

# S.E. London

Accountable Cancer Network

# Feedback Report

At FrontLine, we pride ourselves in our work, the service we provide and the difference it makes to our clients and their patients lives.

This report is to highlight the impact of our work with SELACN. We've collected and collated feedback from every participant of all our courses presented to SELCAN staff in 2018 & 2019.

The data collected spans 19 courses with 155 individual staff feedback. We asked questions regarding the quality and impact of the courses and the delivery from our staff, we also gave the participants the freedom to comment on any aspect of the course.

We hope you enjoy the results as much as we have.



## Overall Experience of the Course



**Excellent**

80 % of participants



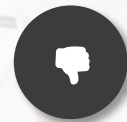
**Good**

20 % of participants



**Fair**

None of the participants



**Poor**

None of the participants

“Thank you for everything it has been a great experience

*Participant Nov 2019*

“Excellent course, so helpful and engaging at all times, impressive for two days!

*Participant Nov 2019*

## Additional Course Feedback



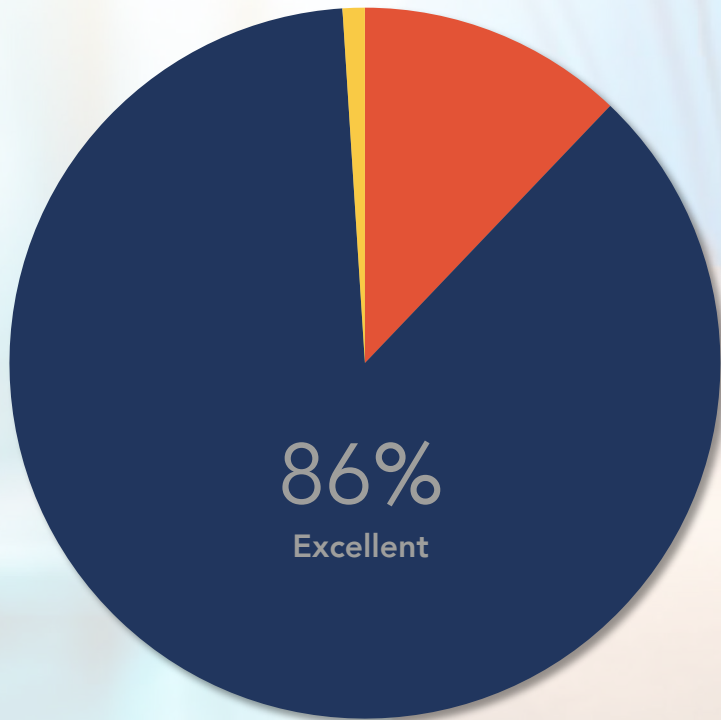
Quality of Course Content



Personal Objective Reached



## Relevance of Course to Your Role



**Excellent**

86% of participants



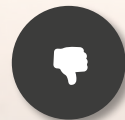
**Good**

12% of participants



**Fair**

1% of participants



**Poor**

None of the participants

"Really helpful course! I feel satisfied, accomplished and empowered that I am able to improve and develop

*Participant Oct 2019*

"I will be more confident going into a potentially difficult conversation and less stressed afterwards

*Participant Jun 2019*



# Overall Experience of the Facilitators

“Thank you to all. Facilitator and actors were all brilliant

*Participant Oct 2019*

“How they communicate is very engaging, helpful & enabled me to think outside the box, very insightful

*Participant Oct 2019*



**Excellent**

94% of participants



**Good**

6% of participants



**Fair**

None of the participants



**Poor**

None of the participants



## Additional Facilitator Feedback



Knowledge of Course Content



Ability to Keep All Participants Engaged

# Ability to Teach ACST Models



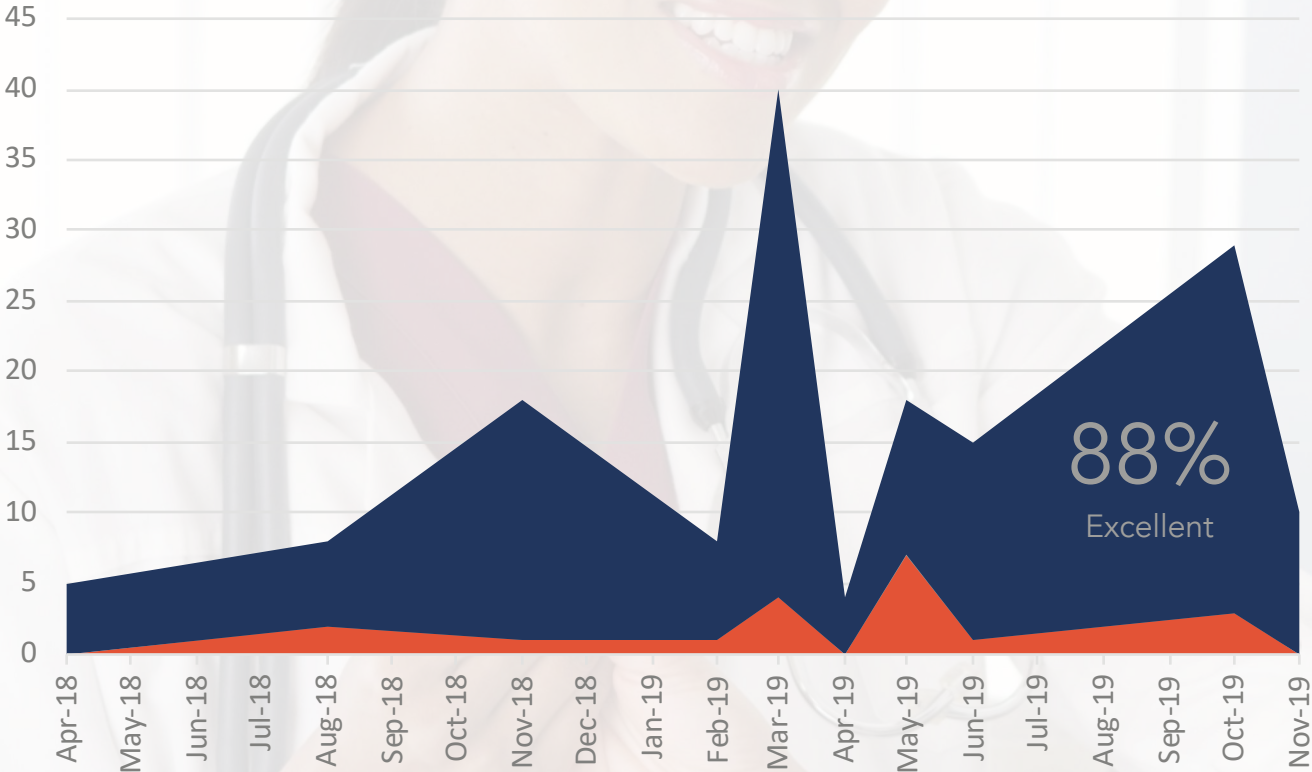
## Excellent

88% of responses overall, with consistently high scores in this category



## Good

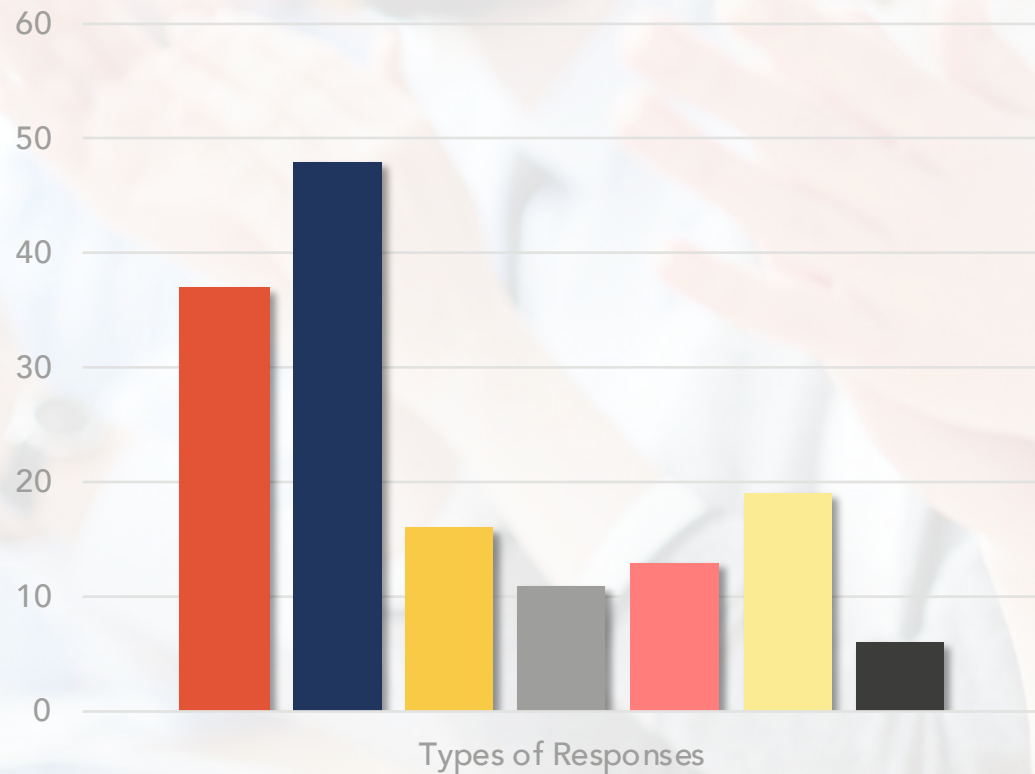
12% of responses overall with no scores in any of the other categories



Participant scores per month



## What Proportion of the Course was New



The Role-Play



80%-100% / All of the course was New



Structured Conversation / Consultation



Facilitation Skills / Techniques



50% - 80% of the course was new



None to Half / 0%-50%



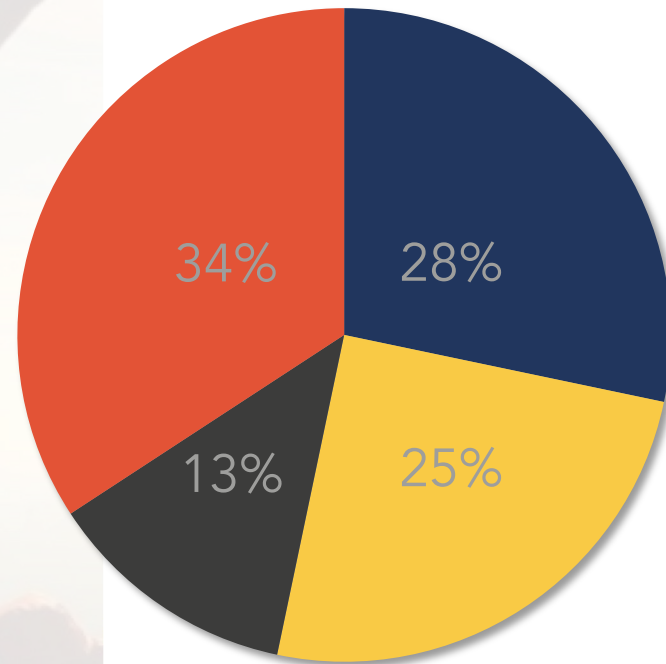
Good Refresher / New Teaching Style

## What Impact will this have on your Job

Positive Impact for:  
Patient / Colleagues /  
Job Satisfaction



Gained Insight / Self  
Awareness

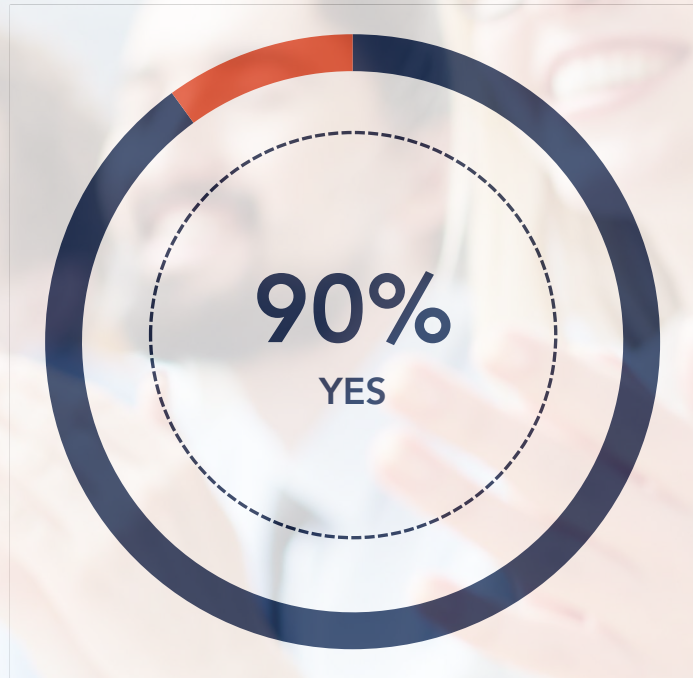


Increased Confidence  
Handling Difficult  
Conversations



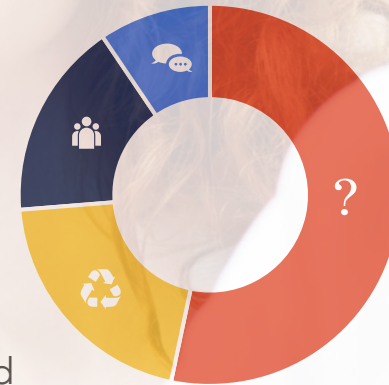
Answer Included: Skills /  
Strategy / Technique

# Would You Like More Communication Skills Training



9% - A Particular Communication Challenge (Covered in more detail)

17% - More Role-Play



53% - Not Sure

20% - Would Like a Update Day / Refresher



## Would You Recommend This Course

"I think this course was very valuable & further training to develop these skills in the future would be helpful

*Participant Oct 2019*

"I strongly recommend it not only for work but for private life as well

*Participant Oct 2019*

**100%  
YES**

"Empowered my life and job. I feel more confident, stronger and renewed, absolutely to be repeated frequently

*Participant March 2019*

"This has proven more useful than I thought, I cannot wait to explore and develop what I have learnt

*Participant October 2019*



# Frontline

Communication

The UK's #1 ACS Training