18th World Congress of the European Association for Palliative Care

15 – 17 June 2023

De Doelen, Rotterdam, The Netherlands

Congress Evaluation Report

August 2023

Contents

Introduction

Palliative Care is a multi-disciplinary speciality. This is reflected in the broad range of professions from different disciplines attending the congress. 906 abstracts were submitted, 776 of which were accepted to form part of the scientific programme, which also featured invited speakers for parallel sessions, plenary speakers, and award winners.
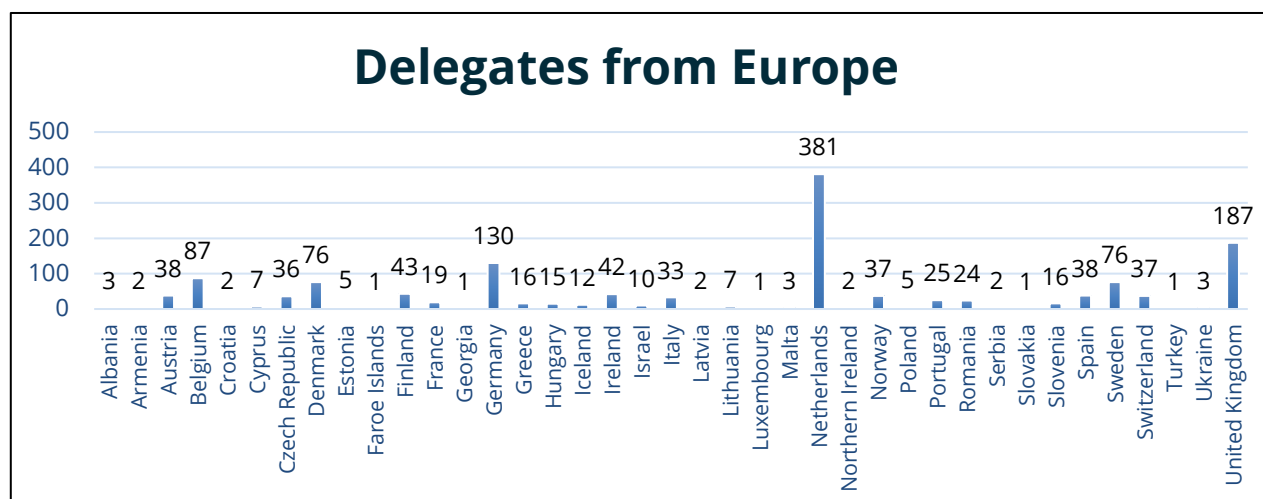
The scientific content of the programme incorporated presentations selected from submitted abstracts and also from invited speakers. In total, there were 186 speakers and 100 chairs from around the world. The programme included the following sessions:

- 7 plenary lectures
- 2 paediatric palliative care plenary lectures
- 20 themed parallel sessions
- 17 oral abstract (free communication) sessions
- 625 posters in the e-poster gallery
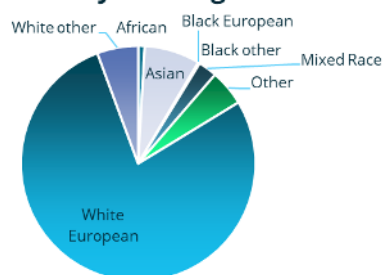- 19 printed 'best poster abstract' posters
- 5 workshops

Registration data

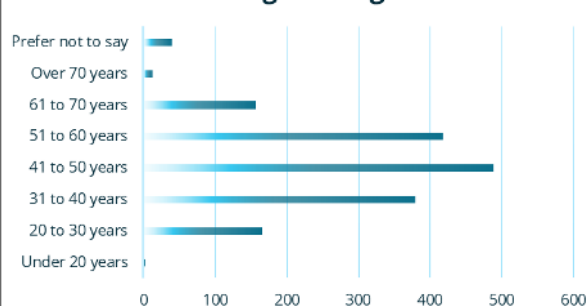**Registrations by region:**

Europe (Albania, Armenia, Austria, Belgium, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Israel, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Northern Ireland, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, United Kingdom)	1426	81%
Asia (China, Hong Kong, India, Indonesia, Japan, Malaysia, Philippines, Singapore, South Korea, Sri Lanka, Taiwan, Thailand)	90	5%
Australia and New Zealand	70	4%
North America (Canada and USA)	63	4%
South America (Argentina, Brazil, Chile, Columbia, Mexico)	39	2%
Africa (Ethiopia, Ghana, Kenya, Malawi, Rwanda, Senegal, Tanzania, Uganda, Zimbabwe)	16	1%
Middle East (Jordan, Lebanon, Oman, Saudi Arabia)	9	0.5%
Country unknown	46	2.5%
Total number of registered delegates	**1759**	**100%**

Delegates from Europe

Albania 3, Armenia 2, Austria 38, Belgium 87, Croatia 2, Cyprus 7, Czech Republic 36, Denmark 76, Estonia 5, Faroe Islands 1, Finland 43, France 19, Georgia 1, Germany 130, Greece 16, Hungary 15, Iceland 12, Ireland 42, Israel 10, Italy 33, Latvia 2, Lithuania 7, Luxembourg 1, Malta 3, Netherlands 381, Northern Ireland 2, Norway 37, Poland 5, Portugal 25, Romania 24, Serbia 2, Slovakia 1, Slovenia 16, Spain 38, Sweden 76, Switzerland 37, Turkey 1, Ukraine 3, United Kingdom 187

Ethnicity of delegates

White other, African, Black European, Black other, Mixed Race, Asian, Other, White European

Delegates: Age

Prefer not to say, Over 70 years, 61 to 70 years, 51 to 60 years, 41 to 50 years, 31 to 40 years, 20 to 30 years, Under 20 years

Delegates: Gender

Non-binary 0%, Prefer not to say 1%, Male 24%, Female 75%

Registration types

Paediatric Day 2%, Complimentary 12%, LMI 4%, Students 2%, Others 22%, Physicians 11%, EAPC Members Physicians 24%, EAPC Members Others 23%

Delegates: Profession	%
Physician	43.1
Nurse	16.3
Researcher	16.1
Academic/lecturer	6.9
Other/not specified	5.7
Psychologist	3.0
Administration	1.9
Social Worker	1.5
Pharmacist	0.9
Social Scientist	0.7
Clergy/Chaplain	0.6
Volunteer	0.5
Counsellor	0.4
Physiotherapist	0.4
Anthropologist	0.3
Economist	0.3
Occupational Therapist	0.3
Advisor	0.2
Statistician	0.2
Care Assistant	0.1
Sociologist	0.1
Caregiver	0.1
Complimentary Therapist	0.1
Dietician	0.1
Ethicist	0.1
Lay-Person	0.1
Philosopher	0.1

Delgates:Profession

Administration 2%, Psychologist 3%, Other/not specified 6%, Social Worker 2%, Academic/lecturer 7%, Researcher 16%, Nurse 16%, Physician 43%
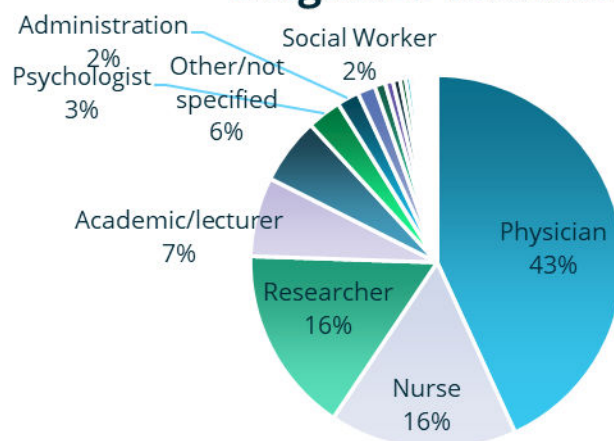
Have you attended an EAPC Congress before?

No 47%

Yes 53%
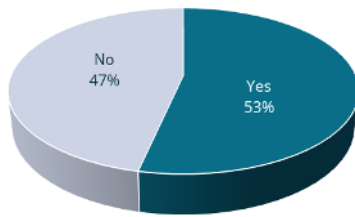
How did you find out about the EAPC congress?

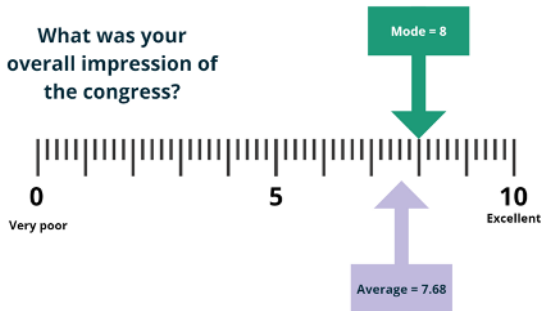| Blog	Website	Twitter	LinkedIn	Facebook	EAPC newsletter	Colleagues	Other
6	365	20	13	13	108	557	93
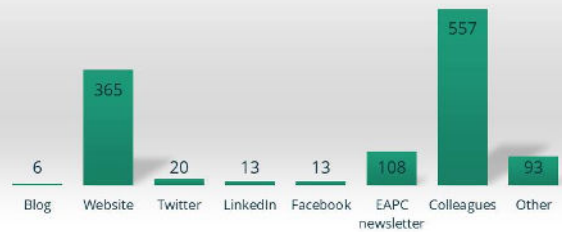
Summary of evaluation forms

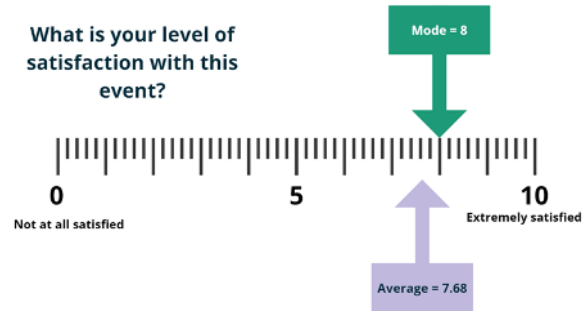1212 evaluation forms were completed (69% of delegates)

Quality of the event

Most respondents rated the overall quality of the event, the quality of the education and the quality of the various sessions as 'good' or excellent' with the average rating falling in the 'good' category for each of these. Respondents indicated they felt that the scientific programme was relatively well balanced and that it was supported with adequate evidence.
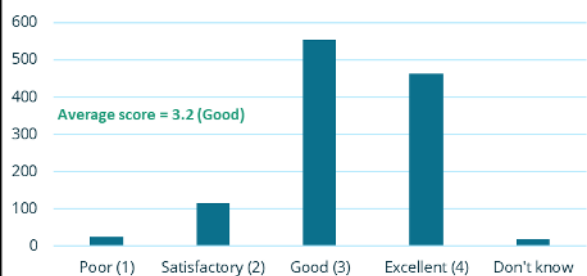
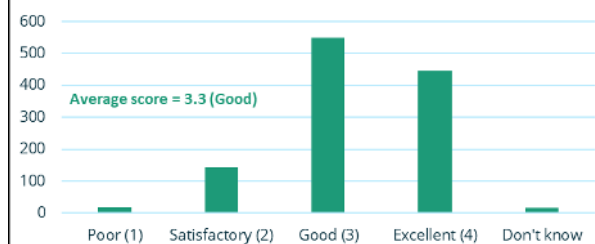**What was your overall impression of the congress?**

Mode = 8

0 Very poor — 5 — 10 Excellent

Average = 7.68

What is your level of satisfaction with this event?

Mode = 8

0 Not at all satisfied — 5 — 10 Extremely satisfied

Average = 7.68

How do you rate the overall quality of education?

Average score = 3.2 (Good)

Poor (1)	Satisfactory (2)	Good (3)	Excellent (4)	Don't know

How do you rate the overall quality (content and variety) of the plenary sessions?

Average score = 3.3 (Good)

Poor (1)	Satisfactory (2)	Good (3)	Excellent (4)	Don't know

How do you rate the overall quality (content and variety) of the parallel sessions?

Average score = 3.3 (Good)

Poor (1)	Satisfactory (2)	Good (3)	Excellent (4)	Don't know

How do you rate the overall quality (content and variety) of the free communication sessions?

Average score = 3.3 (Good)

Poor (1)	Satisfactory (2)	Good (3)	Excellent (4)	Don't know
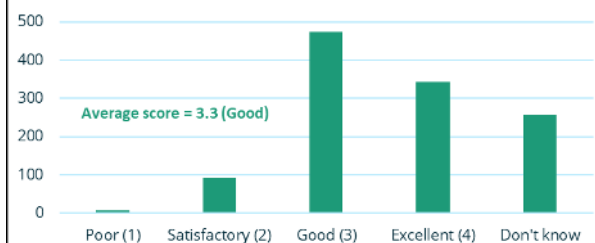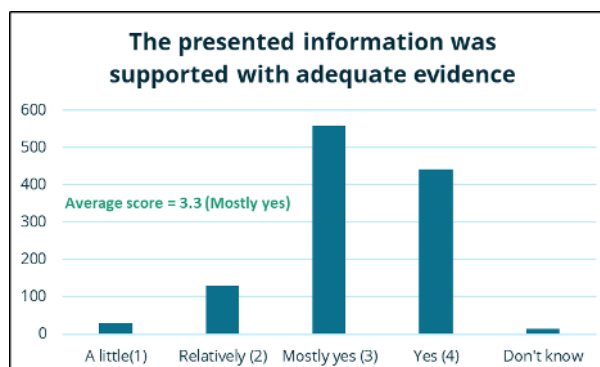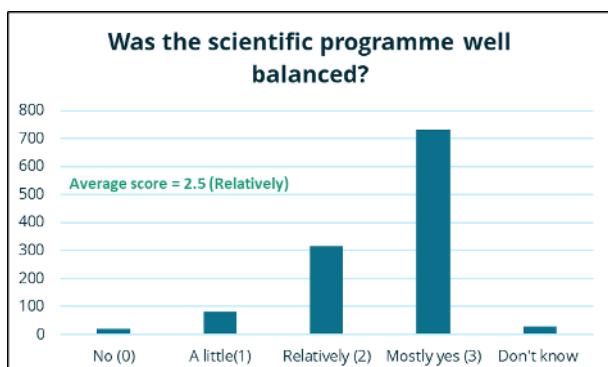
Interacting with speakers and poster presenters

We asked delegates: *'What was your experience of interacting with speakers and poster presenters by commenting and or asking questions?'*

Interacting with speakers:

Theme	Number of respondents commenting	% of congress delegates (rounded to nearest whole number)
More time needed for Q&A	83	5
Room crowding caused difficulties	16	1
Improve use of microphones for Q&A	10	<1
Improve diversity of speakers	3	<1
Use app for live Q&A	3	<1
Language barriers/issues	2	<1

Notes:

- On balance, much positive feedback provided about speakers, style, content, willingness to answer questions.
- Some specific questions about particular speakers 'style' of presentation (images used, defensive approach to questions).

'there is always a language barrier, while in a Dutch speaking country, there was no possibility to communicate in my mother tongue. The difficulty on expressing yourself in another language does influence the discussion and favors the native English speaking people. I know many participants who do not want to respond after a presentation because they don't feel comfortable doing so in English. A simple translation app could maybe help out (f.e. Sayhi)'

'The time was limited and many of the lecture rooms were undersized; therefore many of those who were willing to participate in the parallel sessions were left outside. This also weakened the conversation with the presenters.'

Interacting with poster presenters

Theme	Number of respondents commenting	% of congress delegates (rounded to nearest whole number)
Negative experience	168	10
Negative experience: interaction with authors	119	7

Negative experience: viewing	54	3
Negative experience; networking	24	1
Issues with platform	24	1
Concern: did posters get viewed	15	1
Positive experience	12	<1
Positive: Sustainability	5	<1
Issues with app	4	<1

A significant number of congress delegates reported a negative experience with the ePoster format. The lack of access to authors for discussion and networking was by far the most frequent complaint. The electronic platform had the function to connect viewers with authors, but according to the feedback, this wasn't used, or didn't work well.

Having little time in the schedule to view posters was also mentioned, and the challenge of getting to a viewing portal during the busy break times when many others were trying to do the same thing.

Some responders were satisfied with the eposter format, reporting positive sustainability comments, however these usually came with a caveat:

- To increase the number of viewing screens and iPads available.
- To address the issues with viewing the authors recorded videos (inaudible)
- To schedule specific poster presentation times in the programme where poster authors can be available in the viewing area to network with delegates.
- To improve the technology to support better interaction with authors and other delegates.
- Limit the number of posters and have them on a timed rotating display on more screens.

"Digital posters are a bad idea! I think the lack of physical posters and their presenters standing beside them detracted from this conference. I imagine if ePosters are the future, poster abstract submissions will drop and the learning and information exchange at the world congress will suffer.'

'The setup of the posters was a disgrace. Attendants work hard on their posters. To view a poster on an iPad screen is simply impossible. Also there was no sound provided, so the movies could not be viewed. On the two big screens you still had to search for posters by name, which makes it impossible to walk by and let your eye fall on an interesting looking poster. Also here the movies were shown on too small a size and with inadequate sound in a noisy environment. A big waste of time for your attendants and something that caused anger.'

'Posters - the e-format made looking at posters in my current area of practice/research (communication) very difficult/time consuming. I would rather browse my area of interest in a 'real' poster display, and be able to ask questions - this just wasn't available. I could not discuss my own poster with other people on an ad hoc basis, it was effectively hidden (as were the majority of posters). The subject areas and projects described on posters are what concerns me - this is what offers possibilities of making connections with other people in relation to my work, not whether they are award winning in terms of presentation.'

'do you really think that a star-rating system of posters is the right thing to do when it comes to "equity and diversity". What about those many posters that were not rated? How do you show scientific merit through a star system? Are we really this shallow now? A conference should be about the content and the scientific quality, not about who shouts loudest or has the most friends. Again - quite a funny practice when you think about the conference's theme.'

'The poster session felt a bit predatory, having to pay the conference fee for a pdf upload.'

'I really dont like the concept of rating posters so much. All of the posters shown have already underwent the reviewing process and should have been of some value, otherwise I expect them to be declined. So I perceive all the presented work as valuable. Maybe it would be more appreciative to not go with the 1-5 star-system, but maybe only with the possibility to mark with one star, or a thumbs up (no thumbs down!) to give participants the opportunity to highlight abstracts that they found extraordinarily interesting or well done. After all, science and research should never be a competition'.

Relevance of the event

The evaluation suggests that on the whole delegates found the congress relevant to both their educational needs and their work and practice. The average score for both these questions was 7.3.
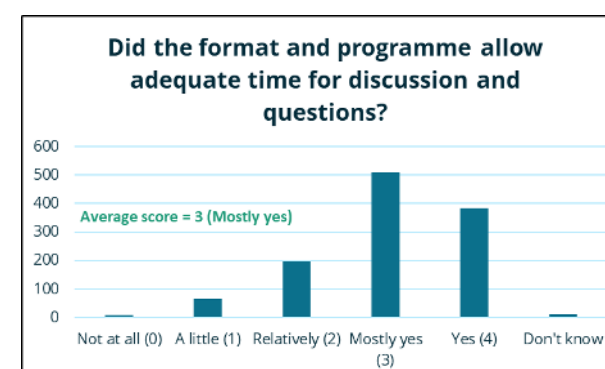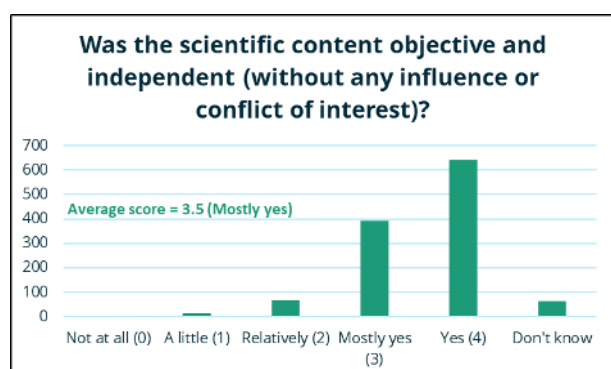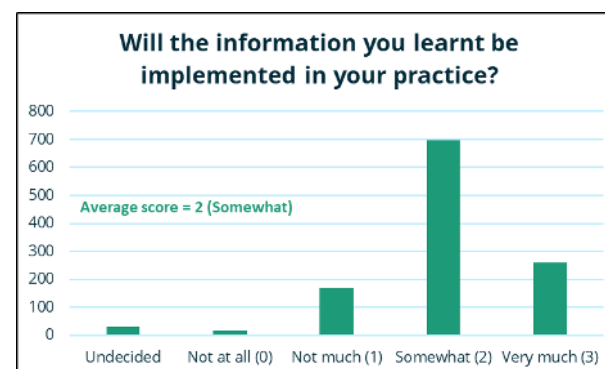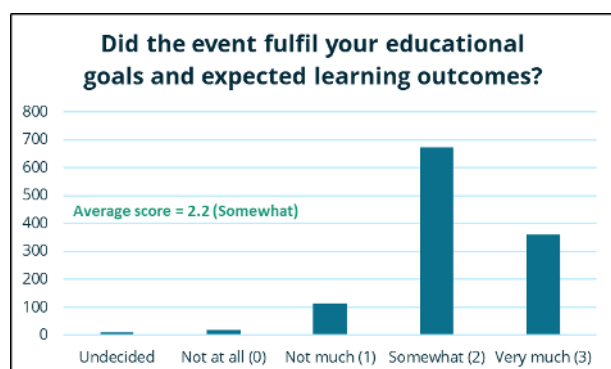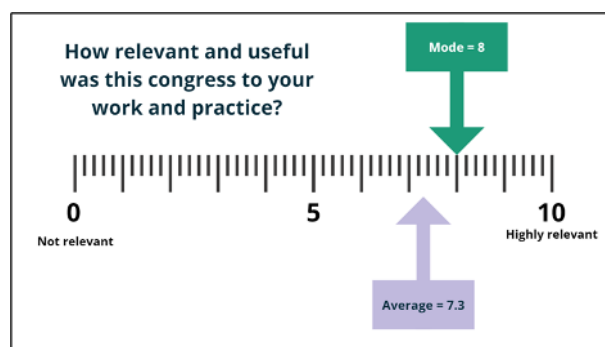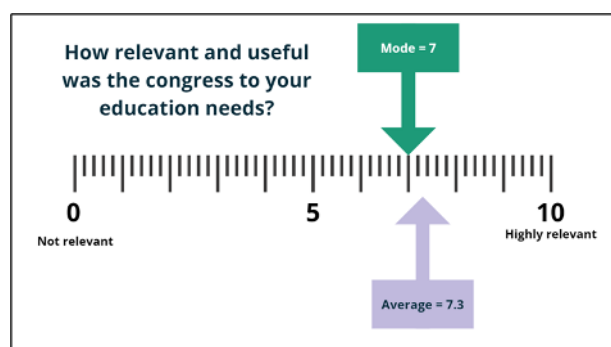
The congress app

This year, for the first time EAPC used a congress app. The app was designed to enable delegates to navigate the scientific programme, view posters and connect with other attendees. 1054 delegates reported using the app.
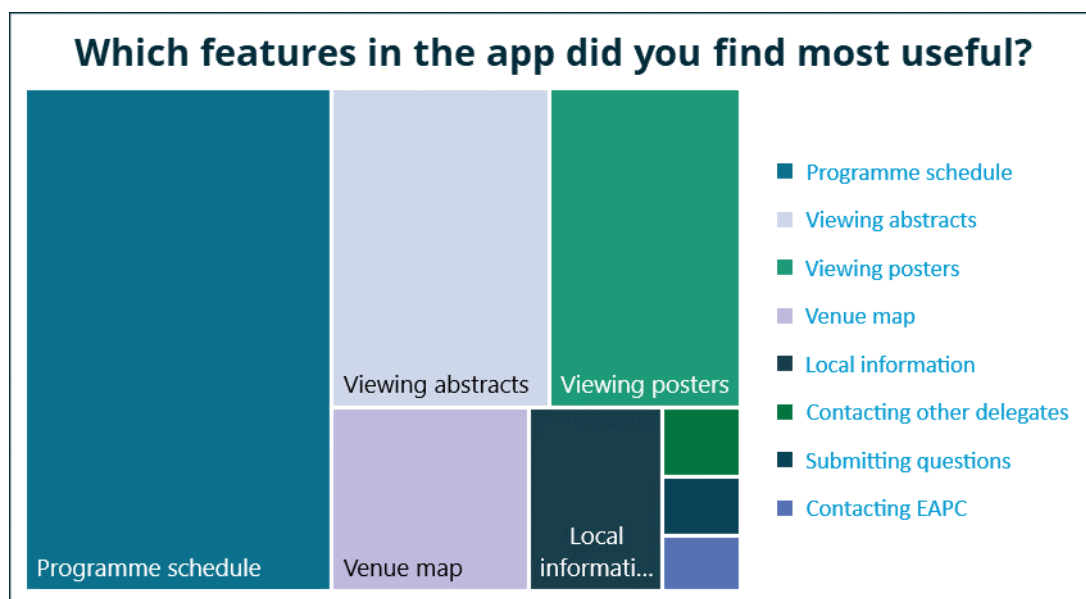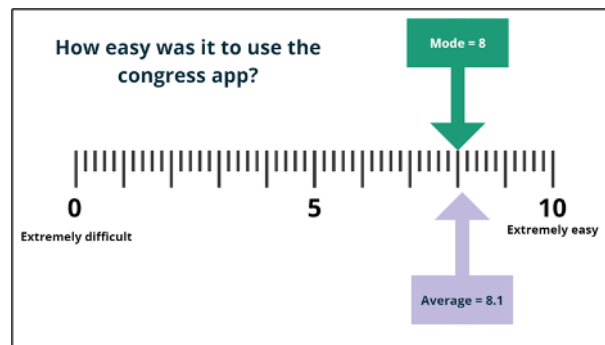
Feedback on the congress app

What other features would you like to see in the app?	Number of respondents commenting	% of congress delegates who used the app (rounded to nearest whole number)
Better synchronisation	71	7
Better information	61	6
Poor user experience with timetable/schedule	49	5
Facility to support live interaction with delegates and speakers (live Q&A, Discussion forum)	45	4
More user friendly	39	4
Interactive venue map	38	4
List of delegates	35	3
Presentation content (slides, speaker contact details)	34	3
Better access to posters	21	2

A personalised section for delegates to create their own calendar/schedule	20	2
A section for personal notes that can be emailed to delegate and linked to sessions	12	1
Facility to sign up for parallel sessions in advance	11	1
Improved accessibility	4	<1
Alerts on room/schedule changes	4	<1

'My congress-feature helped me to make a plan /schedule prior to congress..... very complete and practical. Thank you.'

'I've used much better congress apps. A function to submit questions to speakers was needed. Better networking support, ability to see who is at the conference and contact other delegates.'

'My app did not work properly - the IT people said that it was the fault of the app and would be rectified, but this glitch did cause time issues. Uses of the app also meant that I was glued to my phone - which is not how I prefer to interact at conferences/ meetings. Again, there is a role of an app but not as the main way of communication etc.'

The venue

We asked delegates to give the venue a star rating, with the range going from 1 (poor) to 5 (excellent). The average score was 3.9 (mode = 4).

We then asked delegates to further rate the venue for:

Catering

Rating	Count
Poor	278
Fair	357
Good	326
Very good	148
Excellent	66

Noise

Rating	Count
Poor	
Fair	195
Good	506
Very good	296
Excellent	149

Networking

Rating	Count
Poor	33
Fair	180
Good	475
Very good	331
Excellent	156

Facilities

Rating	Count
Poor	36
Fair	227
Good	461
Very good	302
Excellent	149
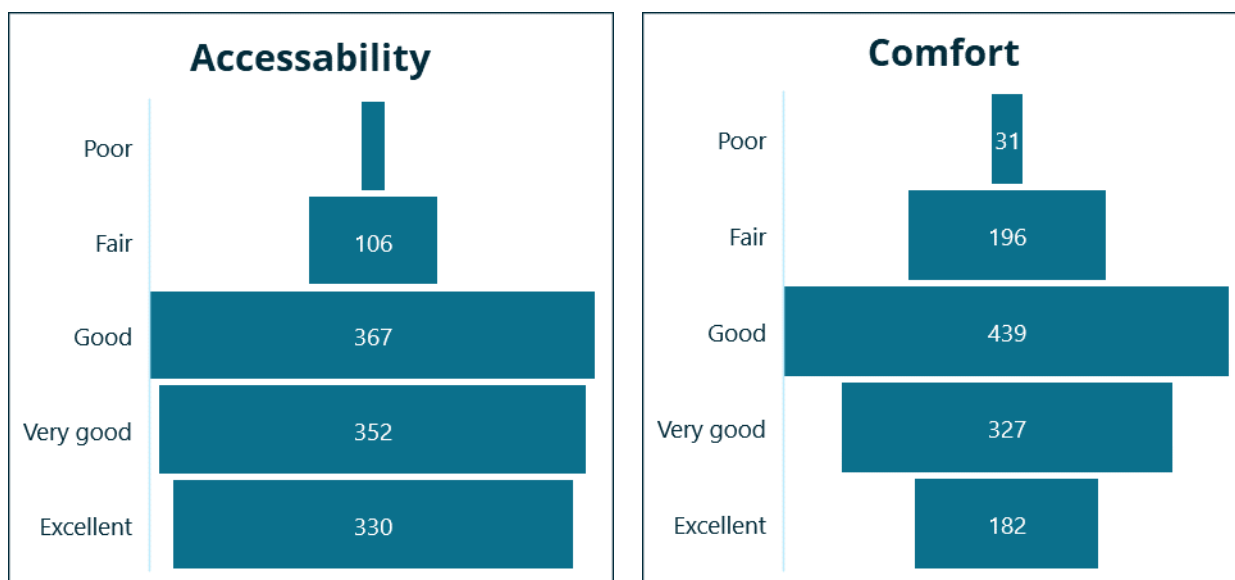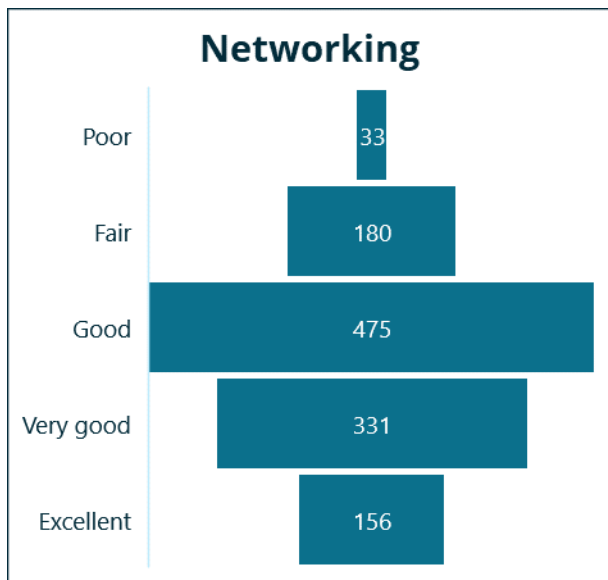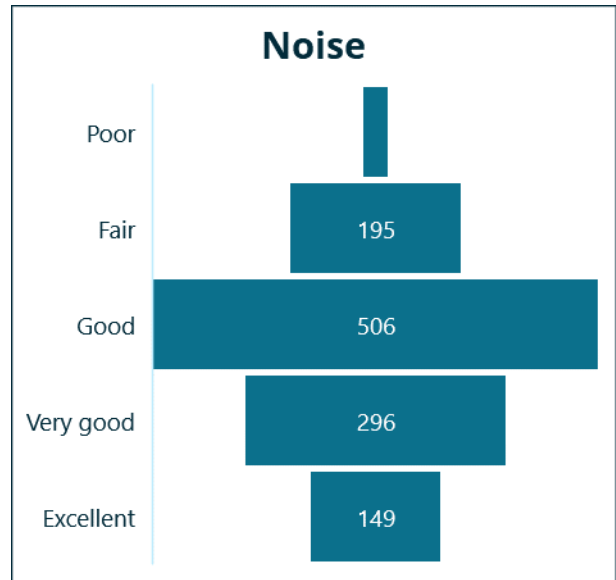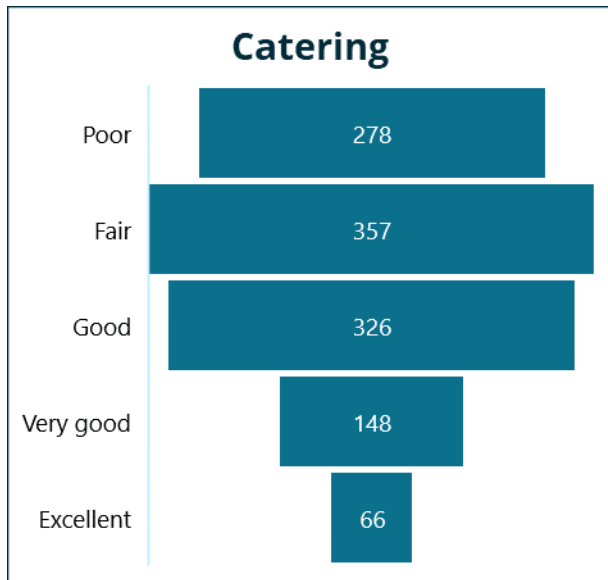
Feedback on the venue

We invited delegates to leave any further comments on the venue. The answers could be categorised into the following themes:

Theme	Number of respondents commenting	% of congress delegates (rounded to nearest whole number)
Inadequate room capacity	225	13
Difficulties with wayfinding	208	12
Poor quality catering	198	11
Difficulties with logistics/accessibility	81	5
Uncomfortable temperature/ventilation	61	3
Poor facilities	33	2
Poor acoustics/AV facilities	6	<1

Further breakdown of comments:

Catering:	Number of respondents commenting	% of congress delegates (rounded to nearest whole number)
Not enough food	119	7
Lack of variety	65	4
Poor service	33	2
Lack of special diet lunch	11	<1

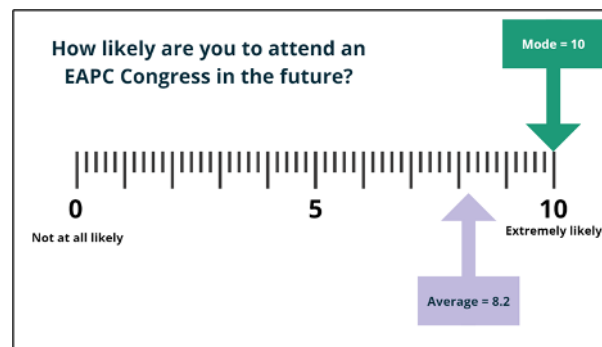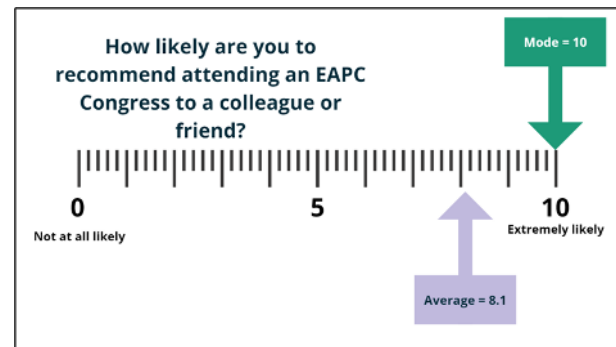| Facilities:	Number of respondents commenting	% of congress delegates (rounded to nearest whole number)
Poor standard toilets	21	1
Lack of electronic charging points	11	<1

Notes:

- Comments on room capacity: the breakout rooms were too small and overcrowded.
- Difficulties with wayfinding included lack of and/or poor signage.
- Quantity and quality of food: many delegates did not get lunch as none was available, those that did said it was inadequate. A number of Dutch respondents stating they were embarrassed by the poor standard of food offered to international guests.
  - 6 positive comments about catering: 2 about food, 4 about the coffee.
- Poor catering service include the queues for refreshments, rude and unhelpful staff.
- Logistics/accessibility: includes comments on difficulties presented for people with mobility impairment, the vast space and the time needed to move from one room to another, (especially difficult for people with mobility impairment).
- Poor facilities included comments on dirty toilets, poorly serviced toilets, too few toilets available.
- Temperature: comments mainly about lack of air conditioning in small rooms, leading to hot, stuffy rooms.
- Acoustics/AV: difficult to hear speakers in some rooms, echo in grand hall.

Congress organisation

We asked delegates to rate their experience, using a star rating from 1 star (poor) to 5 stars (excellent) with the following:

How do you rate…	Average	Mode
finding information about the congress on our website	4★	★★★★
registering for the congress on our website	4.2★	★★★★★
dealing with EAPC staff at the congress	4.4★	★★★★★

How do you rate the pre congress information that you received?

Average score = 2.3 (Rather helpful)

Not helpful (0) · Partly helpful (1) · Rather helpful (2) · Very helpful (3)

How likely are you to recommend attending an EAPC Congress to a colleague or friend?

Mode = 10

0 Not at all likely · 5 · 10 Extremely likely

Average = 8.1

How likely are you to attend an EAPC Congress in the future?

Mode = 10

0 Not at all likely · 5 · 10 Extremely likely

Average = 8.2

Delegates were invited to tell us *'How can EAPC improve what we do to make your experience better?'*

Theme	Number of respondents commenting	% of congress delegates (rounded to nearest whole number)
Improve content	143	8
Provide better information	123	7
Provide better catering	97	6
Have more clinically relevant content	86	5
Facilitate pre-registration of parallel sessions	63	4
Communicate better	60	3
Choose a better venue	56	3
Better organisation	55	3
Increase diversity of speakers	43	2
Organise posters better	43	2
Provide a better programme planner	35	2
Schedule protected time for networking (protect breaks)	30	2
Provide print-friendly programme	21	1
Reduce congress fee	21	1
Add more social activities	19	1
Improve congress app	18	1
Avoid content clashing	13	<1
Have less content	11	<1
Other	29	<1

Notes:

'Improve content' included:

- 17 responders mentioned improvement in peadiatric content.
- Broadening content for all relevant disciplines.
- Balance theoretical versus practical content.
- Add variety, eg more workshops, innovation in presentation.
- Increasing diversity in content

'Better communication' includes:

- Improve website
- Improve quality of email communication
- Earlier communication of programme/important congress information

'Better information' includes:

- More comprehensive information.
- Improve information for speakers.
- Improve venue/local information.
- Improve information about congress, session types etc.
- Better information on themes/sessions.
- Provide congress delegate information.

'Better organisation' includes:

- Scheduling content in rooms relevant to anticipated level of interest.
- Improving opportunities for Q&A/interaction with speakers.
- More support for speakers
- Review award sessions

'Organise posters better' includes:

- Have dedicated poster presentation sessions
- Have physical posters
- Improve poster viewing facility
- Improve interactivity with authors

'Better programme planner' includes:

- Make more user friendly/intuitive

'Other' includes

- Better chairing of sessions
- Have a daily registration rate
- Have a longer congress
- Make the congress more environmentally friendly
- Offer online attendance.
- Provide translation

The comments below have been selected as they represent some of the common feedback themes:

'As the World Congress should be more clinically oriented, I was very disappointed to find that several of the sessions I wanted to participate in, were located in the small meeting rooms and people were turned away. At the same time, the large halls were more than half-empty, as the topics discussed there were not interesting to a larger audience. A serious misjudgement on the part of the Scientific Committee.'

'Please consider to present the meeting ""Building a Research Career"" by both a male and a female researcher, many attendees could not recognize themself in the presenter, more presenters would show the diversity in potential careers as well, and please be aware of changing values within the younger researchers."

'Bigger rooms for parallel sessions. Lunch provided on the third day. Cheaper tickets - the expense of the tickets is really high, and will definitely be limiting/preventing some people, particularly from allied health professions or other specialties who do not get the fee supported by their workplace, from attending - which is against what EAPC should be all about. We should be making the congress accessible for as many as possible.'

'Conference was somewhat expensive. More clinical subjects, almost all the subjects were in quite theoretical level (I'm a newbie but isn't there separate research congress?). I couldn't really recommend the programme for colleagues doing only clinical work.'

'No single person should have more than one plenary / other oral presentation. It's ironic given a theme of diversity and equity that this conference seemed to clearly have an in clique of people with multiple presentations.'

'maybe a bit more guidance for speakers might be helpful (e.g. description of how to reach the room where the presentation will take place, in advance of the event, for instance sending a map of the venue in advance) and giving the opportunity to send the PPT in advance to avoid having to do it right before the presentation.'

'I participated in the fotocompetition. Unfortunately I was not informed about the fact that the format of my foto was changed. The centre of the foto was in place, but the surroundings were made smaller. For me, what I had to say with the picture was influenced. I would have appreciated if I had known. But... no hard feelings -:) I proposed a parallel session (PS14) focused on Palliative Care and Bereavement Needs and Experiences of LGBT+ people. I was delighted when my proposal was accepted, and soon I followed up to ask who would be chairing the session. I was told that Chairs would be notified closer to the congress. I didn't receive any notification and only found out that I was chairing on the same day as the session through the app and from colleagues. Although I think the session went well regardless, it would have been good to have been told beforehand so I could have been better prepared.'

'I did not receive the template I was supposed to have received, so that created a little panic. The speaker help centre boss was simply rude, and not very helpful considering that I had not received any information about my session. I would also have been nice to know that I would not be able to see my notes, but I was not informed about that by anyone.'

'I would like to see an increased Paediatric presence as a part of the EAPC board, and the awards. It's not really fair to expect paediatric research papers to be able to compete with adult ones for impact, resourcing etc. There should be some separate and specific Paediatric awards. Given we had to move rooms at the conference due to the size of the attendee group to the paediatric days, I think EAPC is underestimating the paediatric need for representation.'

'Include more voices. Voices of patients, voices of young researchers, voices from different countries and cultures. Photo exhibitions are not enough Include new trends, technology, and patients input and opinion.'

'Increasing clinical content at the meeting-appreciate that the other aspects are important and useful but general impression from doctors that I spoke to was that there was nothing of value for direct clinical practice for specialists (although other topics were acknowledged to be interesting and to have value). Bottom line is that clinicians get to attend one international conference a year maximum and are unlikely to attend EAPC regularly unless there is something of relevance to clinical (biomedical) care presented also-will go to other conferences instead that provide them with more updates on what is 'new' or evidence-based for patient care. Suggest that there is one strong parallel stream over the course of an afternoon for each discipline-nurses, doctors, social work etc. that provides them with an update on hot topics/ new discoveries and then that will satisfy clinical need while allowing them to also benefit from other sessions covering other topics on other days.'

'More content for non medical professions like social work in the future; clearer difference between the general and the scientific congresses.'

'More explanation of what session categories are; it was my first time at the congress and I didn't know the difference between plenary/ workshop/task force meeting etc...'

'Parallel sessions could be structured around research or methodological themes instead of being structured around certain groups or demographics - especially when we are focusing on equity and diversity. Instead of running separate sessions on the needs of ethnic minorities and LGBTQ+ individuals, talks surrounding these topics would be better placed in sessions where the research themes (ie bereavement) or methodology (ie qualitative reflexivity) were being highlighted. That way more people would be exposed to something new. Because when a session focuses on only LGBTQ+ people the majority of folks attending will already be interested or be LGBT themselves so we are not introducing anything new.'

What was the best aspect of this congress?

Theme	Number of respondents commenting	% of congress delegates (rounded to nearest whole number)
Content	365	21
Networking	307	17
Diversity	213	12
Meeting in person	191	11
Specific content	135	8
Learning	54	3
Location (inc venue)	47	3
Organisation	26	1
Atmosphere (friendliness of staff, volunteers, delegates)	21	1
Social activities (photos, art display, science slam)	20	1
Other (accessibility, app, environmentally friendly, presenting own work	11	<1
Posters	6	<1

'Meeting people in person after 3 long years on screen was the best thing. I think that trumped everything else and made it a lot easier to accept the negatives....but, please do think about planning better for Barcelona and Helsinki. That type of food and lack or hospitality (no break biscuits or food) wouldn't be good meeting people in person again.'

'My deepest respect and thanks for my personal highlight goes to a scientific researcher with an intellectual disability and his team in the session "Palliative Care for older people" regarding planning discussions with older family carers of people with intellectual disabilities. This is what research at eye

level looks like. In particular, I also liked the great talks in the parallel session "PS 19 - F The Lancet Commission on the Value of death: Future Actions for Palliative Care." Very evocative and inspiring, even if research findings not directly in the foreground. By the way: the fresh peppermint tea and the coffee were very good.'

'Seeing how important this subject is for so many people. Even if in our own setting we struggle every day to make it work it helps that we see that we are not alone. Seeing how kind and welcoming was everybody at the congress.'

'The compilation of information from and the gathering different country origins of resourced authors, speakers, specialities, departments, etc dealing with palliative patients and PC settings; even, involving the EMS and others, the like in community services. [Superb efforts!].'

'the networking is basic to improve personal skills and get new ideas for future team that will make collaborative teamwork into improving local, national or why not global actions.'

What was the worst aspect of this congress?

Theme	Number of respondents commenting	% of congress delegates (rounded to nearest whole number)
Catering	295	17
Room capacity	208	12
Venue	184	10
Content	149	8
Scheduling	95	5
Posters	55	3
Cost	29	2
Organisation	28	2
Networking	23	1
Other	34	2

Further breakdown of comments:

Catering:	Number of respondents commenting	% of congress delegates (rounded to nearest whole number)
Poor quality of food/catering	226	13
Quantity of food	72	5
Lack of variety	12	<1
Lack of special diet lunch	8	<1
Service	11	<1

Room capacity:	Number of respondents commenting	% of congress delegates (rounded to nearest whole number)
Rooms too full	116	7
Rooms too small	93	5
Unable to access sessions due to overcrowding	58	3
Delegates had to stand or sit on floor for sessions	11	<1

Venue:	Number of respondents commenting	% of congress delegates (rounded to nearest whole number)
Poor quality	106	6
Difficulties with wayfinding	99	6

Difficulties with logistics/accessibility	9	<1
Poor facilities	9	<1
Poor acoustics/AV facilities	3	<1
Uncomfortable temperature/ventilation	37	2

Content:	Number of respondents commenting	% of congress delegates (rounded to nearest whole number)
Poor quality	30	2
Irrelevant	54	3
Didn't reflect theme of 'Equity & Diversity'	17	1
Poor variety	13	<1
Poor thematics	11	<1
uninspiring	12	<1

Notes:

- Respondents who answered 'content' without elaboration were categorised as poor quality.
- Where respondents judged content to be irrelevant, 20 commented it was lacking in clinical (mainly symptom management) content. 10 said the time dedicated to awards was a negative aspect.
- Thematics: 2 respondents commented on lack of paediatric content.
- Uninspiring covers all responders who alluded to 'not learning', 'boring' and 'outdated'.
- Several comments on the content not reflecting the theme of the congress, with regard to content delivered and speakers;

'the lack of diversity among keynote/plenary speakers. some of them weren't even focused on the conference topic. the reliance on minority world/white speakers when the conference was about diversity was pretty shocking.'

'The presentation where only white people talked about health projects in African countries and reproduced structural racism and neocolonial thinking.'

'The theme for the meeting was diversity and I wish there were more non-white and non-european/US/Canada based speakers. I also wish a space had been provided in the program for the sharing of experiences of racism and sexism in science and the recent research on these themes. We talked a lot about it in the breaks but in my opinion this topic belongs to the main stage. My good friend Ursula Guirro presented an amazing talk on sexism in Palliative Care last Brazillian congress and I wished we had something similar. The "leadership panel" featured 4 men. Also there was a speaker who was presenting her research and talking about the countries included in her work- US, Europe, Canada (no Central or South America or Asia) and she said something like this: "We did not represent all countries but we have the most important ones" I was not the only one who noticed this statement. We talked about it over lunch and a lot of people were really shocked. Of course EAPC cannot control what speakers will say but maybe some previous orientation, maybe some written material could help.'

'the ongoing prominence of middle aged white men as key note speakers!'

Scheduling:	Number of respondents commenting	% of congress delegates (rounded to nearest whole number)
Poor quality	28	2

Content clash	42	2
Poor breaks	11	<1
Too much content	15	<1

Posters:	Number of respondents commenting	% of congress delegates (rounded to nearest whole number)
Poster format	45	3
No interaction with authors	11	<1

It is apparent that it is the format of the posters that delegates didn't like. No comments were made on the quality of the actual posters.

'The setup of the posters was a disgrace. Attendants work hard on their posters. To view a poster on an iPad screen is simply impossible. Also there was no sound provided, so the movies could not be viewed. On the two big screens you still had to search for posters by name, which makes it impossible to walk by and let your eye fall on an interesting looking poster. Also here the movies were shown on too small a size and with inadequate sound in a noisy environment. A big waste of time for your attendants and something that caused anger.'

Cost:	Number of respondents commenting	% of congress delegates (rounded to nearest whole number)
Registration fee too high	29	2
Local accommodation costs too high	5	<1

Organisation:	Number of respondents commenting	% of congress delegates (rounded to nearest whole number)
Poor quality	17	1
Poor communication/information	6	<1
Lack of printed programme	5	<1
Room changes	5	<1

Networking:	Number of respondents commenting	% of congress delegates (rounded to nearest whole number)
Poor networking	9	<1
Busy programme left no time for networking	10	<1
Venue not conducive for networking	6	<1

Other:	Number of respondents commenting	% of congress delegates (rounded to nearest whole number)
No translation	5	<1
Difficulty understanding speakers	6	<1
Sustainability concerns	6	<1
No option to attend online	2	<1
Other (difficulties with app, science slam, time of year, music, exhibition,	14	<1

loneliness, evaluation form length)		

Further comments

The final question in the evaluation form invited delegates to leave any further suggestions or comments…

Theme	Number of respondents commenting	% of congress delegates (rounded to nearest whole number)
Improve content	71	4
Better catering	57	3
Better venue	20	1
Improve diversity	17	<1
Reduce congress fee	10	<1
Have printed posters	9	<1
Schedule less concurrent content	7	<1
Add more social activity	7	<1
Avoid content clashing	6	<1
Timing: shorter days, more days	6	<1
Protected lunchbreaks	5	<1
Offer online/hybrid option	4	<1
Better ePoster terminals	3	<1
Improve networking	3	<1
Improve communication	2	<1
Use interactive tools	2	<1
Increase patient and public involvement	1	<1
Have a paper programme	1	<1

Further breakdown on 'improve content' comments:

Content:	Number of respondents commenting	% of congress delegates (rounded to nearest whole number)
Focus more on clinical content	21	1
Broaden/diversify content	16	1
Improve speakers	4	<1
Improve Q&A	1	<1

'The calibration of what is presented in oral sessions could do with some work - in some sessions for invited speakers very preliminary data was presented (e.g 3-4 participants) and the sessions included several speakers from same unit/research centre/Country. This was in comparison to some high quality work in poster abstracts which could have been high quality oral presentations. The oral presentations for selected abstracts were long - could shorter time slots allow for more people being given an oral presentation?'

'Stronger plenary sessions - visionary presentations, not the same as is presented every year'

'Some of the plenaries were excellent but others were not. I noticed that apart from the first plenary session (where it was hard to find a seat), the plenary hall was almost empty a lot of this time. I've not

seen that before at EAPC. Choice of plenary speaker is very important - one bad one and it puts people off attending the next.'

'I attended more EAPC congresses, this was professionally the worst.'

'General Assembly was disrupted by very inappropriate behaviour by a very small minority. They should be given feedback that their behaviour was disrespectful and unwelcome. Dissent is fine but needs to be done with kindness and respect to all.'

'Needs more workshops- where people work and create and learn not a lecture disguised as a workshop. More grief related subjects, more bringing in the local community or the conference venue- a presentation of what their Palliative care system looks like. A broader approach to palliative care as my type of service was never included or considered in any discussions or topics. A better closing ceremony that feels more like a ceremony as many people left and there was a very (!) long and boring presentation at the ceremony about death rattle etc which didn't really feel like a closing ceremony item more like a day 2 thing. I was also asked for GDPR sensitive info in a world grief cafe ie age, gender (male/female/ other- which isn't good enough since we were meant to showcase equity and diversity skills!!). I also feel the topic of focus wasn't in all presentations and this should have been a mandatory aspect to consider when deciding for speakers and abstracts. More considerations also about us and them - us the professionals and them the sick and dying- when we can be, or could be those we talk about often so cold and detached.'

'There was a lot of single use plastic which was disappointing to see - for example the hundreds of flags felt very inappropriate given the climate crisis. I would have like to see more action of the programmes chairs especially during the parallel sessions - for them to bring together the broader themes of the individual presentations. More interactivity such as polls.'

'focus on equity and diversity got lost as the congress went on - if congresses have mottos, stick to it more rigorously.'