

## Kent LINK Quarterly Event

Thursday, 29 July 2010

10.00am – 3.00pm

Margate Winter Gardens, Fort Crescent, Margate, Kent CT9 1HX

### Feedback forms

Number of feedback forms received: 22

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q1	Time allowed for the event was appropriate	6	16	0	0	0
Q2	The presentations and discussions were relevant and helpful	5	16	1	0	0
Q3	I was given adequate time to ask questions	8	14	0	0	0
Q4	The venue was suitable and accessible	3	9	9	0	1
Q5	The audio and visual facilities were suitable	4	14	3	0	1
Q6	The refreshments were good	5	14	1	2	0
Q7	The start and end times of the event were suitable	4	18	0	0	0
Q8	Overall the event was well organised	9	13	0	0	0

#### Comments:

1. "Overall, a useful event – lots of information and some interesting discussions. I thought that the feedback session was a bit too long – would have been good to make people stick to one or two comments rather than letting it go on (very hard to stop people talking, I know!). Didn't like the venue – no natural light and uncomfortable chairs!"

Anon

2. "The lighting was terrible! Hospital acquired infections are 'old news' – more topical stuff? Didn't find the PCT involvement useful. Better speakers please!"  
Fran Witherden
3. "If more can be presented in 'user friendly' information and colourful / pictures to ensure equal understanding".  
Michelle Hosken
4. "Well timed sessions and overall event successful, achieved objectives".  
Mark Fittock
5. "The venue is difficult to access in terms of public transport from across Kent. Also a lot of steps in an old building. Food is high in salt and vegetarian options need more variety (eg filling for pastry is same as filling for sandwiches".  
Anon
6. "Very unhappy about having to handle the sandwiches, which were squashed tightly together. No implements to separate them up. Vegetarian options but nothing there for the wheat intolerant".  
Therese Tutton
7. "Some of the presentations were hard to see with a white background. Refreshments could have been available throughout if you were thirsty (other than water). Would have been helpful to have info on what strategies have already been put in place, for example I know there is a youth strategy within LINK but people were talking about it as if it did not exist. Of course it is clear there is a way to go as people were suggesting things – but maybe we could have built on what already exists".  
L Williams
8. "The gents facility was woefully inadequate, one W.C cubicle and a separate find it if you can washroom or rather room with a sink and a towel of doubtful hygiene and no soap. Hardly satisfactory for a hygiene centred organisation. Only the disabled toilet was fit for purpose. It is incumbent on event organisers to check all facilities are fit for purpose. Where was the obligatory hearing loop?"  
Anon
9. "There is nothing that I disagree with. Just to say the event has been a great success. The staff have worked hard to plan and organise this event. They have all worked hard as a team. Lighting – poor, especially on the exhibition stands. This needs better lighting".  
Junetta Whorwell
10. "Venue ok but not brilliant – I do not have any mobility, visual or hearing impairments but if someone did?"  
R Brenton
11. "Access to venue was confusing. I came up the ramped entrance then directed via steps. The darkness in some areas of the room is difficult for partially sighted people".  
Anon

12. "We had just received an interesting synopsis on 'Hygiene' – then the refreshments! They represented a non-hygienic health hazard. People picked over the snacks and sandwiches with not a set of tongs in sight! Next time there has to be some provision for picking up the food other than with hands. 'Good' may describe the refreshments but 'awful' was the risk of health hazard. You can imagine the press report LINK members taken ill after hygiene report – tongs at all times with food".

John Whorwell