



Australian Divisions of **General Practice**

GPDV CEO Network

Thursday, 9th December 2004

National Divisions Forum

- Ultra-Feedback results from 2004;
- What worked, what didn't, and what are the priorities
- Format, focus and themes for 2005



Ultrafeedback Results

Who was there?

- 920 delegates over the 4 days;
- 157 responded to survey
- 2 responses to ADGP

Who responded?

- 10% GPs
- 39% Divisional employee
- 31% Division board member
- 6% Exhibitor
- 13% Other

Who responded - 2003?

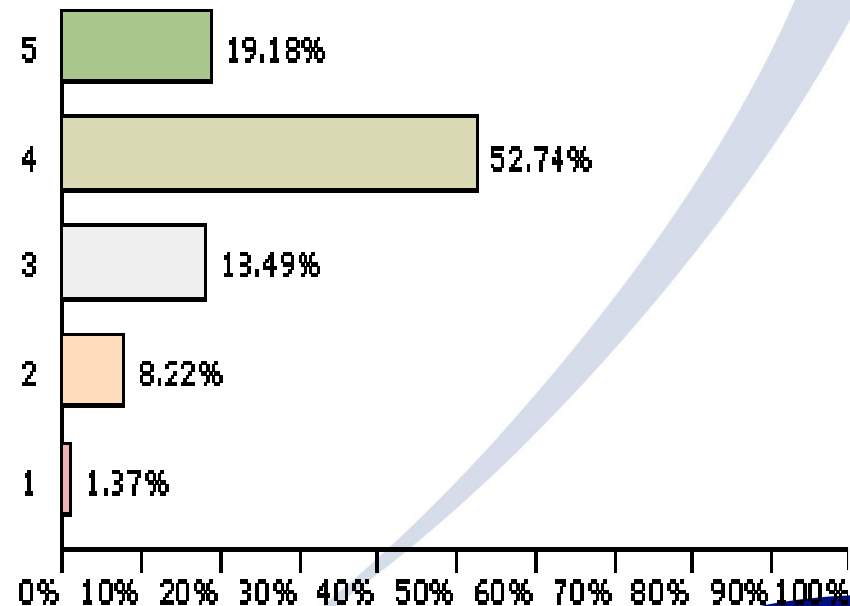
- 6% GPs
- 39% Divisional employee
- 43% Division board member
- 2% Exhibitor
- 11% Other



How satisfied overall?

Figure 1: Overall Satisfaction

		%
	5	19.18
	4	52.74
	3	18.49
	2	8.22
	1	1.37



N=146; 1 = low, 5 = high

Who was satisfied?

Figure 2: Satisfaction v Who responded

Overall, how satisfied were you with Forum 2004?	Please indicate the main capacity in which you are attending Forum 2004.					
	GP	Division-employed	Division Board member	Sponsor/Exhibitor	Other (please specify)	Total
1	0	0	2	0	0	2
2	2	6	2	0	2	12
3	2	10	8	2	5	27
4	9	36	21	4	7	77
5	1	6	13	3	5	28
Avg	3.64	3.72	3.89	4.11	3.79	

N=146; 1 = low, 5 = high



Comparison by State

Figure 3: Overall Satisfaction v State representation

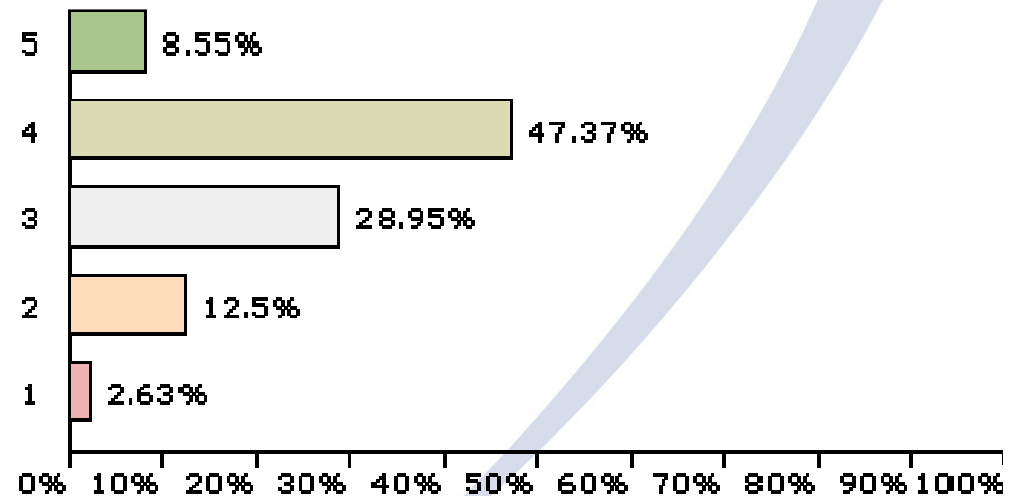
Overall, how satisfied were you with Forum 2004?	Which State or Territory do you work in?								
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Total
1	0	0	0	0	0	0	2	0	2
2	0	1	0	3	3	0	2	2	11
3	2	7	1	3	8	1	2	2	26
4	3	24	1	8	9	5	19	5	74
5	4	5	3	1	3	1	6	4	27
Avg	4.22	3.89	4.40	3.47	3.52	4.00	3.81	3.85	



Program Satisfaction

Figure 4: Satisfaction with Program content

Satisfaction		%
	5	8.55
	4	47.37
	3	28.95
	2	12.50
	1	2.63



Average Program Sat Score = 3.47; N=146



Figure 5: Program specifics

Description	N	Ave score
Relevance of program content	154	3.59
Presentation of new information	153	3.25
Presentation of useful information	154	3.42
Opportunity for interaction	153	3.85
Content range addressed	151	3.39

Overall satisfaction with the Program = 3.47; N=146

Figure 6: Program specifics and Priority for improvement

Description	N	Performance Gap	Impact	Priority to improve
Relevance of program content	149	-0.14	0.78	-1.09
Presentation of new information	149	0.20	0.77	1.54
Presentation of useful information	150	0.03	0.79	0.24
Opportunity for interaction	148	-0.40	0.39	-1.56
Topicality of content	147	-0.20	0.63	-1.26
Content range addressed	147	0.07	0.76	0.53

Some specifics...

- *“More audience participation and small group discussion associated with presentations ”*
- *“small group discussions”*
- *“there was no session for strategic reflection and planning”*
- *“More action on actually putting into practice suggestions for change”*
- *“A workshop format”*
- *“Positivity - no opportunity to whinge”*



What we didn't do...

- *“Actual action based on suggestions made at conference ”;*
- *“Forums for GPs to talk about which direction they would like to see GP going in”;*
- *“ Forum needs to look ahead and take action rather than thinking about it”;*
- *“Didn't go far enough in defining our future”;*
- *“Stop showcasing and start setting the agenda”*



What worked well....

- GPRG session;
- Addition of the humorous side to the Forum (Dr Kari Reichardt & Raconteurs sessions scored highly ++4.0);
- A number of the key program sessions (eg; mental health, palliative care);
- Social program (4.11 for 2004 compared with 3.92 for 2003);



What about next year?

- *“The overall theme approach linking the 3 days with emphasis on the 'big picture' rather than the machinations of general practice”;*
- *“Primary health policy”*
- *“Moving the reform agenda forward”*

What do you think??

