments

Overall good experience. Very informative

Time constraints were particularly restrictive on the delivery of presentations - a lot of information was rushed through. Maybe

Very good day. Being a patient it was very interesting on how Cardiac Care has moved forward

Very interesting event. Good venue. Good acoustics, which I normally find difficult. Excellent short session format which

(blank)