

National Ambulance  
LGBT Network



Supporting Lesbian, Gay,  
Bisexual, Trans staff, patients  
and communities

A partnership of UK Ambulance  
Services

# Conference 2018 Evaluation

Report, feedback and learning  
from our third annual  
conference

Alistair Gunn, Chairperson  
6 October 2018

Updated 23 October 2018 - Revised Financials



# Executive summary



- ❖ We are delighted to report that the 2018 conference was a great success with extremely positive feedback on-day through the evaluation process and afterwards on social media.
- ❖ This year we increased the number of workshops to eleven providing a much broader spectrum of subject matter for operational ambulance staff and management.
- ❖ Once again, the conference was made possible by the generous contribution of £1,000 from each NHS Ambulance Trust Chief Executive, and some additional funding from Unison.
- ❖ Lessons were learnt from previous conferences and used to make the planning process much more effective. The Network worked with the twelve ambulance Trust to ensure there was a much more equal representation from area.
- ❖ Two new products were launched at the conference that will be available to each Trust.

## Where delegates came from:

East of England Ambulance	5
East Midlands Ambulance	10
London Ambulance	11
North East Ambulance	10
North West Ambulance	21
Scottish Ambulance	6
South Central Ambulance	8
South East Coast Ambulance	12
South Western Ambulance	9
Welsh Ambulance	7
West Midlands Ambulance	15
Yorkshire Ambulance	13
Committee and Speakers	28
Exhibitors	18
<b>Total</b>	<b>173</b>



# Details of the conference



You can view full details of the conference, see the programme, photos and presentations using the following link:

[www.ambulanceLGBT.org/conference/conference-2018/](http://www.ambulanceLGBT.org/conference/conference-2018/)

You can also view the new CPD site using a link from this page.

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## What was new at the 2018 conference?

Market place of supporting organisations

Gold Star of Life Awards introduced

New CPD focus and recording of content

Two new products launched

Eleven different workshops

Greater number of people attended

# Personal reflection from Chair [1]



There was a moment at this year's conference that I caught myself surveying the scene. In front of me was the marketplace with lots of laughter and serious discussions going on. Behind me was half the committee who came to life welcoming people and making sure everything ran like clockwork. The other half were setting up their workshops and having last minute practices of the content.

I think that was the moment I knew we had succeeded in making our third conference bigger and better and that a year of planning had paid off. In many ways we were better rehearsed and planned but pleasingly we had challenged ourselves to do things differently and, most crucially, made the conference what we wanted it to be.

This started with our approach at AACE back in January where we asked our Chief Executives to identify ten people, providing a combination of Network members and influential managers who could move the agenda forward in their own Trusts. Not only did this happen, but we also saw four Chief Executives come along themselves to show their support.

We offered a greater variety of workshops than before and split these between practical solutions for ambulance staff and those with more of a management flavour. Over half the workshops were run by committee members and we had found some outstanding people to lead the others. I think the evaluation of the workshops speaks for itself.

Adding another dimension to the conference, Andrew and Domini from CPDme co-ordinated the registration, evaluation and certificates, and recorded a number of elements of the conference to enable people to revisit the information. More than that, it also meant everyone could experience more of the information and all those people who couldn't attend could be part of it too.



A new feature this year was the marketplace



Ambulance staff reflect in a variety of workshops



Network members made sure everyone was welcome



# Personal reflection from Chair [2]



Back in January Kirsten and myself began to think about how we would celebrate our third birthday and crucially how we could say thank you to the many people that had been involved. The Gold Star of Life Awards was born and we were determined to fit in some kind of award ceremony into the programme. Doing that without 'spilling the beans' isn't easy and it certainly meant a rehearsal was out of the question! Even this went really well and we were both struck at how well everyone embraced the awards and entered into the fun.

Finally, we have been busy over the last twelve months working on resources to help ambulance staff work with trans people and also to promote good mental health amongst our LGBT colleagues. It was brilliant to stand alongside colleagues who are so passionate about these subjects and have spend so much time getting the new resources launched. It now remains for us to work together to make these available in every ambulance service.

A massive thank you to everyone involved in supporting, setting up and running the conference. That is number three all done and dusted... where do we go next?!

## Acknowledgements

A huge thank you to all the following people: ★Adam Aston, ★Ben Barber, ★Jason Barker (Gender Intelligence), ★Craig Barlow, ★Helen Belcher (Trans MediaWatch), ★Will Bellamy, ★Steve Bray (SP Services), ★Julian Cavalier (SCAS), ★Steph Chadwick (NWS), ★Asmina Chowdhury, ★Ash Deakin, ★Alex Ewings, ★Michael Forrest (NWS), ★Dom Gaffney, ★Natasha Handley (TransLeeds), ★Jonny Holmes, ★Lee Hyett-Powell, ★Leigh Keyte, ★Domini Lawson (CPDme), ★Jules Lockett, ★Steph Meech, ★Val Nash, ★Andrew Ormerod (CPDme), ★Yvonne Ormston (NEAS), ★Tace Richards, ★Mike Roberts, ★Emma Robinson (MMU), ★Mike Taylor, ★Gareth Thomas, ★Adam Williams and ★Kirsten Willis. ★Members of the NALGBTN committee are represented by blue stars.



Cutting the fantastic NWS birthday cake with Kirsten



Some of the Gold Star of Life award winners



Launching the mental health support pack with Jules



# Feedback and learning



This year 173 people attended the conference. We managed to achieve a more equal representation from across the NHS Ambulance Services, and a large cohort of people attended to support the market place of supporting organisations.

This year's evaluation information was captured electronically at the end of the conference. Unfortunately the time taken to complete the survey may have adversely impacted on the overall response rate.

The sample is enough to provide a representative sample and we are delighted to outline the positive results in this report. We have also captured anecdotal feedback and also from the many posts on social media.



**Number of people  
attending the conference**

**173**

**Number of evaluations  
completed**

**86**

**Did the range of workshops  
provide enough interest for  
delegates?**

**99% said 'Yes'**

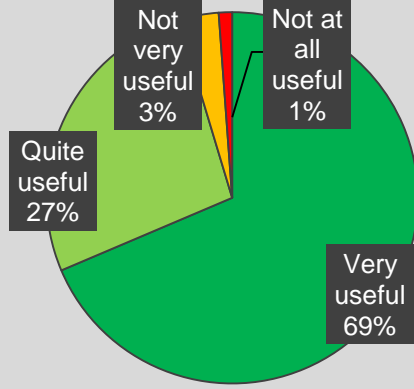




# What did people find useful?

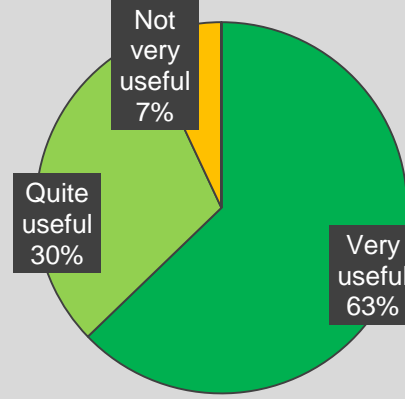


## Opening Speech



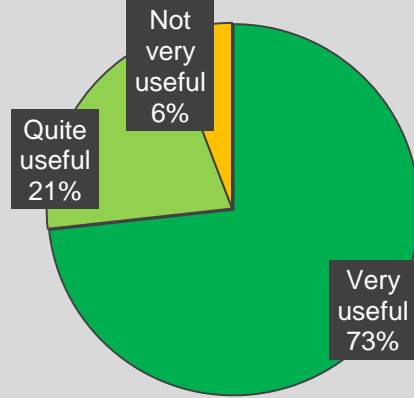
Michael Forrest

## Network Update



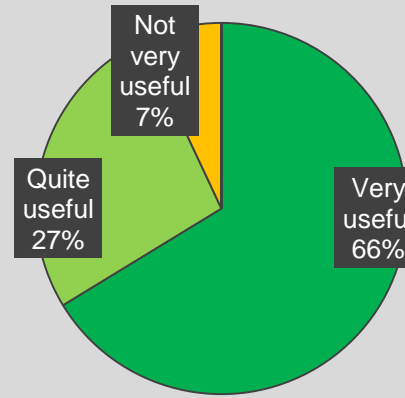
Kirsten Willis and Alistair Gunn

## Keynote: Changing the Culture of Organisations



Helen Belcher

## Product Launches



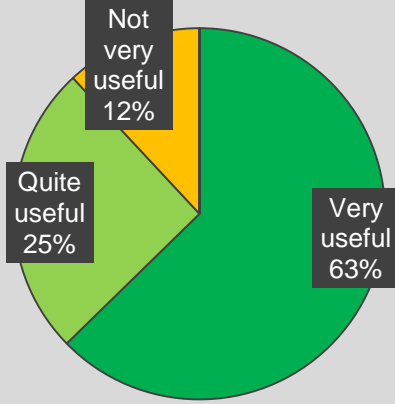
NALGBTN Committee Members

Speeches, Keynotes  
and Product Launch

# What did people find useful?

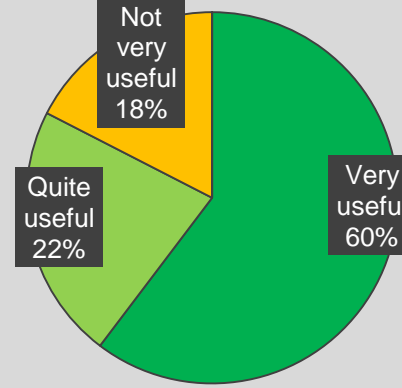


## Establishing Staff Networks



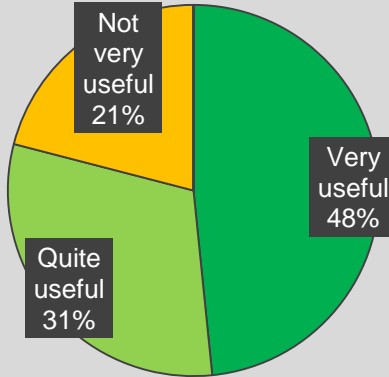
Ben Barber

## Frailty and End of Life Management



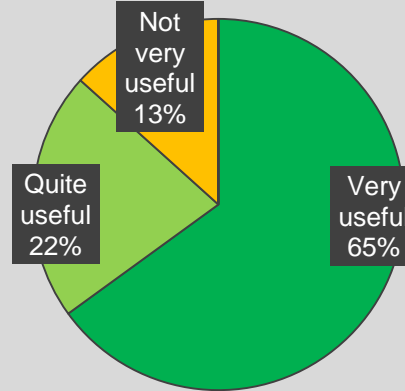
Julian Cavalier

## Power Imbalance and Change Basics



Alistair Gunn

## Trans Awareness: The Basics



Jason Barker

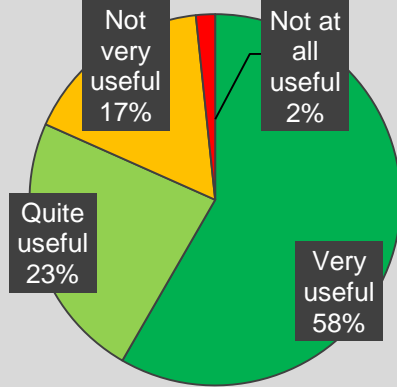
Workshops  
Series One



# What did people find useful?

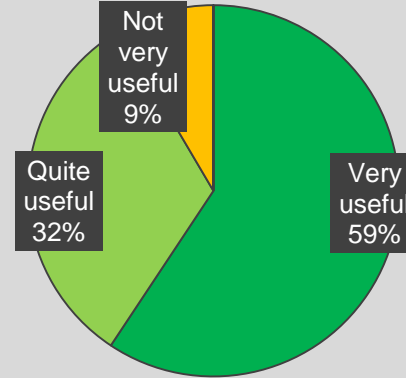


## Supporting LGB Patients and Staff



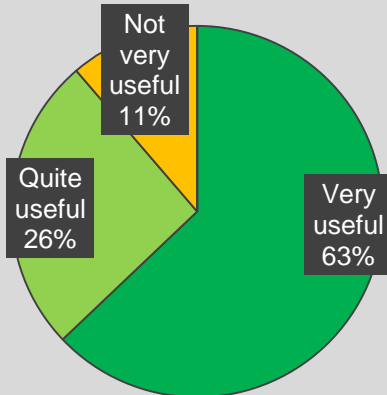
Ash Deakins and Leigh Keyte

## Better Care for Trans People



Natasha Handley

## PTSD: A Personal Experience



Mike Taylor

### Notes:

The Gender Intelligence workshop entitled Trans Awareness: The Basics ran for a double-length session.

The Trans Awareness and Leading Cultural Change workshops were intended for management delegates, whereas all others offer an insight into the issues and practical solutions for how individuals and staff networks can work differently.

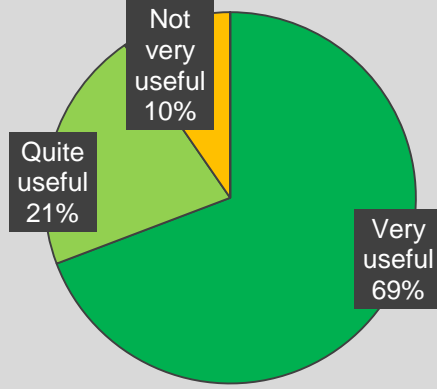
Workshops  
Series Two



# What did people find useful?

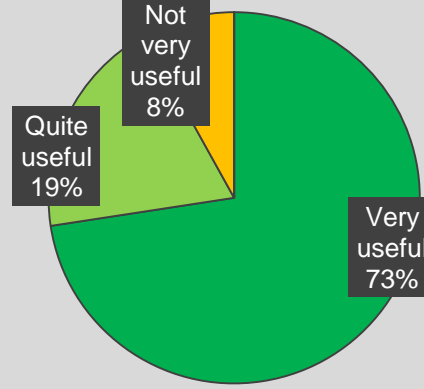


## Supporting Trans Staff



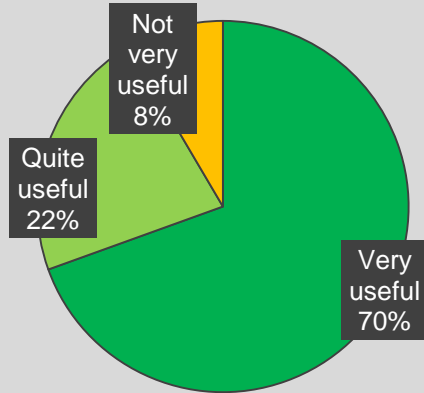
Steph Meech

## Mental Health Support



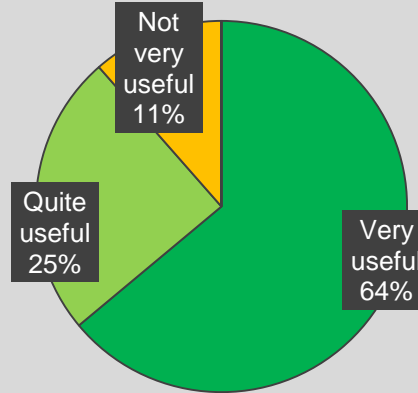
Jules Lockett

## Making Every Contact Count



Val Nash

## Leading Cultural Change



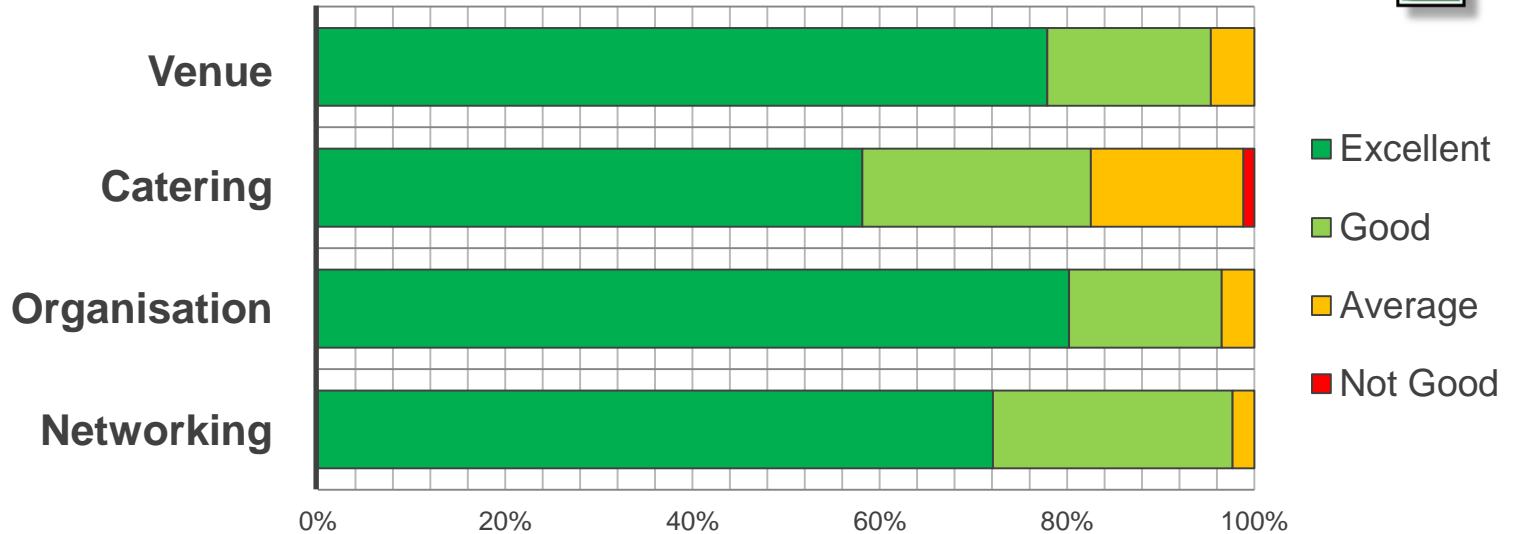
Helen Belcher

Workshops  
Series Three

# Additional feedback



What people thought of the venue and organisation



Did the conference contribute to professional development?

98% said 'Yes' ✓

Would people attend again next year?

99% said 'Yes' ✓

Would people recommend the conference to colleagues?

97% said 'Yes' ✓



# Social media feedback



We were delighted to receive literally dozens of favourable posts during and after the conference on Facebook and Twitter. For the first time this year we also set up an Instagram account allowing people to share pictures from the conference and Pride events.



‘What a fantastic day!  
Useful and thought  
provoking talks.’



‘Thank you for a  
fabulous and  
informative day.  
The hard work from  
the network is  
appreciated.’



‘Having an amazing  
day at  
@NatAmbLGBTUK  
conference.’



‘Great day so far, with  
some fantastic  
engagement and  
amazing speakers.’



# The finances



## NALGBTN Conference 2018 Financial Statement

Item	Income	Spend	Sponsored
Trust contributions	£ 12,000		
UNISON contributions	£ 1,450		
TASC contributions	£ 200		
SP Services merchandise sales	£ 150		
<b>Total</b>	<b>£ 13,800</b>		
Venue hire and catering		£ 7,432	
Printing costs		£ 1,275	£ 2,451 *
Photography		£ 400	
Expenses payments		£ 112	£ 86 **
Consumables and merchandise		£ 3,598	
<b>Total</b>		<b>£ 12,817</b>	<b>£ 2,537</b>
Surplus		£ 983	

### Notes:

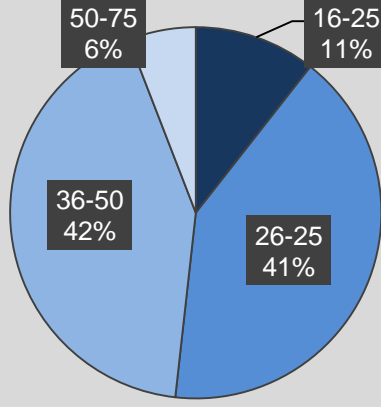
- \* Costs of additional printed items we covered by SP Services (programme) and Yorkshire and South East Coast Ambulance Services (trans z-card leaflets).
- \*\* Costs covered by South Central Ambulance Service.



# Monitoring information

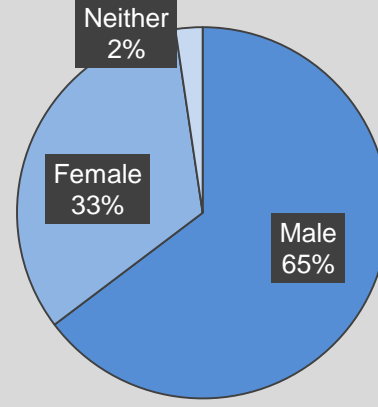


## Age



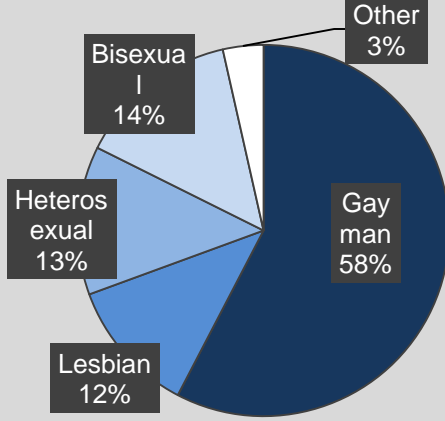
The age profile of people attending was comparable to 2017

## Gender



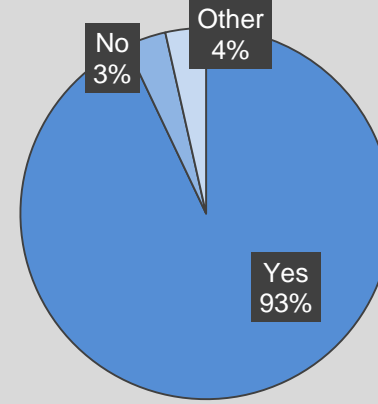
Compared to 2017 the gender representation was less evenly representative

## Sexual Orientation



The sexual orientation profile of people attending was comparable to 2017

## Gender from birth?



The trans profile of people attending was comparable to 2017

**Please note:** Monitoring information is based on analysis of the 86 completed evaluation forms. It is not possible to truly evaluate how representative the conference was as there is missing information for the other 87 and this could make a significant difference to the overall profile. This was due to the use of electronic capture on a limited number of devices.