

My Report

Last Modified: 11/13/2014

1. 1. How useful was each session format of conference? (1=Not at all useful; 5=Very useful)

#	Question	1	2	3	4	5	Total Responses	Mean
1	Abstract-Driven Sessions	0	2	12	28	20	62	4.06
2	Panel Discussion Sessions	0	2	9	29	17	57	4.07
3	Training Sessions	2	6	14	21	10	53	3.58
4	Lightning Sessions	2	15	20	17	8	62	3.23

Statistic	Abstract-Driven Sessions	Panel Discussion Sessions	Training Sessions	Lightning Sessions
Min Value	2	2	1	1
Max Value	5	5	5	5
Mean	4.06	4.07	3.58	3.23
Variance	0.65	0.60	1.09	1.13
Standard Deviation	0.81	0.78	1.05	1.06
Total Responses	62	57	53	62

2. 2. How satisfied were you with each of the following aspects of the conference? (1=Not at all satisfied; 5=Extremely satisfied)

#	Question	1	2	3	4	5	Total Responses	Mean
1	Caliber of speakers	0	1	8	32	22	63	4.19
2	Agenda and content	0	2	7	34	20	63	4.14
3	Location in Cebu province, Philippines	5	7	11	18	22	63	3.71
4	Hotel venue	0	1	7	24	29	61	4.33
5	Logistics and organization	0	0	3	23	37	63	4.54
6	Networking opportunities	0	2	11	18	32	63	4.27
7	Dinner events	1	2	14	19	27	63	4.10
8	Conference materials	1	5	20	25	12	63	3.67

Statistic	Caliber of speakers	Agenda and content	Location in Cebu province, Philippines	Hotel venue	Logistics and organization	Networking opportunities	Dinner events	Conference materials
Min Value	2	2	1	2	3	2	1	1
Max Value	5	5	5	5	5	5	5	5
Mean	4.19	4.14	3.71	4.33	4.54	4.27	4.10	3.67
Variance	0.51	0.54	1.63	0.56	0.35	0.75	0.93	0.87
Standard Deviation	0.72	0.74	1.28	0.75	0.59	0.87	0.96	0.93
Total Responses	63	63	63	61	63	63	63	63

3. 3. Which training session(s) did you attend?

#	Answer	Bar	Response	%
1	Equity measurement		18	29%
2	Health impact measurement		20	32%
3	Quality measurement		21	33%
4	Techniques to determine pricing strategy		14	22%
5	I did not attend any training sessions		20	32%

Statistic	Value
Min Value	1
Max Value	5
Total Responses	63

4. i. What did you like about the training session(s)?

Text Response	
detailed and useful tool	
learn from different countries	
Knowledgeable speaker	
Very participatory, very neutral and unbiased.	
The explicit way they were handled. the trainers made the sessions very interesting, welcomed all the questions to clarify issues and was explicit in their approach.	
small group enhancing assimilation.	
I only went to one. It provided useful background information and I liked learning from others how they deal with this issue/	
Interactive. I came away with the know-how to use the tools and methods immediately	
clear and precise	
Specific, creative and learn something which could apply in own program.	
They were very hands on and provided relevant information	
Clarity on the concept of equity and tools and techniques to calculate the same.	
Opportunity to deepen understanding of the topics at hand	
Training sessions on "Equity Measurement" and "Impact Measurement" were very useful.	
There was sufficient time. I appreciated having a learning (training) track altogether. I think you should keep this track, but not duplicate training sessions. You may also want to give trainers a format to follow.	
Engaging examples.	
Speakers knew their subject matter	
clear and easy to follow the speakers	
They were participatory, and introduce areas which are new to some of the attendants.	
Learn something new. Know how to use the tools. Can apply into work if required	
interactive and informative	
It was more interactive and the facilitator made it as simplified as possible	
The presenters were detailed enough to make me understand the concepts	
Well organized	
It was informative and there was enough room to ask questions where i was not comfortable	
The new skills demonstrated	
Very informative	
The pricing session was really informative and gave ample time for group discussion.	
Interesting perspective learning about McDonald's and Private strategy for pricing and where those can be transferred to our context	

Statistic	Value
Total Responses	29

5. ii. What would you have changed about the training session(s)?

Text Response	
bring more evidence and should have less session at the same time	
Too high level. Often trainings happened during the same time as other great sessions.	
Maybe share more training materials	
More time to be allotted.	
more indebt and more time with hands on and practicals.	
I would have liked to see more concrete examples of how this is approached in practice.	
Not to conflict with panel sessions which as a newbie was very interesting to me	
Have part of the sessions be put aside for the higher level stats and math.	
getting the material just after the training	
actually it was a sharing session rather than training.	
Some of the presenters went into too much detail on the history and not enough on the actual measurement	
Would have loved to attend all training sessions but had to choose between training vs panel vs abstract sessions. Thus, training sessions should not be mixed with others.	
Possibly add some pre-reading	
More focus on methods rather then using a specific tool would be good way to do a training workshop.	
Pricing with PSI Thailand - interesting discussion but more tangible guidance would have been useful. Quality with Cynthia Eldridge - the session seemed to lose it's way and didn't reach any conclusion; more time was required.	
Tell participants in advance that they should have laptops. Describe the training content, objectives, and needed materials in the conference program.	
Leaving with more concrete resources to apply lessons.	
More examples to work on - especially for comptations	
a bit more time because the session was not too long to spend time on using the tools that were available on line	
It would be difficult to consider some of them as trainings- they were similar to other presentations. It would have been good if copies of the materials presented were given to attendants.	
Should have more activities for practicing	
venues were a bit crowded	
Time for training sessions should be increased to allow more room for practical work	
Give the sessions slightly more time	
It was a good session , did not require to be changed.	
I would have given the training sessions more time for more indepth learning	
More interaction and exercises	
Might have been helpful to have some kind of handout or training tool to take away	
It was not necessarily a "training" session, in terms of leaving with any tangible tools. But obviously the topic did not lend itself to that; thus I don't think this should have been categorized as a training.	
Statistic	Value
Total Responses	29

6. 4. Choose your favorite and least favorite activity/session of the conference
 (Choose 1 Favorite and 1 Least favorite)

#	Question	Favorite	Least favorite	Total Responses	Mean
1	Abstract-driven sessions	25	9	34	1.26
2	Panel discussions	30	9	39	1.23
3	Lightning Presentations	9	31	40	1.78
4	Training Sessions	16	8	24	1.33

Statistic	Abstract-driven sessions	Panel discussions	Lightning Presentations	Training Sessions
Min Value	1	1	1	1
Max Value	2	2	2	2
Mean	1.26	1.23	1.78	1.33
Variance	0.20	0.18	0.18	0.23
Standard Deviation	0.45	0.43	0.42	0.48
Total Responses	34	39	40	24

7. i. Why did you like this the most? (Name particular sessions if you'd like.)

Text Response
For the most part, these were a great mix of research/program findings and panel discussion (through the Q&A part). Provided great exposure to what others are doing in the field and challenges faced. Also helped me identify people to follow up with during networking time.
Future of SF
informative
Many abstract driven sessions provided great insight and new information. I especially liked session on technology, sustainability and financing. Future of SF was also very interesting and thought provoking.
Hearing experts talk
training session
Hearing thought leaders talking and answering questions (eg vision for middle income countries)
Fantastic learnings and content, high quality speaker. Good global perspective across many program types.
Content and caliber of sessions were very good. Learned a lot.
I learnt a lot during the training sessions
different panelists to share experiences.
The panel sessions allowed for more in-depth discussion around a particular issue. This was more difficult in the abstract driven sessions given the diversity of the presentations.
Sustainability & strategies
I like the abstract-driven sessions most, because I can learn experiences from various programs, even though these programs work in the same field, for example health financing. I particularly like the session on Linkage with public sector.
I liked the health impact session most as I now know how to calculate DALYs and Naurali was able to answer all of our questions (with help from Kim).
I have learnt something new
Session on metric working group way forward for SF goal (quality, equity, cost effectiveness and health impact).
I liked sessions on demand side financing (thought stated as technology), quality
The abstract drive quality and assessment sessions were spot on - applied, challenging, interesting. I wish everyone could have attended these sessions.
Where the presentations addressed the topic of the session and the particular speaker understood how to talk to the topic, then the abstract-driven sessions were very useful and one learnt alot. Where the abstracts and the speakers just spoke about what they were doing in their country and did not present in a way that would be useful for understanding by those outside of the speaker's home country, they were less useful.
Relevance -equity measurement , it really hit the nail on the head and had a very good balance
Health financing and panel discussion about the future of social franchising as this gave a direction as where our SF programs should start getting prepared.
The session on a vision for SF in middle income countries. Terrific panel.
Added knowledge in a scientific way
Equity Measurement and Impact measurement were two training sessions that i liked the most. We learned new methods of calculating impact i.e DALYS Averted and calculating equity "Abstract Poverty" & methods for calculating "Relative Poverty".
It helps me to aware about what hapenning in the other plateform and some abstract are so inovative and helpful
Panel discussions. The individuals on the panels, the subject matter, the facilitation and the audience participation were all strong.
I was able to learn what others are doing in similar areas from the panel discussions I attended and also saw different organisation's opinions and directions for sustaining these efforts.
It challenged SF programs to have tight, almost elevator speeches, to describe the most important elements of their program. Unfortunately, very few programs highlighted metrics or described how they're operating at the purpose and goal level (of the logframe). They're stuck on outputs and activities.
Sharing experiences and best practicies between differents country and Social Franchising Structure
On health impact - speaker was knowledgeable.
I like the round table discussion on vision for social franchising in middle income countries in ten years. A lot of ideas and suggestion coming from this session.
Good preparations and background information shared
It was very informative and has given us the chance to learn from most experienced people.
"Training on Equity measurement". The trainer was very nice. Spoke not to fast. Easy to understand. Trainees had opportunity to practice using the toolkit
interactive, small groups so you are able to engage with the speaker
Chance to engage in discussion with the panelists
discussions were very helpful and one could learn a lot form other countries and organization. It is the only session which a lot of practical examples were shared. and I call it realities of social franchising
Using the DALYS and CYP calculations to evaluate the cost effectiveness of programs
Lively discussions , good questions and well moderated
Topics, discussion , questions
With pannel presentation it was a good opportunity to ask first hand information from the people doing various interventions
Lightening session was challenging, as briefing your program in three minute was a big challenge!
Abstract driven session on Quality Equity training
Information given helped with set up of our program
I attended the 'Vision for social franchising in middle income countries' session and really enjoyed the panel format, that I think was able to showcase a diverse variety of

opinions in an accessible way. I also really liked the forward facing topic of this session.

Quality measurement abstract session the second day in the afternoon; very relevant case studies and findings for what clients found was most important in terms of quality

Statistic	Value
Total Responses	47

8. ii. Why did you like this the least? (Name particular sessions if you'd like.)

Text Response	
Panel sessions were fine (nothing wrong with them!) but the lack of structure sometimes felt like time was wasted a bit - panelists spent time introducing their programs but it wasn't clear what the point was and it took a while to get in to dynamic discussion. I thought the combo of presentations/Q&A of the abstract-driven sessions worked better.	
Closing - no wrap up	
Although entertaining, the quality of most lightning presentations was rather poor.	
people talking blandly about their own programmes in 3 minutes is not very interesting.	
so short and some presentation do not really understand the project	
lightning presentations - too few original ideas, not enough spark; too much talking about 'my own programme'	
Not enough time to be specific on program. Most people gave program overview rather than why their program was unique.	
Not long enough to really allow presenter to deliver a meaningful message.	
Timing was inadequate for the presenters to explain their strategies clearly.	
Lightening presentation. Time is too short	
There were too many to absorb and the majority of them were very general. Many of them didn't provide insights into specific strategies that were employed.	
Actually it is not quite correct to say I like this session least, because I did not attend any of Panel discussions. I simply had more interest in other sessions.	
Abstract sessions where there was no data shared. Everyone uses mobile phones and has pretty dashboards! I want to see case studies of how the info made improvements.	
not much added to my knowlegde	
lighting presentation as most were not included the set criteria mentioned.	
Too much emphasis on financial sustainability and longer term visions of the role of social franchising. This is helpful to have as a topic, but it dominated the conference. Cost recovery discussions are more relevant and appropriate to the context where much of the social franchises are active.	
I think that the lightening presentations missed the mark this year. Presenters didn't follow the instructions/suggestions for the conference and so the presentations were too general and didn't provide insights or learnings. There was too much promotional stuff. If we really want the group to learn, we should have people present their failings, their challenges and how they have approached those challenges.	
The quality of the lightening presentations are driven by the quality of the presentation and the speaker. Most speakers had too many slides and instead of keeping their presentation to 3-4 slides - Problem, Solution, Results - tended to focus on process instead. A few did manage to do this and they were the ones that won. Perhaps in future, the conference needs to be more prescriptive on the format. I do know that you tried this year.	
too much stuff in a long time making , the information almost impossible to follow	
Lighting presentations as I could hardly find something to learn from	
I found some of the abstract sessions a bit disjointed. Made discussion difficult, more about clarifications than discussing common themes etc.	
Presenters had difficulty in conveying or distilling key messages in 3 minutes	
Lighting presentations were not light at all.	
The timing, it is so fast and there is no consideration for country who speaks another first language than english	
Lightning Presentations: I had been looking forward to these the most, hoping they would showcase lots of new ideas and insights. However, the majority of the lightning presentations lacked substance and didn't really address the topic of data-driven decision-making or present innovative new good practices. More coaching of presenters may have helped address this. In most cases, the presenters did not make full use of their 3 minutes. One or two stood out, e.g. MSI Pakistan and WHP India.	
The quality of abstracts (and presentations) was variable, which will always be the case. I think you should keep abstract-driven sessions, it's just that I liked them the least.	
I may appreciate this but i could' nt assit on any training session	
These were an advertisement for franchises, rather than presenting something new, or concrete.	
Speakers sometimes were too concerned with the time constraints,	
The presentation is too fast, not enough time to absorb. Anyway, it ita lightning presentation.	
Too many presentations and not enough time to learn and get more details for each idea	
Seems like lightening sessions were presented with the aiming of measuring skill of presenters to present within 3 minutes. The timeliness has got more attention than content of the presentations. Also, it was not clear whether awards were given based on presentation skills of presenters or program impact or innovation.	
"Improving the operational effectiveness and Efficiency of a social franchise program through A five - country intervention". The content was too technical. Difficult to understand. The Panel talked too much. Felt sleepy	
there was no oppportunity for questions in the lightning session	
lightning sessions: although a valuable way of providing lots of people a speaking slot, the presentations were very much the same	
It was over crowded and the participants were over repeating themselves in terms of questions asked. The presenters also were not deeply elaborative	
very few were well prepared	
n/a	
Session on Technological adaptations	
I attended a couple of abstract sessions - on LARCs and working with the public sector. I found them quite difficult as the presentations were often very different and I felt like the presentations gave too much general introduction and very little on the specific topic, which meant it just felt like a series of 3 different presentations rather than that there was a clear link between them.	
Too much information at once, it was hard to sift through the different models that were presented.	
Statistic	Value
Total Responses	41

9. 5. What topic, session or activity did you think was missing from the agenda?

Text Response	
Research! There were not enough researchers represented. I think it would be great to have researchers at the conference to hear about the challenges in the field and learn what are the gaps in knowledge (e.g. what data do practitioners need to inform their work), but also to present evidence-based analysis targeting practitioners. Also would have really appreciated structured networking activities (speed meetings etc) to ensure that I met a variety of people from the get go. A lot of these people already knew each other well and that made it difficult for a newcomer to break in.	
Government perspectiv	
Advocacy as especially getting into and helping governments develop 3rd party financing mechanisms.	
summarize of sample of some countries where they do the franchise effectively	
It would have been great to get more donor perspectives.	
Business model for Social Franchise. Balanced focus on clinical quality but also marketing quality of managing SF.	
I would like to have seen a more macro-level discussion about the role that each of the actors play in strengthening the health system (eg how to ensure complementarity) This came out in the plenary but I'm not sure that there was space to discuss it in the sessions.	
I would like to have more talks on policy advocacy on social franchising and get the national health insurance authority involvement into the social franchise network.	
A metrics think-tank session.	
None	
Integration with other health areas, focus on cost recovery, focus on new versus older social franchises and successes/challenges	
The conference was organized around the goals and metrics of SF. This is fantastic and could be used again. Alternatively we could organize the conference around the skills needed by franchise programmes. This might allow us to have more discussions around advocacy, management challenges like supportive supervision, operational research (and programmatic learning), etc. I also think that the field study tours should be a focus of the conference - to get out and see several franchises. We could/should have the managers present work through a global tool to help establish its credibility. The revised tool/policy around the tool could be the output of the conference.	
The holy grail of social franchising is sustainability and moving beyond donor funding. While there was mention of this in a few of the speakers speeches, it was forgotten about in the rest of the conference.	
Perspective of key stakeholders - donors, government officials and media, regarding SF.	
I think we could have done the mhealth / technology sessions as live demos instead of powerpoint.	
Nothing that I can think of.	
Nothing	
None - the agenda rightly focused on a small number of themes.	
The schedule was a bit tight. After such a long travel, there was such a short time to visit Cebu.	
Here's what I wrote in my trip report: I learned a great deal at this conference and appreciate the size (170 delegates). It's a small community of social franchisors and this is a prime opportunity to network and learn from one another. During the next conference, it would be good to see more metrics put into practice and hear from social franchisors about the decisions they made based on evidence. It would also be nice to go "beneath the surface" more and learn about new ways of implementing, failures, and lessons learned. Since it's such an intimate setting and a small community of practice, we should capitalize on colleagues' experience to really move the field forward faster. I liked Cynthia's idea of having lightning rounds on SF failures. I also think you could use some sessions as problem solving sessions or an opportunity to analyze a problem together.	
I think a session showing more details about the global economic growth/situation, around the world and the demographic situation should be very helpful	
Further engagement with donors or government agencies, on their perspectives.	
A "bazaar" session where various social franchise initiatives will have tables or booths and those interested about certain practices/topics in their initiatives can consult them. They may have brochures (in "e" form or print) that may be available for those who want more information about a topic.	
I think there was not or not enough discussion on challenges/constraints of franchisees. Maybe because most of the participants are franchisers. Should have more franchisees' voice.	
Marketing (demand creation)	
information pack on the abstracts and presentations so as attendees you were better able to decide which sessions to go to	
New joiners: lessons for new SF programmes.	
None I can think of	
None	
Public sector point of view.	
n/a	
The Schedule was hectic, we may think to design in such a way that participants get some time to visit around that lovely planet. May be by keeping the conference of three days, devoting 3rd day for fun...	
Sessions on how to create demand for franchise-based health services using theory-driven, evidence-based interventions.	
Doners	
Not sure - might have been nice to see something on how social franchises are moving towards primary heath care from verticals	
NA	
Statistic	Value
Total Responses	36

10. 6. Overall, what do you think about the time allocated to presenters vs. to discussions? (Choose one)

#	Answer	Bar	Response	%
1	Too many presentations and not enough discussion		8	14%
2	Good balance between presentations and discussion		48	86%
3	Too much discussion and not enough presentations		0	0%
	Total		56	

Statistic	Value
Min Value	1
Max Value	2
Mean	1.86
Variance	0.12
Standard Deviation	0.35
Total Responses	56

11. 7. The primary benefit of this conference was: (Choose one)

#	Answer	Bar	Response	%
1	Ideas and lessons exchanged between those involved in social franchising		45	82%
2	General networking		5	9%
3	Raising the global profile of social franchising		5	9%
4	Visiting Cebu, Philippines!		0	0%
5	Other, please list		0	0%
Total			55	

Other, please list

Statistic	Value
Min Value	1
Max Value	3
Mean	1.27
Variance	0.39
Standard Deviation	0.62
Total Responses	55

12. 8. If additional conferences on social franchising are held, they should be:
 (Choose one)

#	Answer	Bar	Response	%
1	Again focused on social franchise implementers		14	25%
2	Open to the broader community involved in franchising		24	44%
3	Large and designed for both		17	31%
	Total		55	

Statistic	Value
Min Value	1
Max Value	3
Mean	2.05
Variance	0.57
Standard Deviation	0.76
Total Responses	55

13. 9. What will you do differently, based on something you learned at this conference?

Text Response
Will follow up with several of the models presented in the Lightening presentations to learn more about their work and potentially collaborate in future.
Work towards a outcome, statement or vision
Look at different financing options and design sustainability plan. Invite carefully chosen speakers from commercial franchising to offer insights into SF.
measuring equity; telemedicine; adopt a stronger business format approach.
extend to more field trip, give more opportunity to participants to join field trip.
measuring equity; more focus on business format approach; telemedicine ideas
Maybe offer 2 sessions at once vs. three.
More ways of increasing scope of interventions
increase to 4 days
Ensure that business skills training features prominently in our planned programs.
Accelerate opening of our pilot own maternity clinic to serve as the template for recruitment of franchisees. Update all our quality standards and ensure these are all in manuals for easier replication.
Strong advocacy for the national health insurance authority to involve in the social franchise network, especially for the private clinics.
Implement Total Market Approaches
I'd take the time to do a lightening presentation so I can have a chance to win an iPad! :)
redesign my model
mention discussion in stead of training and let participants get more time to networking.
Too much to note. this meeting is incredibly efficient and productive in terms of country exchanges, understanding challenges, successes, opportunities, the diversity of franchising models across countries, within countries. It is a true community of practice and I am grateful to be a part of it. We should have discussed the future of this COP, as it is apparent that leadership is changing and moving on.
Focus on the international metrics.
Focus on practice quality to define indicators, management approaches, policies, etc. Focus on advocacy.
Good ideas on software technology that we are already exploring for ourselves to implement. One possible piece of joint research that can done between ourselves and MSI in the future.
identify if our products are reaching the right people
I will start thinking about as how to calculate SF metrics and as how our program can start health financing.
We are aggressively pursuing commercialization in Philippines -- already on the cards, but this gave us more momentum with our team in PH.
Improve the tools we use in assessing impact and quality of services offered through our Franchise Model.
Be prepared in advance for the logistic It would be useful to have all the abstract/panel (narrative) before the conférence to know more about what would be discussed for sometimes, some presentations are disappointing About the training session, it would be great to have in advance the specific topic which will be adressed
Focus efforts on building our capacity to manage insurance schemes. This seems to be a solution to a lot of the challenges we encounter - the value proposition, the importance given to FP by providers, and sustainability.
The experiences from many other countries has helped me to see sustainability from many different angles. Will start discussions to explore ways of sustaining our franchise program based on the local context.
See above - learn from failures, go beneath the surface. I thought our metrics panel went well. Next time, we could highlight where metrics have been used and offer a more significant challenge to use them.
having a particular look on the cost effectiveness for the medical clinic provider but also, for the SF Franchising platform
Push metrics
Separate general management issues/concerns and technical/medical issues/concerns.
I can improve the services and quality/price of my frnachising network.
Business approach to strengthen while pushing for social good
I would advice setting different service fee rates for different providers serving different group of clients within the franchise, a more rigorous study of the clinics before they joined SF network, strengthening my link with participants from different countries and programs to continue learning from others experience
The Panel discussion session should be done differently. Need more interaction, discussion among listeners and speakers
Many ideas and lessons learnt. Will look at how what worked elsewhere, can be reworked into current processes
Focus on the financials - panelists weren't always that clear about financial viability of programmes.
Try and let franchisees see my organization as a partner but not (probably in business and improving health situation of people) and not a donor.
Using factual information to develop advocacy messages to lobby with Ministry of health for more support
Ensure that franchisor organization CEOs are present, government reps and some franchisees have a voice. Development partners come to see the value they are getting from their donations.
Measuring equity for our platform
Use metrics to define impact of our program.
Reinforcing the need for social franchising to be a channel towards UHC was a really important insight for me

Statistic	Value
Total Responses	43

14. 10. Any other comments about your experience at this conference?

Text Response	
Location was amazing, loved that it felt relaxing even though it was a work trip. A few things to think about for next time: 1) Day One overview could be presented in a more dynamic way. 2) Seemed like PSI, MSI, and Blue Star were way over represented and there seemed to be a heavy focus on family planning models, which I found odd. Would be great to balance this better in future (primary care, chronic conditions, dental care, mental health, eye care, so many other focus areas to include here!). 3) Probably as a result of the overwhelming presence of PSI and family planning, there were too many acronyms used casually in presentations and discussion, which is isolating for people who don't come from that background. (FP, LARCs, etc are not commonly known outside of family planning.) 4) I'm sure that you already heard about this and that the conference planners had nothing to do with it but the video shown with the national anthem was poorly chosen. Graphic violence (including an execution) is probably not the inspirational tone you want to set, at best, and debilitating for people with a history of violent trauma, at worst. (Again, probably not anything you could have controlled. But it was problematic.)	
For lighting presentations; can i suggest a new format: two stages (1) for the open presentation side, the focus has to be on a specific idea/component within a project - that is new and unique - not the entire project; the idea would have to be replicable to others if necessary. (2) a second component where the organisers set a challenge - a concept/concern within health, or a groups that is hard to reach - and presenters pitch a 3 minute idea how to solve that problem using social marketing ideas.	
Overall, plenty of discussion and networking time, very well organised, relevant sessions. Days were kept on time and did not feel too slow or too rushed. Fantastic job!	
The organizers were super friendly and on top of everything.	
rewarding	
Looking forward to the next one!	
The organizers should arrange an online forum for participants to post the most updated news, photos, and share experiences during and after the conference. This was done for the first Global Conference in Mombasa.	
Involve Government and Insurance company stakeholders if UHC is focus	
It was well done. Maybe 3 years is too much time between conferences? How about 2?	
None	
While the implementation focus is excellent and makes it one of the best meetings in this space, it is important to include some donor participation, as a number of donors are very technical and benefit from this level of engagement with implementers, this level of discussion, visioning, and trouble shooting. If they are not close to the pulse of what countries are doing and experiencing, donor investments are not strategic or relevant. It is a win win and please remember this opportunity for donor engagement and dialogue that should not be missed.	
Many thanks to the organizers for pulling together this conference. It is unique in its focus on implementors. The conference is a unique opportunity for social franchise managers to step back, think about the direction they are taking their franchise and reflect on how they might do it better. Learning from others is key to the success of any franchise. The conference is an opportunity for adopting global best practice standards to help shape the direction of franchising in the future. As such the conference can capitalize on this. Helping SF managers to understand the field, understand their contribution to the field and their ability to shape the field going forward is an important opportunity that cant be missed. If possible, the conference should be help in Pakistan next time with extensive field visits, world cafe sessions to promote discussion and learning, poster sessions to allow for in-depth learning and networking, and a focus on developing a global resolution that will help the SF community going forward.	
In order to open the conference to non-English speakers or speakers who feel uncomfortable speaking in English, we need to implement a volunteer translator system, making use of the pool of linguistic talent we have in the conference. This would allow for more participants from Latin/South America as well as French-speaking countries.	
Nil	
I love the venue, the food and the hospitality of Filipinos.	
Great work on organising -- a fun event on top of great content.	
I had a logistic problem because my organisation don't have any credit card to arrange the payment and this leads me to search far a solution on my own and disrupt my attention to the essential	
Cebu was a beautiful location but not very practical or convenient.	
Shared experiences, met great people and had a great time in Cebu. Thank you for the organisers.	
A lot of people complained that it was too far, particularly colleagues from Africa and Latin America. Some had to take 4 flights. I liked the exposure to PhilHealth and the midwives project - that was super helpful and really brought context to a lot of discussions. However, next time, you should try and consider a location that's more central. Not sure where that would be, but thought I'd throw it out there.	
Facilitate more professional networking by giving a recap list of all participant with a short recap of their activity. So organizer could help to indicate the person recommended for a specific support if needed	
The conference can be expanded, in size (maybe) and days - 2 days of sessions is limited.	
Good experiences. learn a lot.	
beautiful venue	
Dietary requirements need to more closely monitored	
Beautiful, peaceful location. Great!	
Presentations and other relevant slides used for facilitation should be made available where participants can access	
Loved the presentation by Rehana on how socila franchise is pivotal on the five pillars of health systems and how this can be used as a lobby/advocacy tool for governments	
Enjoyed it and hoping the next one in 3 years will have more franchises with connection to national health insurance and health systems.	
It was a good learning opportunity and implementers of SF should have this opportunity at least once in every year	
Had a great time! Met awesome people and learned alot!	
Although I have noted above that it should be open to the broader community I do think the size of the conference was an important benefit for me, as it felt like I was able to meet a great range of people, and created the sense of a close 'community of practice'.	
Statistic	Value
Total Responses	32