

DEVELOPMENT OF THE QUESTIONNAIRE FOR USE IN THE NHS OUTPATIENT DEPARTMENT SURVEY 2009

THE CO-ORDINATION CENTRE FOR THE ACUTE
PATIENT SURVEY PROGRAMME

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1 Introduction

In 2003 an Outpatient Department survey was carried out in all acute and specialist hospital trusts in England that ran outpatient clinics. The average response rate was 63%. The survey results were used locally in quality improvement programmes and in the 2003 performance indicators and star ratings. The survey was repeated in 2004 using a slightly revised questionnaire and the overall response rate was 59%.

This document describes the development work carried out by the Co-ordination Centre in preparation for the 2009 Outpatients Department survey. The aims of the development work were to:

- define the sampling frame and methodology that would be workable in all acute NHS trusts that have outpatient departments (165 in total)
- identify the issues salient to patients visiting Outpatients Departments by carrying out focus group discussions and to check that these have not changed since the earlier development work for the 2003 and 2004 surveys
- consult with the project sponsors (Care Quality Commission¹ and Department of Health) regarding the scope of the survey and to take account of policy priorities
- test the face validity of the questionnaire in cognitive interviews.

Question bank development

In the previous Outpatients Department surveys, trusts had the choice between using a pre-designed 'core' questionnaire or an 'enhanced' questionnaire, where additional questions could be added from a question bank of validated questions. This gave trusts the opportunity to include questions on issues of particular interest to them but that were not covered in the core questionnaire. In preparation for the 2009 survey, the question bank has been redeveloped to provide trusts with a greater selection of questions from which to choose.

¹ Formally known as the Healthcare Commission.

2 Focus groups

2.1 Introduction

The aim of the focus groups was to explore patients' views and experiences of hospital outpatient care in order to identify areas not covered in the 2004 questionnaire that could be used to develop new questions. A topic guide was devised to help guide the participants through the main stages of an outpatient's appointment. The broad topics to be discussed in the focus groups were:

- Making an appointment
- The waiting room
- Being treated by a health professional
- Tests and treatments
- Leaving the outpatients department

Prior to beginning any discussions, each participant was asked to write down on a post-it note three key words that summed up their last visit to the hospital as an outpatient. At the end of each session, participants were asked to complete a 'score' sheet where they were asked to score their experience of the main topics listed above on a scale of 1 to 10 (1 being 'poor', 10 being 'excellent') and make any comments related to these topics.

2.2 Method

Focus group participants were recruited by a specialist research recruitment agency. All participants had attended at least one outpatient appointment within the last 6 months, and represented a range of different hospitals. Each group had a mix of people with regard to their economic status and two groups also had a mix of ages. Participants for the other two groups were selected on the basis of their age. The recruiters were asked to select participants to ensure a mix of ethnicities that reflected the area in which the groups were held.

Four focus groups were carried out in October 2008 with a total of 38 participants:

Location	Age	Number
Leeds	Mixed (Range: 27 to 59 years)	9
Ilkley	Mixed (Range: 24 to 61 years)	10
London	50+ (Range: 50 to 77 years)	9
London	Under 50 (Range: 23 to 41 years)	10

Each focus group lasted approximately 1 ½ hours and was audio-recorded to ease later analysis. The recordings were transcribed and analysed, and care was taken to remove any information that could identify individuals or hospitals.

2.3 Findings

This section outlines the key findings drawn from all four focus groups.

Making an appointment

The vast majority of respondents had been referred to an Outpatient's Department by their GP and only a minority were offered a choice of hospital². The length of wait for an appointment varied greatly, from a couple of weeks to three or so months. Factors that would influence a preference for one hospital over another included; the hospital's reputation, its facilities – in particular the availability of parking, the hospital location in relation to the patient's home, how quickly they could get an appointment and which one was the 'best' at the particular speciality.

Very few participants had been offered a choice of date or time for their appointment and most found the appointment system inflexible if they had appointments scheduled for inconvenient days or times. Those who had regular appointments had particular difficulties with factors such as childcare arrangements and work if their repeat appointments were always on the same day of the week.

Perceptions of receptionists varied, as either being helpful and tailoring appointments to suit the patient or prohibiting this.

Waiting room

Whether a patient had a good or bad waiting experience once at their appointment greatly influences their whole perception of the appointment. A good waiting experience was typically described as one where the patient is seen on or close to their stated appointment time, and if there is a delay, the reason for this is communicated to the patient as well as the expected length of their wait and an apology.

A good waiting room was identified as one that is;

- Spacious
- modern looking
- light
- bright
- 'cheerful'
- good refreshment facilities
- entertainment facilities e.g. a television and books to read

A poor waiting experience is typically one that involves a long wait with no information given to the patient as to what is happening. Several participants mentioned having to wait up to three hours after their appointment time to be seen, which caused feelings of frustration and increased anxiety. Although the long wait was annoying and often inconvenient, the situation was exacerbated by a lack of information as to how long the wait would be. Most felt that had they been given some idea and apologised to, they would have accepted having to wait to be seen. This lack of information quite often caused the reception staff to be perceived as rude

² Some patients had been attending an Outpatient's Department for many years and so would have initially been referred prior to the implementation of the choice policy.

and unhelpful. Some patients also interpreted delays as being caused by the consultant giving preference to private patients first.

The uncertainty over the amount of time that would be spent waiting caused issues with parking. It was often impossible to know how long they would need to be parked for and so for those patients who visited hospitals with pay and display parking meters this was a further source of anxiety. Several patients recalled spending their time waiting worrying about whether or not they would get a parking ticket.

A poor waiting room was identified as being;

- cramped
- dull
- uncomfortable chairs
- old and outdated
- poor or no refreshment facilities
- poor or no entertainment facilities

Facilities to keep patients entertained whilst they waited were seen as vital, especially when the wait was long and the patient was nervous about the appointment. However, some participants did consider that feelings of comfort were influenced by the length of wait and as such nowhere would seem comfortable when having to sit around for several hours.

Being treated by a health professional

Seeing the health professional was generally the least problematic part of the whole appointment process. The majority of participants reported positive experiences of being treated but the manner and attitude of the professional played a quite big role in this. Many of the patients who attended the outpatients department were nervous and apprehensive so valued a health professional who was friendly and reassuring. Patients preferred seeing the same professional on repeat visits so that a relationship can be built.

While it was generally felt that consultants and other members of staff were good at making the patient feel fully informed, many of the participants saw the need for patients to be willing to ask questions to ensure a full understanding.

The majority of participants did not mind if they did not see the person named on their appointment letter; of greater importance was the professional's ability to answer questions and their awareness of the patient's medical history. Each group felt sure that the health professional had their medical records but many doubted whether the notes had been read prior to the appointment. Each group mentioned that seeing the health professional reading their records as they enter the consulting room led them to believe the professional was not fully aware of their medical history. The health professional asking for a quick 'synopsis' of their condition also evoked this feeling.

Health professionals other than consultants were seen as providing the best sources of information, for example physiotherapists. Pharmacists were seen as being particularly useful, and more so than doctors when it came to information regarding medication.

While it was common place for patients to have a great deal of trust in and respect for health professionals, if there was an incident that they wanted to complain about,

most patients said they would find it hard and feel uncomfortable doing so. One patient felt that they were not being listened to sufficiently well by their specialist but was anxious about complaining because they did not want to 'make waves'.

Tests and treatment

Perhaps unsurprisingly, there was a preference to have all tests take place in the same area of the hospital. Most patients recognised that this was not always practical but in which case it was felt that there was a need to provide written information and better signage so that they know where they have to be and at what time.

The main issues regarding tests were around the test results. Most participants were not told how long they would have to wait to receive their test results, causing them to feel anxious. Many also did not know how they would receive the results (for example, whether they needed to telephone the hospital or would be informed in the post) but there was a preference that they should be provided by a health professional (specifically not a receptionist) so that the patient could ask questions if necessary. A face-to-face appointment was sometimes seen as the best way to facilitate this but others would be equally happy receiving the results by telephone if it meant that they could get them sooner. A couple of participants mentioned that their test results had either been lost or they were not available when they went to an appointment expecting to be given them.

There was disagreement between the groups concerning how informed the patients felt about any treatment that was due to take place. Those who had received written information prior to their appointment felt fully informed and knew what to expect. One participant who did not feel so well informed however, did state a preference for verbal information as leaflets were not always read.

Leaving the Outpatient's Department

None of the participants recalled receiving copies of letters sent between the specialist and their GP. A couple of patients had opened letters that they were to give to their GP from the specialist as they felt it was their right to know what was being said. Others however, did not think it was important to see copies of these letters.

Opinion differed as to the degree of cooperation between the hospital and their GP. Some felt that there was a good amount of liaising while others did not believe that this happened, citing the specialist not being aware of the medication the patient was already taking as an indication of this.

Of those patients who were prescribed new medication during their outpatient appointment, the majority felt well informed about possible side-effects. A combination of both written and printed information to cover this was seen as the best option. Pharmacists were seen as the best source of information on medication, providing more detailed information than consultants.

Other issues raised in the focus groups:-

- Parking – high costs and a lack of availability
- Signage - to find way to the outpatient department and also around the hospital

- Infection control – hand wash gels not always present
- Hospital records – few respondents were aware that they were entitled to view these and there was uncertainty over how to get access to them if they wanted to
- Being accompanied to appointments – this was seen as vital by some people primarily to make sure everyone affected by the medical condition was fully informed
- Patient Transport Service (PTS) – delays being picked up or transport not arriving at all. It was noted that this had a knock-on effect for those not travelling by patient transport as their own appointments could be delayed as a result
- Supplementary information – while patients did not raise complaints over a lack of information provided by the health professionals they did all seem to feel the need to source their own supplementary information. This included looking for relevant information on the internet and attending support groups and patient associations. Rarely was this information provided by the health professional and on some occasions, patients reported being alarmed by what they found.

2.4 Conclusions

In summary, the focus groups showed that the following aspects of care in an Outpatients Department were regarded as important:

Appointments and Waiting

- Length of wait to receive appointment date
- Choice of hospital
- Flexibility of appointment date and time
- Being told how long they would have to wait to be seen
- Receiving an apology if the appointment was delayed
- Appearance of the waiting room/area
- Having a good range of entertainment facilities in case of delay

Facilities

- Spacious and 'cheerful' looking waiting area
- Good refreshment facilities nearby
- Good entertainment facilities e.g. TV, books
- Good parking facilities, i.e. inexpensive, good availability, suitable payment method
- Better signage around the hospital
- Availability of hand wash gels

Staff – interpersonal aspects of care

- Having confidence and trust in the doctors and nurses
- Feeling reassured
- Courteous reception staff
- Being able to understand the explanations provided
- Having the opportunity to ask questions
- Awareness of medical condition
- Seeing same professional on repeat visits
- Feeling able to complain if necessary

Tests and treatment

- Information about where and when tests would take place

- Being told how long to wait for test results
- Tests results being available when anticipated
- Being able to ask questions about test results
- Being fully informed about a treatment prior to it taking place

Information

- Receiving copies of letters sent between hospital and GP
- Co-operation and coordination of care between hospital and GP
- Being given important information in both verbal and written formats

3 Consultation with stakeholders

3.1 Consultation with the Department of Health

Discussions were held with representatives from key policy and strategy teams within the Department of Health who had an interest in developing new questions for inclusion in the Outpatients Department survey question bank. The main areas, around which questions were developed, are detailed below.

Hospital choice

The NHS Improvement Plan (2004³) had the empowerment of patients as one of its core principles. Fundamental to this was the notion that patients should be able to choose from a range of services that best meet their needs and preferences. Choice at referral to hospital was introduced on 1st January 2006 and in April 2008 the choice policy was fully implemented so that all patients who require an elective referral can choose to be treated by any provider that meets NHS eligibility criteria. This covers referral to an outpatients department. Questions around choice of hospital included in the 2008 Inpatient survey question bank were modified and some further questions relating to the reasons for choosing a hospital and the sources of information consulted in order to make this choice were developed.

Buildings and facilities management

As highlighted by the focus groups, a patient's overall perception of their outpatient experience can be greatly influenced by their experience of waiting to be seen once at the hospital, for example the cleanliness and comfort of the waiting area and access to good facilities. The Department of Health's Estates and Facilities team also requested that the questionnaire covered issues around buildings and facilities management that could influence a person's experience of their health care.

Coupled with this, is the way in which the hospital buildings and facilities either contribute to or impinge on a person's privacy and dignity. One area of particular concern was around the maintenance of a person's dignity when they were wearing a hospital gown.

Infection control

Hospital cleanliness and the prevention and spread of hospital acquired infections have come under intense scrutiny in recent years. The questionnaire already asked about the cleanliness of the Outpatients Department and toilets but did not cover infection control. Unlike people staying in hospital as inpatients, those attending for an outpatient's appointment are less likely to notice members of staff washing their hands between patients and so questions were developed that focused on the visibility and promotion of patient and visitor infection control.

Information provision

³ Department of Health, *The NHS Improvement Plan: Putting people at the heart of public services* London: Department of Health, 2004.

Patients have varying requirements with regards to information provision and the Department of Health were keen to determine if the differing needs were being provided for. In addition to this, in order to feel involved in their care, a patient needs to feel informed at each stage of their care pathway. Questions were therefore developed to cover information provision before, during and after their outpatient appointment.

3.2 Consultation with the Healthcare Commission

Discussions were also held with the Healthcare Commission's Public Health team regarding the inclusion of public health related questions in the survey. It is recognised that health professionals play a vital role in "raising people's awareness of the benefits of healthy living – as part of the wider NHS responsibility to patients to improve health, not just provide healthcare for the sick"⁴. Questions were included to assess whether hospital staff were providing advice or help on areas such as eating a healthy diet, getting enough exercise and giving up smoking. Reservations were voiced early however, over the appropriateness of such questions for a survey of outpatients.

⁴ Choosing Health: making healthy choices easier (2004) Department of Health p.124

4 Amendments made to the existing question bank questionnaire

Following the stakeholder consultation and focus groups, a questionnaire was drafted to be tested in cognitive interviews. Amendments made to the existing questionnaire (i.e. the question bank questionnaire used in the 2004 Outpatients Department Survey) are detailed below. Changes are shown with deletions struck-through and insertions underlined (unless entirely new questions have been drafted). Unless otherwise stated all question numbers in this section refer to the latest 2009 Outpatients Department Survey question bank questionnaire.

Section A: Before the Appointment

Efforts to decrease the length of waiting faced by patients between being told they needed a hospital appointment and actually being seen has meant that waiting times for outpatients appointments have fallen over recent years. The Department of Health requested the answer options for question A1 be amended to reflect this change and so provide more accurate information.

A1. Overall, from the time you were first told you needed an appointment to the time you went to the Outpatients Department, how long did you wait for an appointment?

- 1 ~~Up to 1 month~~ 1 week to 2 weeks
2 ~~1 month to 6 weeks~~ 2 weeks to 4 weeks
3 4 weeks to 6 weeks

Information provision at each stage of a patient's pathway is an important part of reducing patients' anxieties as well as a way of managing their expectations. The existing questionnaire already included some questions to cover information provided during the consultation itself, but further questions were added looking at information provision prior to the appointment. These two questions were taken from another questionnaire within the NHS Patients Survey Programme, the Adult Inpatient questionnaire.

A3. Before your appointment, were you given any printed information about the **hospital?**

- 1 Yes
2 No
3 Don't know/ Can't remember

A4. Before your appointment, were you given any printed information about your condition or treatment?

- 1 Yes
- 2 No
- 3 Don't know/ Can't remember

Since the survey was last run, new policies have been introduced meaning that elective patients are offered a choice of hospital to attend for their appointments. In 2006, patients were offered a choice of four or five hospitals and in April 2008 this was extended to 'free choice', whereby patients could choose from any hospital in the country. A series of questions were added to the questionnaire designed to look at patients' experience of being offered (or not) this choice, the information used to make this choice and reasons behind the choice made. The first question routed those people who had their first appointment prior to 2006 past these questions so that only those who had their first appointment since the choice policy came into force were asked. (This first routing question was later replaced after cognitive testing - see Section 5.5 for details)

When was your first outpatient appointment for this condition?

- 1 Before 1st January 2006 → **Go to B1**
- 2 Since 1st January 2006 → **Go to A13**

A13. Who referred you to see a specialist?

- 1 A doctor from my local general practice
- 2 Any other doctor or specialist
- 3 A practice nurse or nurse practitioner
- 4 Any other health professional (for example, a dentist, optometrist or physiotherapist)
- 5 Don't know / Can't remember

A14. When you were referred to see a specialist, were you offered a choice of hospital for your first hospital appointment?

- 1 Yes → **Go to A16**
- 2 No, but I would have liked a choice → **Go to A15**
- 3 No, but I didn't mind → **Go to A15**
- 4 Don't know/ Can't remember → **Go to A15**

A15. Were you told why you were not offered a choice about where you were referred to?

- 1 Yes, definitely → **Go to B1**
- 2 Yes, to some extent → **Go to B1**
- 3 No → **Go to B1**
- 4 Don't know/ Can't remember → **Go to B1**

A16. Overall, how much information did you get about the different hospitals to help you choose?

- 1 I got enough information → **Go to A17**
- 2 I got some information, but not enough → **Go to A17**
- 3 I did not get any information but I would have liked some → **Go to A18**
- 4 I did not get any information but I did not want/need any → **Go to A18**

A17. Was the information about different hospitals easy to understand?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not get any information

A18. Was the hospital where you had your outpatient appointment your first choice?

- 1 Yes → **Go to A19**
- 2 No → **Go to A20**
- 3 Can't remember → **Go to A19**

A19.What was your main reason for choosing this hospital? (Tick **ONE** only)

- 1 Location/ easy to get to
- 2 Length of wait for an appointment
- 3 Good record of low infection rates (e.g. MRSA, other superbugs)
- 4 Personal experience
- 5 Recommended by friends/family
- 6 Recommended by GP or NHS staff
- 7 Specialist hospital for my condition
- 8 Reputation of hospital and/or staff
- 9 Other

A20.What sources of information did you use to help you choose where to have your outpatient appointment? (Tick **ALL** that apply)

- 1 GP → Go to A21
- 2 Consultant → Go to A21
- 3 Any other NHS staff member → Go to A21
- 4 Myself / my own previous experience → Go to A21
- 5 A booklet or leaflet about my choices → Go to A21
- 6 NHS Choices website → Go to A21
- 7 Other internet site → Go to A21
- 8 Family / Friends → Go to A21
- 9 None – I did not need information → Go to B1
- 10 Other → Go to A21

A21.What was the most useful source of information when choosing where to have

your outpatient appointment? (**Tick ONE only**)

- 1 GP
- 2 Consultant
- 3 Any other NHS staff member
- 4 Myself / my own previous experience
- 5 A booklet or leaflet about my choices
- 6 NHS Choices website
- 7 Other internet site
- 8 Family / Friends
- 9 Other

Section B: Arrival at the hospital

A new section was added covering arrival at the hospital and the Outpatients Department. The focus groups highlighted this as an important area that had the potential to cause unnecessary anxiety to the patient.

B1. How did you travel to the hospital? Please think about your main form of transport only (**Tick ONE only**)

- 1 By Patient Transport Services (Hospital transport/ Non urgent ambulance transport) → **Go to B2**
- 2 By car → **Go to B3**
- 3 By taxi → **Go to B4**
- 4 On foot → **Go to B4**
- 5 On public transport → **Go to B4**
- 6 Other → **Go to B4**

B2. Did the hospital transport pick you up at the arranged time?

- 1 Yes
- 2 No, it arrived earlier than I expected
- 3 No, it arrived later than I expected
- 4 It did not turn up at all
- 5 I wasn't given a time
- 6 Don't know / Can't remember

B5. Once you arrived at hospital, was it easy to find your way to the Outpatients Department?

- 1 Yes, definitely
- 2 Yes, but it could be improved
- 3 No
- 4 Don't know / Can't remember

B6. When you arrived at the Outpatients Department, how would you rate the courtesy of the receptionist?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 6 Very poor

Section C: Waiting

Owing to the delays faced by some patients waiting to be seen once they arrive at the hospital, the waiting area becomes a key part of the patient's experience of the Outpatients Department. This section was therefore expanded to cover some of the aspects of the waiting area that can impact on the patient's perception of their visit. Questions covering communication in relation to delays already existed in the 2004 questionnaire.

C5. Were you able to find a place to sit in the waiting area?

- 1 Yes, I found a place to sit straight away → **Go to C6**
- 2 Yes, but I had to wait for a seat → **Go to C6**
- 3 No, I could not find a place to sit → **Go to C7**
- 4 I did not want to find a place to sit → **Go to C7**
- 5 Don't know/ Can't remember → **Go to C7**

C6. Were the seats in the waiting area comfortable?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 Don't know/ Can't remember

C7. Was the waiting area the right temperature for you?

- 1 Yes, it was the right temperature
- 2 No, it was too hot
- 3 No, it was too cold
- 4 Don't know/ Can't remember

C8. Were suitable magazines or newspapers provided in the waiting area?

- 1 Yes
- 2 No
- 3 I did not want/need any

Section D: Hospital Environment and Facilities

The questionnaire already asks patients to rate the cleanliness of the department and the toilets but given the increased and persistent focus on hospital acquired infections, new questions were added that asked about the promotion of hand-washing and the availability of hand-wash gels. While the focus group participants seemed encouraged by the presence of hand-wash dispensers it was noted that they were not always filled.

D5. Were hand-wash gels available for patients and visitors to use?

- 1 Yes
- 2 Yes, but they were empty
- 3 I did not see any hand-wash gels
- 4 Can't remember

D4. Did you see any posters or leaflets in the Outpatients Department asking patients and visitors to wash their hands or to use hand-wash gels?

- 1 Yes
- 2 No
- 3 Can't remember

D7. Were you ever bothered by noise during your visit to the Outpatients Department?

- 1 Yes
- 2 No

D8. If you needed help from a porter to get around the hospital did you get it?

- 1 Yes, as soon as I needed it
- 2 Yes, but I had to wait
- 3 No
- 4 I did not need any help getting around

Section E: Seeing a doctor

Many of the focus group participants mentioned being anxious about their outpatient appointment and so the communication skills of the health professional were seen as essential for putting the patient at ease and enhancing their experience. The questionnaire already covers communication in some detail but the following questions were taken from the question bank for the Adult Inpatient survey.

E10. If you had any worries or fears about your condition or treatment, did a doctor discuss them with you?

- 1 Yes, completely
- 2 Yes, to some extent

3 No

4 I did not have worries or fears

(The following question was removed after cognitive testing – see Section 5.7 for details)

During your appointment, did doctors give you any information **in a way** that upset you?

1 Yes

2 No

Section F: Seeing another professional

F11. If you had any worries or fears about your condition or treatment, did he/she discuss them with you?

1 Yes, completely

2 Yes, to some extent

3 No

4 I did not have worries or fears

Section G: Overall about the appointment

Information provision is essential for everyone, especially those with particular needs and requirements. Therefore, questions were added to identify whether those with specific accessibility requirements were being given important information in a language or format that suited them.

G3. Have you been given any information (e.g. leaflets, other types of media) in a language you can understand?

1 Yes

2 No

(The following two questions were removed after cognitive testing – see Section 5.7 for details)

At the time of your most recent outpatient appointment, did you have a condition that affected your ability to access information?

1 Yes

2 No

Was this taken into account when information was offered to you (e.g. large print, other types of media)?

1 Yes

2 No

Maintaining a patient's privacy and dignity throughout their care and treatment is a fundamental right. The questionnaire already includes questions on privacy and dignity while being examined and also when discussing their care and treatment. The following questions are designed to look at dignity at a time when a patient might feel particularly vulnerable, when they have to undress.

G9. Did you have to undress when **being examined or treated**?

1 Yes → **Go to G12**

2 No → **Go to G13**

3 I wasn't examined or treated → **Go to G13**

G10. Were you told **before** your appointment that you would have to undress?

1 Yes, definitely

2 Yes, to some extent

3 No

4 Don't know/ Can't remember

G11. Did you have to wear a hospital gown at any point during your appointment?

1 Yes → **Go to G12**

2 No → **Go to G13**

3 Don't know/ Can't remember → **Go to G13**

G12. Did you have to sit in an area with other patients while wearing the gown?

1 Yes, and I was not happy about it

2 Yes, but I did not mind

3 No

4 Don't know/ Can't remember

All patients have the right to feel safe when visiting hospital and while it might not be as big an issue in Outpatients Departments as in other areas of the hospital it is still a concern to some trusts.

G13. While you were in the Outpatient Department, did you feel threatened by anyone?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

Previous patient feedback and the focus groups suggested that patients did not always feel as though they were being treated like an individual by hospital staff and as such, individual needs they might have were not always acknowledged. Two versions of a question designed to look at this were developed for testing. (Both versions were later removed from the questionnaire after cognitive testing – see Section 5.5 for details).

Were the staff sensitive to your individual needs?

- 1 Yes, all of the staff were
- 2 Some of the staff were
- 3 Very few or none of the staff were

OR:

Was there any point where you felt the staff were insensitive to your individual needs?

- 1 Yes
- 2 No

A new section of questions was added in relation to health promotion. Lifestyle-related illness is hugely expensive for the NHS so public health advice is seen as vital in reducing this burden on the health service. Medical practitioners play an important role in providing this advice. The first 7 of these questions listed below were developed for the 2008 Local Health Services survey which is also part of the NHS Patient Survey Programme. Two versions of a question on lifestyle related advice were proposed for testing, with the aim of providing a summary measure of this aspect of health promotion. (These questions were later removed from the questionnaire following cognitive testing – see Section 5.5 and 5.7 for details)

Did you have your blood pressure taken during your Outpatients appointment?

- 1 Yes

- 2 No
- 3 Not sure/ Can't remember

During your appointment, were you given any advice on your **weight**?

- 1 Yes – I was told I should try to lose weight
- 2 Yes – I was told I should try to stay the same weight
- 3 Yes – I was told I should try to gain weight
- 4 No, but I would have liked some advice
- 5 No, but I did not want any advice

During your appointment, were you given any advice or help on **eating a healthy diet**?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No, but I would have liked help/advice
- 4 No, but I did not want any help/advice

During your appointment, were you given any advice or help on **getting enough exercise**?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No, but I would have liked help/advice
- 4 No, but I did not want any help/advice

During your appointment, were you given any advice or help on **giving up smoking**?

- 1 I do not smoke
- 2 Yes, definitely
- 3 Yes, to some extent
- 4 No, but I would have liked help/advice
- 5 No, but I did not want any help/advice

During your appointment, were you asked about how much alcohol you drink?

- 1 Yes

- 2 No
- 3 Don't know/Can't remember

During your appointment, were you given any advice or help on **sensible alcohol intake**?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No, but I would have liked help/advice
- 4 No, but I did not want any help/advice
- 5 I do not drink alcohol

Has a friend, family member, doctor or other health worker been concerned about your drinking or suggested you cut down?

- 1 Never
- 2 Yes, but not in the last year
- 3 Yes, in the last year
- 4 Don't know/ Can't say

Two versions of the following question were tested:

During your appointment, were you given any advice on changes to your lifestyle that might improve your health? (e.g. changes in your diet, information about physical exercise)

- 1 Yes
- 2 No, but I would have liked help/advice
- 3 I did not want or need any help/advice

OR:

Were you given advice about changing anything in your life to reduce problems from the condition which caused you to come to hospital?

- 1 Yes → **Go to G39**
- 2 No → **Go to G40**

What were you given advice on? (Tick ALL that apply)

- 1 A healthier diet

- 2 Stopping smoking
- 3 Sensible drinking
- 4 Adequate exercise

Section H: Tests and Treatment

Diagnostic tests are a major part of the work carried out in Outpatients Departments. The section on tests was expanded to include further questions on the provision of information surrounding tests and their results.

H2. Before your appointment, were you told that you would have a test(s)?

- 1 Yes
- 2 No, and I did not mind that I wasn't told
- 3 No, but I would have liked to know

H4. Did a member of staff explain **where you needed to go in the hospital for these test(s)?**

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

OR

H4. Was it easy to find **where you needed to go in the hospital to have the test(s)?**

- 1 Yes, definitely
- 2 Yes, but could be improved
- 3 No
- 4 Don't know / Can't remember

H5. Did a member of staff explain **what would happen during your test in a way you could understand?**

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

H9. If you had questions to ask about the test results, did you get answers that you could understand?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not need to ask
- 5 I did not have an opportunity to ask

Section J: Leaving the Outpatients Department

Information regarding the next steps after leaving the appointment was seen as an important yet often overlooked area. Continuity of care and communication between the hospital and GP in particular, were seen as an area that could be improved. Questions were therefore added to cover provision of information.

J2. Were you involved as much as you wanted to be in decisions about the best medicine for you?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

J8. As far as you know, was your GP given all the necessary information about the treatment or advice that you received at your appointment?

- 1 Yes
- 2 No
- 3 Don't know

J10. Before you left the Outpatients Department, were you told what would happen next (e.g. whether you needed another outpatients appointment, to see your GP etc)?

- 1 Yes
- 2 No
- 3 Don't know / Can't remember

J14. Were you told where you could find further advice or information to help you manage your condition (e.g. information on local support groups, social care and benefits)?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 No but I have not needed such information
- 5 Don't know / Can't remember

OR:

J14. Did hospital staff give you information about **voluntary and support groups** for people who have a similar condition in your local area?

- 1 Yes
- 2 No, but I would have liked some
- 3 No, but I got information from somewhere else
- 4 No but I did not want/need this information
- 5 Don't know / Can't remember

J15. Did hospital staff give you information about any **government assistance**, such as benefits, tax breaks or home care, for people in your situation or with your condition?

- 1 Yes
- 2 No, but I would have liked some
- 3 No, but I got information from somewhere else
- 4 No this was not relevant for me
- 5 Don't know / Can't remember

Section L: Your background

The following questions are included in the national Adult Inpatients survey and so have also been added to the demographic section of this survey to increase consistency across the national patient survey programme.

L3. What is your religion?

- 1 None **→ Go to L5**
- 2 Christian (including Church of England, Catholic, Protestant and all other Christian denominations) **→ Go to L4**

- 3 Muslim → Go to L4
- 4 Hindu → Go to L4
- 5 Sikh → Go to L4
- 6 Jewish → Go to L4
- 7 Buddhist → Go to L4
- 8 Any other religion (Please write in box)
-
- Go to L4

L4. Were your religious beliefs respected by the hospital staff?

- 1 Yes, always
- 2 Yes, sometimes
- 3 No
- 4 My beliefs were not an issue during my hospital visit

In the 2007 Adult Inpatients Survey, the Co-ordination Centre revised questions asking about long-standing conditions. Reasons for this change are outlined in the development report for the 2007 Inpatients Survey⁵. As demographic questions need to be consistent across all patient surveys this Outpatients Department Survey will include the new version of the questions on long-standing conditions.

Previous version:

K6. [in the 2004 Outpatients Department Survey question bank questionnaire] Do you have a long-standing physical or mental health problem or disability?

- 1 Yes → Go to 55
- 2 No → Go to 56

K7. [in the 2004 Outpatients Department Survey question bank questionnaire] Does this problem or disability affect your day-to-day activities?

⁵ This can be found on the NHS Surveys website at <http://www.nhssurveys.org/survey/559>

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

Revised version:

L7. Do you have any of the following long-standing conditions? (TICK ALL THAT APPLY)

- 1 Deafness or severe hearing impairment → Go to L8
- 2 Blindness or partially sighted → Go to L8
- 3 A long-standing physical condition → Go to L8
- 4 A learning disability → Go to L8
- 5 A mental health condition → Go to L8
- 6 A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy → Go to L8
- 7 No, I do not have a long-standing condition → Go to L9

L8. Does this condition(s) cause you difficulty with any of the following? (TICK ALL THAT APPLY)

- 1 Everyday activities that people your age can usually do
- 2 At work, in education, or training
- 3 Access to buildings, streets, or vehicles
- 4 Reading or writing
- 5 People's attitudes to you because of your condition
- 6 Communicating, mixing with others, or socialising
- 7 Any other activity
- 8 No difficulty with any of these

5 Testing the draft questionnaire: cognitive interviews

5.1 Introduction

Fifteen cognitive interviews were carried out in January and February 2009. A specialist agency was used to recruit the interviewees and the interviews were carried out in Birmingham. The purpose of the cognitive interviews was to test the face validity of the questionnaire. The interviewees were asked to read the instructions on the front of the questionnaire and to answer the questions. They were asked whether the instructions were clear and easy to understand and they were encouraged to comment on any thoughts they had whilst completing the questionnaire. The researchers continually probed the participants while they were completing the questionnaire to assess their comprehension of the questions and to ensure that the given response options were appropriate to their answers. Particular attention was paid to the newly designed questions. Interviewees were also asked if they felt that any issues had been omitted.

Note: Question numbers in this section relate to each question's placement in the test versions of the questionnaire. Where questions were included in the final 2009 Outpatients Department Survey questionnaire the relevant question number from the 2009 question bank is written in brackets [].

5.2 Testing version 1.1: findings

General comments

This questionnaire version was tested with five respondents, all of whom had attended an Outpatients Department within the last six months for a range of reasons. Two of the interviewees had long-term conditions that required attending outpatient appointments regularly, while another had attended the Outpatients Department on three separate occasions. One interviewee had only attended one appointment while the remaining interviewee had also only attended one appointment but it was a follow-up to a visit to A&E the previous week. This interviewee had trouble distinguishing between A&E and the Outpatients Department.

Section A: Before the appointment

A1. Who made your most recent appointment?

Only the two respondents who regularly attended the Outpatients Department found this question straightforward to answer. They both booked their subsequent appointment while at the hospital so both selected answer option two, 'the appointment was made by someone at the hospital'. There could be the possibility that some people in a similar circumstance would choose answer option 3, 'I made the appointment myself' as it was being made in person.

The interviewee who was attending her initial consultation deliberated momentarily over whether her appointment was made by her GP or optician, before stating that it must have been her GP. Had it been her optician, there would not have been an

appropriate answer option. The interviewee who had been referred to the Outpatients Department following a visit to A&E said that he 'went to Outpatients without an appointment'. When probed he said he went to A&E and was then 'taken round there', in reference to the x-ray department. It did not seem to be clear to him where his visit to A&E began and his outpatient appointment ended.

The final interviewee felt that she had to answer 'don't know/can't remember' to this question as she had received a letter asking her to attend the Outpatients Department for an appointment but she did not know who made the appointment for her. She felt that it could have either been someone at the hospital in relation to an inpatient stay she had or her GP. Later in the interview it emerged that she had actually attended the Outpatients Department on three occasions and had answered this question in relation to her first appointment, not the most recent one.

A2. [A1] Overall, from the time you were first told you needed an appointment to the time you went to the Outpatients Department, how long did you wait for an appointment?

The interviewee who attended A&E initially felt that this question was not applicable to him as he was thinking in terms of his visit to the x-ray department when he was at the A&E department. After discussing what happened next however, it became apparent that he had been told to go back to the hospital one week later for a check-up, so his answer should have been 'one-two weeks'. The interviewee who was unsure who made her appointment also felt unable to answer this question as she had not been verbally told by a health professional that she needed an appointment but was sent a letter telling her to attend the Outpatients Department.

A4. [A3] Before your appointment, were you given any printed information about the **hospital**?

Those participants who had visited the hospital previously, either for an inpatient stay or because they attended the Outpatients Department regularly, had difficulty answering this question. One interviewee who attended outpatients every three months said that he did not want to answer 'no' to this question and appear critical of the hospital. He did not need this information prior to every appointment.

A5. [A4] Before your appointment, were you given any printed information about **your condition or treatment**?

Again, the interviewee who attended the Outpatients Department every three months for a long-standing condition felt that this question was not applicable to him as he had received this information on a previous occasion. The other interviewee who also attended regularly, said that he had been given printed information because he had been told not to drive to his appointment on that occasion.

A12. When was your **first** outpatient appointment for this condition?

One of the interviewees with a long-standing condition had been attending outpatient appointments for the previous 12 years. However, he had recently moved house and in doing so changed GP and hospital. He interpreted this question to be asking when his first outpatient appointment at the hospital that he was currently attending had been and so said it was 'since 1st January 2006'.

Another interviewee hesitated over this question and seemed to struggle with the wording used for the response options. He had only attended the Outpatients Department recently. Although the other interviewees appeared to have no problems answering this question one person did comment that the response options seemed strange and felt that there should be more options to break down the time period since January 2006.

A13. [A13] Who referred you to see a specialist?

One interviewee felt unable to answer this question for two reasons. First she felt that she had not seen a 'specialist' as such, just a nurse, but she could also not recollect having a discussion with her GP or other health professional with regards her first appointment, she was just sent a letter asking her to attend on a specified date.

The interviewee who had only attended one appointment at the Outpatients Department found this question very repetitive of question A1.

None of the participants had been offered a choice of hospital for their first appointment and so did not go on to answer the choice questions.

Section B: Arrival at the hospital

B1. [B1] How did you travel to the hospital?

One interviewee queried whether he should now be answering in relation to his most recent appointment again.

B3. [B3] Was it possible to find a convenient place to park in the hospital car park?

One interviewee answered 'no' to this question but when probed it became clear that this was not an accurate reflection of what happened. He had been dropped off at the hospital by a friend so he did not need personally need to find a place to park.

Section C: Waiting

C6. [C6] Were the seats in the waiting area comfortable?

One participant was unsure how to answer this question and so left it blank. She thought it was a strange question to ask as she had not paid any attention to how comfortable the seats were.

Two of the interviewees selected 'yes, to some extent' as their response and so were questioned as to why they thought this and not 'comfortable' or 'uncomfortable'. One interviewee said that although the chairs were plastic he would not describe them as uncomfortable as they were not broken. On the other hand, they were not as comfortable as an armchair. The other interviewee said that the chairs were hard but manageable.

C8. [C8] Were suitable magazines or newspapers provided in the waiting area?

One interviewee said that the waiting area was simply a row of chairs and no magazines or newspapers were provided and so answered 'no' to this question. Other interviewees however, also answered 'no' but in circumstances where there were some magazines but they were not the kind that the particular patient wanted to read.

Section D: Hospital environment and facilities

D1. [D1] Was it easy to get through the main entrance and move around in the Outpatients Department?

One interviewee understood the first part of the question to be in reference to the hospital's main entrance. The Outpatients Department itself was located in a separate building. Two of the respondents interpreted this question in relation to how easy it was to move from one part of the department to another.

D4. [D5] Were hand-wash gels available for patients and visitors to use?

One interviewee questioned whether this question included alcohol gels or if it was just being asked in relation to hand-wash being available in the toilet as it was preceded by the question asking about the toilet cleanliness.

Section E: Seeing a doctor

E6. [E6] Did you think that the doctor was deliberately not telling you certain things that you wanted to know?

One interviewee explained that the phrase 'certain things' triggered her to think about the situation and about specific things that she might have wanted to know in relation to her appointment. She felt sure that had the word 'certain' not been included she would have thought in more general terms.

E9. [E9] Did the doctor seem aware of your medical history?

One interviewee felt that she had to give an answer of 'don't know' at this question because it was not obvious to her whether he was or wasn't aware because nothing was mentioned in relation to her medical history.

E11. During your appointment, did doctors give any information **in a way** that upset you?

The interviewees interpret this question to be asking if the doctor gave them any information in a manner that they found upsetting. One interviewee said that there had been occasions in the past that she had considered upsetting because the doctor used terminology that she did not understand and she was given the impression that the doctor did not want to listen to what she had to say. Another interviewee felt that the question was more applicable to people with conditions more serious than his own and related to doctors 'bluntly stating the facts'.

Section F: Seeing another professional

F7. [F7] Did you think that he/she was deliberately not telling you certain things that you wanted to know?

One respondent said that around this point in the questionnaire she had reverted back to answering these questions in relation to the doctor that she had also seen.

Section G: Overall about the appointment

G4. At the time of your most recent outpatient appointment, did you have a condition that affected your ability to access information?

Only one interviewee hesitated at this question and said that they were not sure what it was asking. After giving it further thought, she felt it was about how people were given information if they had a particular condition such as Alzheimer's where it might be harder for them to understand the information. Other interviewees mentioned people with sight problems, hearing and speaking difficulties as well as those who lack access to the internet or telephone.

G12. [G10] Were you told **before** your appointment that you would have to undress?

One interviewee could not remember if she had been forewarned that she would have to undress but she felt that it would not have been necessary anyway as it was obvious that this would have been the case because of what her appointment was for.

G18. Were the staff sensitive to your individual needs?

Four of the five interviewees said that 'all of the staff were' sensitive to their individual needs. The respondent who said that 'some of the staff were' sensitive gave the example that one member of staff had not taken her phobia of needles seriously and had not been very sensitive in his manner towards her.

Those who felt that all of the staff were sensitive gave different reasons for doing so. One interviewee said that she answered it positively because the way that she was spoken to and treated made her feel like 'it was all about me rather than another number in the waiting room'. Another interviewee said that it could sometimes feel as though the staff simply wanted to get patients from one place to another as quickly as possible, without taking the time to interact with the patient. He described it as a 'danger of being seen as a production line'.

Health promotion questions

G32. During your appointment, were you given any advice or help on eating a healthy diet?

One interviewee felt that there was not a suitable answer option for her as she did not feel that the question was applicable to her situation and her appointment. Another respondent was unsure how to answer this question because she had been given advice on what types of food to eat (those with high iron content as she was suffering from anaemia) but did not think that this really constituted advice about eating a 'healthy diet'.

G34. During your appointment, were you given any advice or help on giving up smoking?

One interviewee said that she did not smoke but ticked response option five, 'No but I did not want any help or advice'.

G36. During your appointment, were you given any advice or help on **sensible alcohol intake**?

One interviewee felt that this question was making the assumption that the respondent drinks too much and so needs advice. Due to his condition (diabetes), he had a low alcohol intake and so did not need any advice or help.

G37. Has a friend, family member, doctor or other health worker been concerned about your drinking or suggested you cut down?

One respondent mentioned that she found this question surprising and 'strange'. She felt that it was odd because there had only been one question on other aspects of a healthy lifestyle, such as weight, exercise, diet and smoking and so was a little perplexed why there was a further question about alcohol consumption which was also in a different format to the previous questions.

Another interviewee also queried why there were three questions on alcohol consumption compared to only one on smoking. He felt that this made it appear as though drinking was considered a more important issue than smoking.

G38. During your appointment, were you given any advice on changes to your lifestyle that might improve your health? (e.g. changes in your diet, information about physical exercise)

One interviewee said that she found this question wordy and not applicable to the context of her outpatient appointment. Another respondent said that she was unsure whether the question was asking about advice in relation to the condition that her appointment concerned or whether it was with regards to her life in general. She said that she would have given different answers depending on the intended context.

The interviewee who was attending outpatients regularly with diabetes was able to answer this question positively because he had been given advice on his carbohydrate intake in relation to his condition.

Overall comments

There were mixed views as to the purpose and relevance of these questions. Only two respondents said that they had been given advice on all of the areas covered, one of whom had received advice in relation to his condition (diabetes) while the other was given general advice that was not in relation to his specific condition but because he saw the 'nutty doctor' who was 'always on about it'.

Those who said that they were not given advice and did not want any did so because it was not relevant to their condition. One interviewee said that the doctor would have known from looking at him that he did not need any such advice.

Section H: Tests and treatment

H4. [H4] Did a member of staff explain **where** you needed to go in the hospital for these test(s)?

One respondent found this question difficult to answer because she did not have to go to a different part of the hospital for her blood test to be carried out.

H9. [H9] If you had questions to ask about the test results, did you get answers that you could understand?

It was not possible for one respondent to answer this question as she did not receive the test results at the outpatient appointment and instead had to go to her GP.

Section J: Leaving the Outpatients Department

J7. [J7] Did you receive copies of letters sent between the hospital doctors and your family doctor (GP)?

One interviewee gave a response of 'Yes, as far as I know I received copies of **all** letters' but mentioned that this was not the case at his most recent appointment but was what typically happened. He regularly attended the Outpatients Department and when there were changes in his condition he believed that he always received copies of letters. However, at the most recent appointment, there was nothing to report to his doctor so no letter was sent.

J8. [J8] As far as you know, was your GP given all the necessary information about the treatment or advice that you received at your appointment?

Two of the interviewees knew that their GP had received at least some information about their visit to the Outpatients Department but those who had not needed to have a follow-up appointment had no way of knowing this.

J14. [J14] Were you told where you could find further advice or information to help you manage your condition (e.g. information on local support groups, social care and benefits)?

One of the respondents who had a long-term condition said that he had been directed to a patient organisation when he asked for information about a different method of taking his medication.

Section K: Overall impression

K5. [K6] Would you recommend this Outpatients Department to your family and friends?

One interviewee found this to be a strange question as he could not picture himself saying to anyone, 'you want to get off to the eye department!'.

Section L: Your background

L8. [L7] Do you have any of the following long-standing conditions?

One interviewee had suffered from glaucoma for several years but he did not feel that it fitted into any of the response options as he was not blind or partially sighted.

5.3 Revisions made to draft 1

Some revisions were made to the first draft of the questionnaire following the first five cognitive interviews:

- A1: Who made your most recent outpatient appointment? The phrase 'most recent' was emboldened in order to further clarify that this question was not asking about the initial referral.
- A4 [A3]: Before your appointment, were you given any printed information about the hospital? The response option of 'No' was broken down to read; 'No, but I would have liked this information' and an additional option of, 'No, but I did not need this information'.
- A5 [A4]: Before your appointment, were you given any printed information about your condition or treatment? The response option of 'No' was broken down to read; 'No, but I would have liked this information' and an additional option of, 'No, but I did not need this information'.
- B1 [B1]: How did you travel to the hospital? The phrase, 'for your most recent outpatient appointment' was added to the question text.
- D4 [D5]: Were hand-wash gels available for patients and visitors to use? This question was repositioned after D5 to separate it from the question regarding toilet cleanliness.
- G38: During your appointment, were you given any advice on changes to your lifestyle that might improve your health? (e.g. changes in your diet, information about physical exercise) An alternative version of this question was tested.
- H4 [H4]: Did a member of staff explain where you needed to go in the hospital for these test(s)? An alternative version of this question was tested.
- J14 [J14]: Were you told where you could find further advice or information to help you manage your condition (e.g. information on local support groups, social care and benefits). An alternative version of this question was tested.

5.4 Testing version 1.2: findings

Interviews were again carried out with five participants, all of whom had attended an Outpatients Department in recent months and lived in the Birmingham area. Two of the participants had attended follow-up visits to day surgery, one had attended several times in the previous couple of weeks for the same condition and two had been referred by their GP and had had just one appointment.

Section A: Before the appointment

A1. Who made your **most recent** outpatient appointment?

Two of the interviewees had attended the Outpatients Department as follow-up visits after recent surgery. They both answered therefore that the appointment was made by someone at the hospital. Another interviewee however, was attending his first appointment at the hospital, having been referred by his GP. He was unsure how to answer question A1 however, as it was the doctor that referred him but the hospital contacted him with an appointment time.

Interviewee four said that the appointment was made by his GP; however, it later became clear that his most recent appointment was in fact made by the hospital. He had attended the Outpatients Department several times in the previous couple of weeks for the same condition and so was thinking more generally about his most recent condition.

A4. [A3] Before your appointment, were you given any printed information about the **hospital**?

Two of the interviewees queried whether information about how to get to the hospital and where to park counted as information about the hospital. Interviewee two said that he did not need this information because he had been going to the hospital since he was a child. Interviewee three had received information about the hospital prior to her operation but also before her outpatient's appointment.

A8. [A7] Before your appointment, did you know who to contact if your symptoms or condition got worse?

Some of the interviewees seemed confident that they knew who to contact, one for example said that she could contact the person who carried out her operation if she needed to. However, others seemed to answer this question positively because the common sense thing to do would be to see their GP, not necessarily that someone had told them to do this.

A12. When was your **first** outpatient appointment for this condition?

One respondent found the terminology used in the response options difficult to understand.

A14-A21. [A14-A21] Choice questions

Only one interviewee said that they had been offered a choice of hospital for their first appointment and so went on to answer the choice questions. The only question she hesitated over was A20 (What sources of information did you use to help you choose where to have your outpatient appointment?). It was clear that she had not really had to consider which hospital she wanted to attend because the one that she attended was where she was born and because a member of her family works there. She did not need to consult any information. She did not see the answer option that said 'none- I did not need information'.

Section B: Arrival at the hospital

B7. [B4] How long did it take you to get from home to the Outpatients Department?

One interviewee had difficulty answering this question because he went to the department from work and not from home.

Section C: Waiting

C1. [C1] How long after the stated appointment time did the appointment start?

Three of the interviewees missed the routing instructions at this question and went on to try and answer C2.

C8. [C8] Were suitable magazines or newspapers provided in the waiting area? One interviewee hesitated over whether to include NHS leaflets in his answer but ultimately decided that they were too different from newspapers.

Section D: Hospital facilities and environment

D1. [D1] Was it easy to get through the main entrance and move around in the Outpatients Department?

This question was interpreted differently; one interviewee explained that she gave the answer of 'yes, it was easy' because there were a range of ways to get to the department such as stairs, a lift and an escalator. Another interviewee, gave the same 'yes, it was easy' response but he did so because the door-opening to the hospital was wide enough to get through and there were no obstacles in the way to the Outpatients Department.

D2. [D2] In your opinion, how clean was the Outpatients Department?

One interviewee thought that this was a leading question as he did not deliberately look around for dirt and dust. He also felt that if the department looks drab and shabby it could make people record it as being unclean.

D7. [D7] Were you ever bothered by noise during your visit to the Outpatients Department?

One interviewee felt that this question was not specific enough as it did not state what source the noise was from, for example was it referring to noise from nursing staff.

Section E: Seeing a doctor

E1. [E1] Was all or part of your outpatient appointment with a **doctor**?

One interviewee was not sure if the person she saw was a doctor or not. She thought he might have been a registrar but was not certain. She ended up deciding that he must have been a doctor and so answered 'yes'.

E9. [E9] Did the doctor seem aware of your medical history?

One interviewee felt that he had to say 'don't know' to this question because the doctor never referred to it so he had no way of knowing.

E11. During your appointment, did the doctors give you any information **in a way** that upset you?

The interpretation of this question was not consistent. In some instances, it was interpreted as asking whether or not the doctor gave the respondent any information that they found upsetting or were not expecting while others took it to be referring to the tone and manner in which the doctor delivered information.

Section G: Overall about the appointment

G4. At the time of your most recent outpatient appointment, did you have a condition that affected your ability to access information?

Each interviewee was probed at this question and there was no consistent interpretation of it. One interviewee said that it was not clear and he could not see the point of it. A couple of interviewees thought that it was asking about problems

with sight and needing extra assistance to be able to read printed information, or requiring an interpreter if the patient could not speak English. Other interviewees understood the question in terms of physical access to information; whether they had access to the internet or could get to their GP for further information.

G9. [G7] Were you given enough privacy when **discussing your condition or treatment**?

One interviewee queried whether this question was being asked about privacy at the hospital or at home, while another questioned whether or not it was being asked in relation to G8 [G6] (How much information about your condition or treatment was given to your **family, carer or someone close to you**?)

G12. [G10] Were you told **before** your appointment that you would have to undress? One interviewee said that he was not told but he did not mind. He had to remove his top.

G18. Were the staff sensitive to your individual needs?

Again, this question was interpreted differently by different interviewees. Although all said that staff were sensitive to their needs, most interviewees felt that they did not have any particular individual needs. The interviewees considered this question to be mainly relevant for those with disabilities who needed extra assistance, or those with personal or embarrassing issues to discuss.

G25. [G22] Did staff wear name badges?

Very few of the interviewees could remember whether the staff wore name badges or not so either selected 'don't know/can't remember' as their answer or assumed that at least some name badges were worn.

G29. [A12] Do you see the same doctor or other member of staff whenever you go to the Outpatients Department?

Although one of the interviewees had visited the same Outpatients Department previously, it was just once, many years ago when he was a child. He is not therefore a regular attendee for an on-going condition and suspected the doctor who saw him when he was a child was no longer there.

Health promotion

Most of the interviewees gave the answer that they did not want any help or advice throughout these questions and found the questions either easy to answer because they believed they did not have any problems related to health promotion or because they did not see them as being relevant to their condition. One interviewee said several of these factors were mentioned in 'loose conversation' but in relation to the specific condition that his appointment was concerning. Another interviewee said that she had been asked about drinking and smoking at her earlier pre-op appointment and before she had surgery so expected the hospital to have these details on record at her most recent outpatient appointment.

G4. During your appointment, were you given any advice or help on **giving up smoking**?

Two of the interviewees missed the option that said 'I do not smoke' and so selected answer option 5, 'No, but I did not want any help/advice'.

Section J: Leaving the Outpatients Department

J8. [J8] As far as you know, was your GP given all the necessary information about the treatment or advice that you received at your appointment?

Two of the interviewees said that they had no way of knowing if their GP had been given any information. The three remaining interviewees said that their GP had had the information but they had different reasons for thinking this. One patient simply said that he was very confident in his GP and if anything was wrong the GP would have contacted him. The other two interviewees had follow-up appointments with their GP: one asked her GP if he had received the information while the other interviewee said that she told her GP about the appointment herself.

Section K: Overall impression

K2. [K2] How well organised was the Outpatients Department you visited? Those who said that the department was either 'fairly organised' or 'not at all organised' gave this response for different reasons. One interviewee said that it was full of people and there was nowhere to sit whilst waiting to be seen, while another was delayed in being seen because the receptionist forgot to inform the doctor that she had arrived. The third interviewee got the impression the department that she visited was not well organised because people were sat in the waiting area wearing hospital gowns while the nursing staff stood behind the reception area talking about their private business.

K5. [K5] Overall, were you treated with kindness and understanding while you were in the Outpatients Department?

This question was a new addition to this version of the questionnaire so respondents were probed to see if they felt there was a difference between being treated with kindness and understanding and with respect and dignity (as used in K3 [K3]). It was felt that the two sets of concepts were different and being treated with kindness and understanding did not automatically mean also being treated with respect and dignity. People tended to regard being treated with respect and dignity as something that people should expect from the staff. Kindness and understanding was something 'extra' that showed a greater level of warmth and sympathy.

5.5 Revisions made to draft 2

Further revisions were made to the questionnaire following the second set of cognitive interviews.

- A1: Who made your most recent outpatient appointment? This question was removed as earlier rounds of testing showed that it was not straightforward for all respondents to answer.
- A2 [A1]: Overall, from the time you were first told you needed an appointment to the time you went to the Outpatients Department, how long did you wait for an appointment? The wording for the first three response options to this question was revised back to the original 2004 Outpatients Department Survey wording so that the categories did not overlap and were consistent with the remaining response options.
- A12: When was your first outpatient appointment for this condition? This question was removed and replaced with G28 [A11] (Have you ever visited this Outpatients Department before, for the same condition?) and its follow-up question G29 [A12] (Do you see the same doctor or other member of staff whenever you go to the Outpatients Department). The subsequent questions on choice were then only asked of those whose most recent appointment was their initial consultation.
- G12 [G10]: Were you told before your appointment that you would have to undress? Additional text was added to the response option of 'No' so that it

read, 'No, and I was not happy about it' and an additional option of 'No, but I did not mind' was added.

- G18: Were the staff sensitive to your individual needs? This question was removed because of a lack of consistent understanding.
- G26 [G23]: Did you have any questions about your care and treatment that you wanted to discuss but did not? The words 'did not' were emboldened.
- G30-G37: The individual health promotion questions were deleted to test a single overall question.
- G38: Were you given any advice about changing anything in your life to reduce problems from the condition which caused you to come to hospital? This question was replaced with the version used in the first questionnaire draft but G39 was left in as a follow-up question.
- H4 [H4]: Was it easy to find where you needed to go in the hospital to have these test(s)? An additional response option of 'I did not need to go anywhere else for my test(s)' was added.
- H8 [H8]: Did a member of staff explain the results of the tests in a way you could understand? A routing instruction was added so that those who said that they would get the results at a later date or who were never told the results of the test were filtered past H9 [H9].

5.6 Testing version 1.3: findings

Five people who had recently had an outpatient appointment were asked to complete the third version of the questionnaire. All interviews again took place in Birmingham and there were four respondents who had visited the Outpatients Department on two or more occasions for their current condition and one who had only attended one appointment.

Section A: Before the appointment

A9. [A9] Before your appointment, were you given the **name** of the person that the appointment was with?

Two of the respondents were unable to answer this question because they could not remember if they had been given the health professionals name prior to attending their appointment.

A11. [A11] Have you ever visited this Outpatients Department before, for the same condition?

One interviewee had a lot of difficulty answering this question as she was not sure whether it was referring to a recent set of appointments or if it meant appointments for the same condition at some point in the past. Her most recent appointment was her second visit for the same condition in the last six months.

A12. [A12] Do you see the same doctor or other member of staff whenever you go to the Outpatients Department?

Three of the four respondents who had visited the department before missed the skip instruction at A12 and went on to answer the questions on choice.

One interviewee had difficulty selecting the most appropriate answer to this question as he said that he always saw the same doctor but that other members of staff differed. When probed as to who he was referring to, he said the receptionist and the radiographer.

A19. [A19] What was your main reason for choosing this hospital?
Two respondents were able to pick out one main reason for choosing the hospital but they both did have other response options that they could have selected had they been instructed to tick all that apply.

A21. [A21] What was the **most useful** source of information when choosing where to have your outpatient appointment?
One interviewee ticked the same two response options here as she had selected at A20 [A20].

Section B: Arrival at the hospital

B6. [B7] In the reception area, could other patients overhear what you talked about with the receptionist?
One respondent hesitated over which answer to choose. He was initially going to select option 3, 'No, others could not overhear' because there were no other patients in the waiting room when he was speaking with the receptionist. After giving it some thought however, he decided that had there been more people nearby, they would have been able to overhear and he would not have been happy about it so he decided upon response option 1.

Section C: Waiting

C1. [C1] How long after the **stated appointment time** did the appointment start?
Four of the five interviewees missed the skip instruction at this question and so went on to answer the questions on length of wait and the communication around the wait. One interviewee who said that they waited 6-15 minutes went on to answer that they would have liked an apology for the wait.

Section E: Seeing a doctor

E1. [E1] Was all or part of your outpatient appointment with a **doctor**?
One interviewee initially misunderstood the question and answered no because not all of his appointment was with a doctor. Having reread it however, he realised his initial mistake.

E9. [E9] Did the doctor seem aware of your medical history?
One interviewee answered that 'he/she knew enough' but commented that she gave this answer because the doctor knew what she was there for but did not necessarily know her medical 'history'.

Section F: Seeing another professional

F6. [F6] Did he/she listen to what you had to say?
One of the respondents felt that he was unable to answer this question because he did not have anything to say to the radiographer that he saw. He thought that there needed to be an additional response option for this.

Section G: Overall about the appointment

G8. [G6] How much information about your condition or treatment was given to your family, carer or someone close to you?
One interviewee initially said that her family got the 'right amount' of information but when probed, this was information that she had given to her husband herself and not by a health professional during the consultation. Thinking in terms of what happened

at the appointment, she said she would have to give an answer of 'no family or friends were involved' because she attended the appointment by herself.

Another interviewee also gave the answer of the 'right amount' at this question and when probed she explained that her daughter had accompanied her to the appointment and so had received the same information that she had.

G24. [G22] Did staff wear name badges?

Three of the five interviewees could not remember if the staff wore name badges or not.

G27. During your appointment, were you given any advice on changes to your lifestyle that might improve your health? (e.g. changes in your diet, information about physical exercise)

All of the participants answered this question in relation to the condition that their outpatient appointment was regarding. Three of the participants said that they had been given such advice.

G28. What were you given advice on?

One respondent, who said at the previous question that he had been given advice, said that this advice was in relation to protecting his hearing (wearing ear defenders at work) and so there was not a suitable answer option for him.

Section H: Tests and treatment

H4. [H4] Was it easy to find where you needed to go in the hospital to have these test(s)?

Two of the participants had their tests done in the same room as the rest of their consultation. However, both gave a response of 'yes, definitely' to this question.

Section J: Leaving the Outpatients Department

J12. [J12] Did a member of staff tell you about what **danger signals** regarding your illness or treatment to watch for after you went home?

One of the interviewees found the term 'danger signals' to be quite odd. She had been told however, what to do if her symptoms persisted and so answered the question based on this.

5.7 Revisions made to draft 3

Further revisions were made to the questionnaire following the third and final set of cognitive interviews.

- E11: During your appointment, did the doctors give you any information in a way that upset you? This question was not included in the final version of the questionnaire as earlier rounds of testing showed a lack of validity with respondents interpreting the meaning in different ways. Although some took its intended meaning to be the way in which information was delivered others related it to the *information itself*.
- G4: At the time of your most recent outpatient appointment, did you have a condition that affected your ability to access information? & G6 Was this taken into account when information was offered to you (e.g. large print, other types of media)? These questions were not included in the final version of the questionnaire due to inconsistencies in the way respondents interpreted it, some

took it to mean problems with sight etc, however others thought it referred to physical access to information (e.g. lack of internet access) which was not consistent with the questions intended meaning.

- G27: During your appointment, were you given any advice on changes to your lifestyle that might improve your health? (e.g. changes in your diet, information about physical exercise? & G28: Were you given advice on? (**Tick ALL that apply**). Respondents mainly interpreted the 'advice' in question as being condition specific rather than more general health advice as intended. Some respondents felt that certain types of advice were not applicable to them, or were unsure what constituted 'advice'. Because of these problems the questions were not included in the final version of the questionnaire.

6 Amendments made to the questionnaires

This section summaries the changes that were made to the 2004 Outpatients Department Survey 'core' and 'question bank' questionnaires. Changes were based on the stakeholder consultation and the qualitative development work (focus groups and cognitive testing).

Unless otherwise stated all question numbers in this section refer to the latest 2009 Outpatients Department Survey question bank questionnaire.

6.1 Questions removed from the core questionnaire

The following questions have been removed from the core questionnaire but have been retained in the question bank so that year-on-year comparisons can still be made by trusts if these questions are considered to be important.

D1. Was it easy to get through the main entrance and move around in the Outpatients Department?

- This question was in the core questionnaire in 2004. However, it has now been removed from the core questionnaire as it was felt to be of lesser importance.
- In 2004/05, 97% of respondents answered this question positively so did not provide much useful information.
- It does not contribute to the assessment of the Department of Health Public Service Agreements (PSA).

L5. How old were you when you left full-time education?

- This question is no longer thought to be appropriate to estimate a patient's social class, education, or income level and the results of this question are not thought to be used widely. It has different relevance to people born in different decades, with it being much more common for older people to have left school at a younger age. This question also does not take into account those who have pursued a mature education.

6.2 Items removed from the core and question bank questionnaires

The following questions have been removed from both the core and question bank questionnaires.

[A1 in the 2004 Outpatients Department Survey question bank questionnaire] Who made your last outpatient appointment?

- This question is difficult to answer in circumstances where more than one party was involved in the booking process. It is not always obvious to patients who actually made their appointment and provides little useful information.

[C5 in the 2004 Outpatients Department Survey question bank questionnaire] Did you want to make a telephone call when you were in the Outpatients Department?

- This question is confusingly worded and it is possible that a respondent could tick more than one response option (e.g. not have had change to use the

public phone and therefore used their mobile phone). This question is difficult to word effectively and does not seem to be an important issue. A similar question was removed from another questionnaire in the NHS Patients Survey Programme; the 2008 Emergency Department survey.

[F11 & F12 in the 2004 Outpatients Department Survey question bank questionnaire]

Were you asked your **name and address** more often than you thought should have been necessary? and Were you asked to give **details of your condition or illness** more often than you thought should have been necessary?

- These questions were removed to be consistent with changes made to the A&E survey (previously known as the Emergency Department survey). Cognitive testing of the A&E survey questionnaire showed that some participants appeared to answer these questions incorrectly. Furthermore respondents did not seem to think that being asked their name/address or details of their condition a number of times was an issue. Some respondents said they felt it is important for staff to check their details for safety reasons, so seemed a bit confused why these questions were included.

[K5 in the 2004 Outpatients Department Survey question bank questionnaire] Overall, how would you rate your health during the past 4 weeks?

- This question was removed and replaced with the validated measure of health and well-being, known as EQ-5D. The Standard NHS Contract for Acute Services, introduced in April 2008, includes a requirement to report on patient-reported outcome measures (PROMs). This new question has previously been used in the 2008 Emergency Department survey and such demographic questions need to be consistent across all patient surveys.

[K6 & K7 in the 2004 Outpatients Department Survey question bank questionnaire] Do you have a long-standing physical or mental health problem or disability? Does this problem or disability affect your day-to-day activities?

- The Co-ordination Centre revised the questions asking patients about long-standing conditions for the 2007 Inpatient Survey. Such demographic questions need to be consistent across all patient surveys and so the 2009 Outpatients Department survey will need to include the new version of the questions on long-standing conditions.

6.3 Changes to existing items

For the following questions, changes are shown with deletions struck-through and insertions underlined.

A10. When you arrived, was your appointment with the person you were told it would be with?

It emerged from cognitive testing that not all patients were upset if they were told prior to their appointment who they were going to see and upon arrival they saw someone else. The response option of 'no' has been broken down to reflect this:

- Yes
- No, and I was not happy about it

- 3 No, but I did not mind
- 4 Don't know/ Can't remember

Hospital parking is still an important issue for many patients. Some modifications have been made to the question included in the 2004 question bank in order to make it less personal and to clarify that it is the hospital car park that is being referred to. This is now also consistent with the question included in the 2008 Emergency Department survey.

B3. ~~If you arrived by car, were you able~~ Was it possible to find a convenient place to park in the hospital car park?

- 1 Yes
- 2 No
- 3 I did not need to find a place to park
- 4 Don't know/ Can't remember

The existing question on seating in the waiting area has been separated into two parts so that people are initially asked if they were able to find a place to sit and if so, whether the seats were comfortable. This simplifies the question and provides extra detail about the availability of seating.

C5. Were you able to find a ~~comfortable~~ place to sit in the waiting area?

- 1 Yes, I found a ~~comfortable~~ place to sit straight away → **Go to C6**
- 2 ~~I found somewhere to sit but it was not comfortable~~ Yes, but I had to wait for a seat → **Go to C6**
- 3 No, I could not find a place to sit → **Go to C7**
- 4 I did not want to find a place to sit → **Go to C7**
- 5 Don't know/ Can't remember → **Go to C7**

C6. Were the seats in the waiting area comfortable?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 Don't know/ Can't remember

The term 'refreshments' has been replaced with 'food or drinks' for simplification purposes. An additional response option has also been added to cover those who were uncertain as to whether they could eat or drink before their appointment.

D6. Were you able to get suitable ~~refreshments~~ food or drinks when you were in the Outpatients Department?

- 1 Yes
- 2 No
- 3 I was told not to eat or drink before my appointment
- 4 I didn't know if I was allowed to eat or drink
- 5 I did not want ~~any refreshments~~ anything to eat or drink

Question E3 is a core question. Response option 5 has been amended so that it is easier to read. The same amendment has been made to question F4 in relation to time spent with a member of staff other than a doctor.

E3. How long were you with the doctor?

- 1 Up to 5 minutes
- 2 6 - 10 minutes
- 3 11 - 20 minutes
- 4 21 - 30 minutes
- 5 ~~31 or longer~~ More than 30 minutes
- 6 Can't remember

The word 'carer' has been added to question G6 to better reflect the possible situations that might arise. The wording of the response options has been amended to reflect this change.

G6. How much information about your condition or treatment was given to your family, carer or someone close to you?

- 1 Not enough
- 2 Right amount
- 3 Too much
- 4 No family, carer or friends were involved

- 5 ~~My family~~ They didn't want or need information
- 6 I didn't want ~~my family or friends~~ them to have any information
- 7 Don't know/ Can't say

An additional response option has been added to this question as it is important that patients feel that they know who to approach with any issues or concerns.

G24. Why **didn't you discuss these questions (Tick ALL that apply)**

- 1 I was embarrassed about mentioning them
- 2 I forgot to mention them
- 3 I didn't have time to mention them
- 4 The member of staff didn't have time to listen
- 5 There were too many interruptions
- 6 There was not enough privacy
- 7 I didn't know who to ask

To emphasise to respondents that they need to answer this question based on just their year of birth (and not their full date of birth), the word year has been put in bold font and the numbers '1' and '9' have been added to the first 2 boxes:

L2. What was your **year of birth?**

(Please write in)

e.g.

1	9	3	4
---	---	---	---

1	9		
---	---	--	--

6.4 New items

The following questions have been added to the question bank for optional inclusion at trusts' own discretion. Trusts are advised that their questionnaire should not exceed 16 pages in length as this can have a detrimental impact on the survey response rate.

Section A. Before the appointment

A3. Before your appointment, were you given any printed information about the **hospital?**

- 1 Yes

- 2 No, but I would have liked this information
- 3 No, but I did not need this information
- 4 Don't know/ Can't remember

A4. Before your appointment, were you given any printed information about **your condition or treatment**?

- 1 Yes
- 2 No, but I would have liked this information
- 3 No, but I did not need this information
- 4 Don't know/ Can't remember

A13. Who referred you to see a specialist? (Tick **ONE** only)

- 1 A doctor from my local general practice
- 2 Any other doctor or specialist
- 3 A practice nurse or nurse practitioner
- 4 Any other health professional (for example, a dentist, optometrist or physiotherapist)
- 5 Don't know / Can't remember

A14. When you were referred to see a specialist, were you offered a choice of hospital for your first outpatient appointment?

- 1 Yes → **Go to A16**
- 2 No, but I would have liked a choice → **Go to A15**
- 3 No, but I did not mind → **Go to A15**
- 4 Don't know/ Can't remember → **Go to A15**

A15. Were you told why you were not offered a choice about where you were referred to?

- 1 Yes, definitely → **Go to B1**
- 2 Yes, to some extent → **Go to B1**
- 3 No → **Go to B1**

4 Don't know/ Can't remember → **Go to B1**

A16. Overall, how much information did you get about the different hospitals to help you choose?

1 I got enough information → **Go to A17**

2 I got some information, but not enough → **Go to A17**

3 I did not get any information but I would have liked some → **Go to A18**

4 I did not get any information but I did not want/need any → **Go to A18**

A17. Was the information about different hospitals easy to understand?

1 Yes, definitely

2 Yes, to some extent

3 No

A18. Was the hospital where you had your outpatient appointment your **first choice**?

1 Yes → **Go to A19**

2 No → **Go to A20**

3 Can't remember → **Go to A19**

A19. What was your main reason for choosing this hospital? (**Tick ONE only**)

1 Location/ easy to get to

2 Length of wait for an appointment

3 Good record of low infection rates (e.g. MRSA, other superbugs)

4 Personal experience

5 Recommended by friends/family

6 Recommended by GP or NHS staff

7 Specialist hospital for my condition

8 Reputation of hospital and/or staff

9 Other

A20. What sources of information did you use to help you choose where to have your outpatient appointment? **(Tick ALL that apply)**

- 1 GP → Go to A21
- 2 Consultant → Go to A21
- 3 Any other NHS staff member → Go to A21
- 4 Myself / my own previous experience → Go to A21
- 5 A booklet or leaflet about my choices → Go to A21
- 6 NHS Choices website → Go to A21
- 7 Other internet site → Go to A21
- 8 Family / Friends → Go to A21
- 9 None – I did not need information → Go to B1
- 10 Other → Go to A21

A21. What was the **most** useful source of information when choosing where to have your outpatient appointment? **(Tick ONE only)**

- 1 GP
- 2 Consultant
- 3 Any other NHS staff member
- 4 Myself / my own previous experience
- 5 A booklet or leaflet about my choices
- 6 NHS Choices website
- 7 Other internet site
- 8 Family / Friends
- 9 Other

Section B. Arrival at the hospital

B1. How did you travel to the hospital for your most recent outpatient appointment?
Please think about your main form of transport only (**Tick ONE only**)

- 1 By Patient Transport Services (Hospital transport/ Non urgent ambulance transport) → **Go to B2**
- 2 By car → **Go to B3**
- 3 By taxi → **Go to B4**
- 4 On foot → **Go to B4**
- 5 On public transport → **Go to B4**
- 6 Other → **Go to B4**

B2. Did the hospital transport pick you up at the arranged time?

- 1 Yes → **Go to B4**
- 2 No, it arrived earlier than I expected → **Go to B4**
- 3 No, it arrived later than I expected → **Go to B4**
- 4 I wasn't given a time → **Go to B4**
- 5 Don't know / Can't remember → **Go to B4**

B5. Once you arrived at the hospital, was it easy to find your way to the Outpatients Department?

- 1 Yes, definitely
- 2 Yes, but it could be improved
- 3 No
- 4 Don't know / Can't remember

B6. When you arrived at the Outpatients Department, how would you rate the courtesy of the receptionist?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 6 Very poor

Section C. Waiting

C7. Was the waiting area the right temperature for you?

- 1 Yes, it was the right temperature
- 2 No, it was too hot
- 3 No, it was too cold
- 4 Don't know/ Can't remember

C8. Were suitable magazines or newspapers provided in the waiting area?

- 1 Yes
- 2 No
- 3 I did not want/need any
- 4 Don't know/ Can't remember

Section D. Hospital environment and facilities

D4. Did you see any posters or leaflets in the Outpatients Department asking patients and visitors to wash their hands or to use hand-wash gels?

- 1 Yes
- 2 No
- 3 Can't remember

D5. Were hand-wash gels available for patients and visitors to use?

- 1 Yes
- 2 Yes, but they were empty
- 3 I did not see any hand-wash gels
- 4 Can't remember

D7. Were you ever bothered by noise during your visit to the Outpatients Department?

- 1 Yes
- 2 No

D8. If you needed help from a porter to get around the hospital did you get it?

- 1 Yes, as soon as I needed it
- 2 Yes, but I had to wait
- 3 No
- 4 I did not need any help from a porter

Section E. Seeing a Doctor

E10. If you had any worries or fears about your condition or treatment, did a doctor discuss them with you?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not have worries or fears

Section F. Seeing another professional

F11. If you had any worries or fears about your condition or treatment, did he/she discuss them with you?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not have worries or fears

Section G. Overall about the appointment

G3. Were you given any information (e.g. leaflets, other types of media) in a language you can understand?

- 1 Yes
- 2 No

G9. Did you have to undress when being examined or treated?

- 1 Yes **→ Go to G10**
- 2 No **→ Go to G11**

3 I wasn't examined or treated → Go to G11

G10. Were you told **before** your appointment that you would have to undress?

- 1 Yes
- 2 No, and I was not happy about it
- 3 No, but I did not mind
- 4 Don't know/ Can't remember

G11. Did you have to wear a hospital gown at any point during your appointment?

- 1 Yes → Go to G12
- 2 No → Go to G12
- 3 Don't know/ Can't remember → Go to G13

G12. Did you have to sit in an area with other patients while wearing the gown?

- 1 Yes, and I was not happy about it
- 2 Yes, but I did not mind
- 3 No
- 4 Don't know/ Can't remember

G13. While you were in the Outpatients Department, did you feel threatened by anyone?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

Section H: Tests and Treatments

H2. **Before** your appointment, were you told that you would have a test(s)?

- 1 Yes
- 2 No, and I did not mind that I wasn't told
- 3 No, but I would have liked to know

H4. Was it easy to find where you needed to go in the hospital to have these test(s)?

- 1 Yes, definitely
- 2 Yes, but could be improved
- 3 No
- 4 Don't know / Can't remember

H5. Did a member of staff explain **what would happen** during your test in a way you could understand?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

H9. If you had questions to ask about the test results, did you get answers that you could understand?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not need to ask
- 5 I did not have an opportunity to ask

Section J. Leaving the Outpatients Department

J2. Were you involved as much as you wanted to be in decisions about the best medicine for you?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

J8. As far as you know, was your GP given all the necessary information about the treatment or advice that you received at your appointment?

- 1 Yes
- 2 No
- 3 Don't know

J10. Before you left the Outpatients Department, were you told what would happen next (e.g. whether you needed another outpatients appointment, to see your GP etc)?

- 1 Yes
- 2 No
- 3 Don't know / Can't remember

J14. Did hospital staff give you information about **voluntary and support groups** for people who have a similar condition in your local area?

- 1 Yes
- 2 No, but I would have liked some
- 3 No, but I got information from somewhere else
- 4 No but I did not want/need this information
- 5 Don't know / Can't remember

J15. Did hospital staff give you information about any **government assistance**, such as benefits, tax breaks or home care, for people in your situation or with your condition?

- 1 Yes
- 2 No, but I would have liked some
- 3 No, but I got information from somewhere else
- 4 No but I did not want/need this information
- 5 Don't know / Can't remember

Section K. Overall Impression

K5. Overall, were you treated with kindness and understanding while you were in the Outpatients Department?

- 1 Yes, all of the time
- 2 Yes, some of the time
- 3 No

K7. While at the hospital, did you ever see any posters or leaflets explaining how to complain about the care you received?

- 1 Yes
- 2 No
- 3 Don't know/Can't remember

K8. Did you want to complain about the care you received in hospital?

- 1 Yes **→ Go to K9**
- 2 No **→ Go to L1**

K9. Did hospital staff give you the information you needed to do this?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

Section L. Your background

L3. What is your religion?

- 1 None **→ Go to L5**
- 2 Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
→ Go to L4
- 3 Muslim **→ Go to L4**
- 4 Hindu **→ Go to L4**
- 5 Sikh **→ Go to L4**
- 6 Jewish **→ Go to L4**
- 7 Buddhist **→ Go to L4**
- 8 Any other religion (Please write in box)

→ Go to L4

L4. Were your religious beliefs respected by the hospital staff?

- 1 Yes, always
- 2 Yes, sometimes
- 3 No
- 4 My beliefs were not an issue during my hospital visit

L7. Do you have any of the following long-standing conditions? (**TICK ALL THAT APPLY**)

- 1 Deafness or severe hearing impairment → **Go to L8**
- 2 Blindness or partially sighted → **Go to L8**
- 3 A long-standing physical condition → **Go to L8**
- 4 A learning disability → **Go to L8**
- 5 A mental health condition → **Go to L8**
- 6 A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy → **Go to L8**
- 7 No, I do not have a long-standing condition → **Go to L9**

L8. Does this condition(s) cause you difficulty with any of the following? (**TICK ALL THAT APPLY**)

- 1 Everyday activities that people your age can usually do
- 2 At work, in education, or training
- 3 Access to buildings, streets, or vehicles
- 4 Reading or writing
- 5 People's attitudes to you because of your condition
- 6 Communicating, mixing with others, or socialising
- 7 Any other activity
- 8 No difficulty with any of these

Your own health state today

By placing a tick in one box in each group below, please indicate which statement best describes your own health state **today**.

L9. Mobility

- 1 I have no problems in walking about
- 2 I have some problems in walking about
- 3 I am confined to bed

L10. Self-Care

- 1 I have no problems with self-care
- 2 I have some problems washing or dressing myself
- 3 I am unable to wash or dress myself

L11. Usual Activities (e.g. work, study, housework, family or leisure activities)

- 1 I have no problems with performing my usual activities
- 2 I have some problems with performing my usual activities
- 3 I am unable to perform my usual activities

L12. Pain/Discomfort

- 1 I have no pain or discomfort
- 2 I have moderate pain or discomfort
- 3 I have extreme pain or discomfort

L13. Anxiety/Depression

- 1 I am not anxious or depressed
- 2 I am moderately anxious or depressed
- 3 I am extremely anxious or depressed

Appendix 1: Topic Guide for Focus Groups

Patient experiences in outpatient departments

The Picker Institute has been commissioned by the Healthcare Commission to help to re-design the National Outpatient Department Survey. The survey was last run at a national level as part of the HC's National Patient Survey Programme in 2004/05. In anticipation of a repeat run of the national survey in 2009, the original questionnaire is now being re-evaluated in order to update and develop the range of questions that are included.

The aim of the focus group is to talk to people who have been a hospital outpatient within the past 6 months, to find out about their experiences and views in order to inform the re-development of the questionnaire.

1. Background (5 minutes)

- About Picker – independent research agency.
- About the project
 - Funded by Healthcare Commission
 - As above
- Standard group introduction –
 - Emphasise discussion; we want to hear from everyone whether or not you agree with the views of others
 - We are interested in your own personal experiences (as opposed to things you have heard from other people)
 - There are no right or wrong answers – a range of experiences
 - Recording and confidentiality –
 - to provide us with an accurate record of what is said
 - all personal details will remain confidential and no names or identifying comments will be used in our report.

2. Group introductions (5 minutes)

Ask each participant

- First name
- Age
- Work status/current activity
- What hospital service/department did you attend recently?
(Optional)

- How long have you been/were you attending hospital as an outpatient?

3. Warm up exercise (5-10 minutes)

To warm up the discussion and help to focus the participants' minds on their most recent experience. This will also help the researcher to gauge their overall feelings about their experiences.

Give each participant a sticky note.

Ask each participant to think about his or her recent experience of being a hospital outpatient and **write down three words** that sum up or describe the experience for them.

- Ask each participant to read out the words they have written down, and give a **brief** explanation.
- Stick the notes up on the flip chart

4. Explore experiences of attending hospital as an outpatient.

For each section explore participants' spontaneous views first, then use probes as needed

For each section draw out what was done well, and what could have been improved.

Write key points on flip chart for each section

a. Making an appointment (10 minutes)

- Who made the appointment – GP, hospital, self, no app't,
- Were you offered a choice of hospital? Did you want a choice, if so why? Did you not mind – why?
- Were you offered a choice of date/time – is that important?
- Were they clear what the app't was for and what would happen?

b. Waiting Room (10 minutes)

- How long did you have to wait? Was the appointment on time?
- Were you told how long and/or why you had to wait?
- What were your impressions of the waiting area – e.g. cleanliness, comfort?
- What were the facilities like e.g. toilets, access to refreshments

c. Being treated by a health professional (25 minutes)

- Who did they see?
- Did you see more than one health professional?
- Was the allotted time sufficient?
- Did you have the opportunity to ask questions?
- Did you feel that the health professional listened to you?
- Did you feel that the health professional seemed aware of your medical history/had viewed your patient notes?
- Did you feel involved in your care and decisions about treatment?
- Did the health professional explain things in a way that you could understand?
- Were you given enough information on your condition and treatment?

d. Tests and treatment (10 minutes)

Tests;

- Did you have any tests? What kind?
- Were you given an explanation about the reason for the tests that you could understand?
- Were you told when and how you would get the results?
- If you got results during the appointment, were they explained in a way you could understand?

Treatment;

- Did you have any treatment during the appointment?
- Did staff explain what would happen?
- Did anyone explain the risks/benefits?
- Did you consent for treatment to take place?

e. Leaving the outpatient's department (10 minutes)

- What happened at the end of the visit
- Were you prescribed any new medication that you had not previously had?
- Were you given enough information about the medication?
- Did you get any information about danger signals to watch out of?
- Did you receive or see copies of letters sent between the hospital and GP?
- Did you receive any other form of information about your condition or treatment such as leaflet, website references, printed material

5. Overall views – review of discussion (10 minutes)

Using **score sheet** provided, ask participants to score their experience of each aspect of the experience of being an outpatient.

Final summing up of discussion;

- Areas that seem to work well,
- Areas that seem to need improvement.

Thanks and close.

Focus Groups: Score and comments sheet

Score out of 10 Scores 1 = poor, 10 = excellent	Comments
Making appointments <i>Score 1 – 10</i>	
The waiting room experience <i>Score 1 – 10</i>	
Treatment by doctor or nurse <i>Score 1 – 10</i>	
Tests and treatments <i>Score 1 – 10</i>	
Information provision <i>Score 1 – 10</i>	

Appendix 2: Final Questionnaire



Outpatients Questionnaire

What is the survey about?

This survey is about your **most recent** Outpatients appointment at the NHS hospital named in the letter enclosed with this questionnaire.

Who should complete the questionnaire?

The questions should be answered by the person named on the front of the envelope. If that person needs help to complete the questionnaire, the answers should be given from his/her point of view – not the point of view of the person who is helping.

Completing the questionnaire

For most questions please tick clearly inside one box using a black or blue pen. For some questions you will be instructed that you may tick more than one box.

Sometimes you will find the box you have ticked has an instruction to go to another question. By following the instructions carefully you will miss out questions that do not apply to you.

Don't worry if you make a mistake; simply cross out the mistake and put a tick in the correct box.

Please **do not** write your name or address anywhere on the questionnaire.

Questions or help?

If you have any questions, please call the helpline number given in the letter enclosed with this questionnaire.

**Taking part in this survey is voluntary.
Your answers will be treated in confidence.**

Please remember, this questionnaire is about your **most recent** visit to the Outpatient Department of the NHS Trust named in the accompanying letter.

A. BEFORE THE APPOINTMENT

A1. Overall, from the time you were first told you needed an appointment to the time you went to the Outpatients Department, how long did you wait for an appointment?

- 1 Up to 1 month
- 2 1 month to 6 weeks
- 3 More than 6 weeks but no more than 3 months
- 4 More than 3 months but no more than 5 months
- 5 More than 5 months but no more than 12 months
- 6 More than 12 months but no more than 18 months
- 7 More than 18 months
- 8 I went to Outpatients without an appointment
- 9 Don't know / Can't remember

A2. Were you given a choice of appointment times?

- 1 Yes
- 2 No, but I did not need/want a choice
- 3 No, but I would have liked a choice
- 4 Don't know / Can't remember

A3. Before your appointment, were you given any printed information about the **hospital**?

- 1 Yes
- 2 No, but I would have liked this information
- 3 No, but I did not need this information
- 4 Don't know / Can't remember

A4. Before your appointment, were you given any printed information about **your condition or treatment**?

- 1 Yes
- 2 No, but I would have liked this information
- 3 No, but I did not need this information
- 4 Don't know / Can't remember

A5. Before your appointment, did you know the reason for the appointment?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

A6. Before your appointment, did you know what would happen to you during the appointment?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

A7. Before your appointment, did you know who to contact if your symptoms or condition got worse?

- 1 Yes
- 2 No

A8. Was your appointment changed **to a later date** by the hospital?

- 1 No
- 2 Yes, once
- 3 Yes, 2 or 3 times
- 4 Yes, 4 times or more

A9. Before your appointment, were you given the **name** of the person that the appointment was with?

- 1 Yes → **Go to A10**
- 2 No → **Go to A11**

A10. When you arrived, was your appointment with the person you were told it would be with?

- 1 Yes
- 2 No, and I was not happy about it
- 3 No, but I did not mind
- 4 Don't know / Can't remember

A11. Have you ever visited this Outpatients Department before, for the same condition?

- 1 Yes → **Go to A12**
- 2 No → **Go to A13**

A12. Do you see the same doctor or other member of staff whenever you go to the Outpatients Department?

- 1 Yes, always → **Go to B1**
- 2 Yes, sometimes → **Go to B1**
- 3 No, never → **Go to B1**
- 4 Can't remember → **Go to B1**

If you have visited this Outpatients Department before, please now go to B1

A13. Who referred you to see a specialist? (Tick **ONE** only)

- 1 A doctor from my local general practice
- 2 Any other doctor or specialist
- 3 A practice nurse or nurse practitioner
- 4 Any other health professional (for example, a dentist, optometrist or physiotherapist)
- 5 Don't know / Can't remember

A14. When you were referred to see a specialist, were you offered a choice of hospital for your first outpatient appointment?

- 1 Yes → **Go to A16**
- 2 No, but I would have liked a choice → **Go to A15**
- 3 No, but I didn't mind → **Go to A15**
- 4 Don't know / Can't remember → **Go to A15**

A15. Were you told why you were not offered a choice about where you were referred to?

- 1 Yes, definitely → **Go to B1**
- 2 Yes, to some extent → **Go to B1**
- 3 No → **Go to B1**
- 4 Don't know / Can't remember → **Go to B1**

If you were not offered a choice, please now go to B1

A16. Overall, how much information did you get about the different hospitals to help you choose?

- 1 I got enough information → **Go to A17**
- 2 I got some information, but not enough → **Go to A17**
- 3 I did not get any information but I would have liked some → **Go to A18**
- 4 I did not get any information but I did not want/need any → **Go to A18**

A17. Was the information about different hospitals easy to understand?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

A18. Was the hospital where you had your outpatient appointment your **first choice**?

- 1 Yes → **Go to A19**
- 2 No → **Go to A20**
- 3 Can't remember → **Go to A19**

A19. What was your main reason for choosing this hospital? (Tick **ONE** only)

- 1 Location / easy to get to
- 2 Length of wait for an appointment
- 3 Good record of low infection rates (e.g. MRSA, other superbugs)
- 4 Personal experience
- 5 Recommended by friends/family
- 6 Recommended by GP or NHS staff
- 7 Specialist hospital for my condition
- 8 Reputation of hospital and/or staff
- 9 Other

A20. What sources of information did you use to help you choose where to have your outpatient appointment? (Tick **ALL** that apply)

- 1 GP → Go to A21
- 2 Consultant → Go to A21
- 3 Any other NHS staff member → Go to A21
- 4 Myself / my own previous experience → Go to A21
- 5 A booklet or leaflet about my choices → Go to A21
- 6 NHS Choices website → Go to A21
- 7 Other internet site → Go to A21
- 8 Family / Friends → Go to A21
- 9 None – I did not need information → Go to B1
- 10 Other → Go to A21

A21. What was the **most useful** source of information when choosing where to have your outpatient appointment? (Tick **ONE** only)

- 1 GP
- 2 Consultant
- 3 Any other NHS staff member
- 4 Myself / my own previous experience
- 5 A booklet or leaflet about my choices
- 6 NHS Choices website
- 7 Other internet site
- 8 Family / Friends
- 9 Other

B. ARRIVAL AT THE HOSPITAL

B1. How did you travel to the hospital for your most recent outpatient appointment? Please think about your main form of transport only (Tick **ONE** only)

- 1 By Patient Transport Services (Hospital transport / Non urgent ambulance transport) → Go to B2
- 2 By car → Go to B3
- 3 By taxi → Go to B4
- 4 On foot → Go to B4
- 5 On public transport → Go to B4
- 6 Other → Go to B4

B2. Did the hospital transport pick you up at the arranged time?

- 1 Yes → Go to B4
- 2 No, it arrived earlier than I expected → Go to B4
- 3 No, it arrived later than I expected → Go to B4
- 4 I wasn't given a time → Go to B4
- 5 Don't know / Can't remember → Go to B4

B3. Was it possible to find a convenient place to park in the hospital car park?

- 1 Yes
- 2 No
- 3 I did not need to find a place to park
- 4 Don't know / Can't remember

B4. How long did it take you to get from home to the Outpatients Department?

- 1 Up to 30 minutes
- 2 31 - 60 minutes
- 3 More than 1 hour but no more than 2 hours
- 4 More than 2 hours
- 5 Don't know / Can't remember

B5. Once you arrived at the hospital, was it easy to find your way to the Outpatients Department?

- 1 Yes, definitely
- 2 Yes, but it could be improved
- 3 No
- 4 Don't know / Can't remember

B6. When you arrived at the Outpatients Department, how would you rate the courtesy of the receptionist?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 6 Very poor

B7. In the reception area, could other patients overhear what you talked about with the receptionist?

- 1 Yes, and I was **not happy** about it
- 2 Yes, but I did not mind
- 3 No, others could not overhear
- 4 Don't know / Can't say

C. WAITING

C1. How long after the **stated appointment time** did the appointment start?

- 1 Seen on time, or early → **Go to C5**
- 2 Waited up to 5 minutes → **Go to C5**
- 3 Waited 6 - 15 minutes → **Go to C5**
- 4 Waited 16 - 30 minutes → **Go to C2**
- 5 Waited 31 - 60 minutes → **Go to C2**
- 6 Waited more than 1 hour but no more than 2 hours → **Go to C2**
- 7 Waited more than 2 hours → **Go to C2**
- 8 Don't know / Can't remember → **Go to C2**

C2. Were you told **how long** you would have to wait?

- 1 Yes, but the wait was **shorter**
- 2 Yes and I had to wait about as long as I was told
- 3 Yes, but the wait was **longer**
- 4 No, I was not told
- 5 Don't know / Can't remember

C3. Were you told **why** you had to wait?

- 1 Yes
- 2 No, but I would have liked an explanation
- 3 No, but I did not mind
- 4 Don't know / Can't remember

C4. Did someone **apologise** for the delay?

- 1 Yes
- 2 No, but I would have liked an apology
- 3 No, but I did not mind

C5. Were you able to find a place to sit in the waiting area?

- 1 Yes, I found a place to sit straight away
→ **Go to C6**
- 2 Yes, but I had to wait for a seat
→ **Go to C6**
- 3 No, I could not find a place to sit
→ **Go to C7**
- 4 I did not want to find a place to sit
→ **Go to C7**
- 5 Don't know / Can't remember → **Go to C7**

C6. Were the seats in the waiting area comfortable?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 Don't know / Can't remember

C7. Was the waiting area the right temperature for you?

- 1 Yes, it was the right temperature
- 2 No, it was too hot
- 3 No, it was too cold
- 4 Don't know / Can't remember

C8. Were suitable magazines or newspapers provided in the waiting area?

- 1 Yes
- 2 No
- 3 I did not want / need any
- 4 Don't know / Can't remember

D. HOSPITAL ENVIRONMENT AND FACILITIES

D1. Was it easy to get through the main entrance and move around in the Outpatients Department?

- 1 Yes, it was easy
- 2 No, it was difficult
- 3 Don't know / Can't remember

D2. In your opinion, how clean was the Outpatients Department?

- 1 Very clean
- 2 Fairly clean
- 3 Not very clean
- 4 Not at all clean
- 5 Can't say

D3. How clean were the toilets at the Outpatients Department?

- 1 Very clean
- 2 Fairly clean
- 3 Not very clean
- 4 Not at all clean
- 5 I did not use a toilet

D4. Did you see any posters or leaflets in the Outpatients Department asking patients and visitors to wash their hands or to use hand-wash gels?

- 1 Yes
- 2 No
- 3 Can't remember

D5. Were hand-wash gels available for patients and visitors to use?

- 1 Yes
- 2 Yes, but they were empty
- 3 I did not see any hand-wash gels
- 4 Can't remember

D6. Were you able to get suitable food and drinks when you were in the Outpatients Department?

- 1 Yes
- 2 No
- 3 I was told not to eat or drink before my appointment
- 4 I didn't know if I was allowed to eat or drink
- 5 I did not want anything to eat or drink

D7. Were you ever bothered by noise during your visit to the Outpatients Department?

- 1 Yes
- 2 No

D8. If you needed help from a porter to get around the hospital did you get it?

- 1 Yes, as soon as I needed it
- 2 Yes, but I had to wait
- 3 No
- 4 I did not need any help from a porter

E. SEEING A DOCTOR

E1. Was all or part of your outpatient appointment with a **doctor**?

- 1 Yes → **Go to E2**
- 2 No → **Go to F1**

E2. Did you have **enough time** to discuss your health or medical problem with the doctor?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

E3. How long were you with the doctor?

- 1 Up to 5 minutes
- 2 6 - 10 minutes
- 3 11 - 20 minutes
- 4 21 - 30 minutes
- 5 More than 30 minutes
- 6 Can't remember

E4. Did the doctor explain the reasons for any treatment or action in a way that you could understand?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not need an explanation
- 5 No treatment or action was needed

E5. Did the doctor **listen** to what you had to say?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

E6. Did you think that the doctor was deliberately not telling you certain things that you wanted to know?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

E7. If you had important questions to ask the doctor, did you get answers that you could understand?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not need to ask
- 5 I did not have an opportunity to ask

E8. Did you have confidence and trust in the doctor examining and treating you?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

E9. Did the doctor seem aware of your medical history?

- 1 He/she knew enough
- 2 He/she knew something but not enough
- 3 He/she knew little or nothing
- 4 Don't know / Can't say

E10. If you had any worries or fears about your condition or treatment, did a doctor discuss them with you?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not have worries or fears

F. SEEING ANOTHER PROFESSIONAL

F1. Was all or part of your outpatient appointment with any member of staff, **other than a doctor**?

- 1 Yes → Go to F2
- 2 No → Go to G1

F2. Who was the **main** other person you saw? (Tick **ONE** only)

- 1 A nurse
- 2 A physiotherapist
- 3 A radiographer
- 4 Someone else (Please write in box)

F3. Did you have **enough time** to discuss your health or medical problem with him/her?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not need to discuss it with him/her

F4. How long were you with him/her?

- 1 Up to 5 minutes
- 2 6 - 10 minutes
- 3 11 - 20 minutes
- 4 21 - 30 minutes
- 5 More than 30 minutes
- 6 Can't remember

F5. Did he/she explain the reasons for any treatment or action in a way that you could understand?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not want an explanation
- 5 No treatment or action was needed

F6. Did he/she listen to what you had to say?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

F7. Did you think that he/she was deliberately not telling you certain things that you wanted to know?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

F8. If you had important questions to ask him/her, did you get answers that you could understand?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not need to ask
- 5 I did not have an opportunity to ask

F9. Did you have confidence and trust in him/her?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

F10. Did he/she seem aware of your medical history?

- 1 He/she knew enough
- 2 He/she knew something but not enough
- 3 He/she knew little or nothing
- 4 Can't say

F11. If you had any worries or fears about your condition or treatment, did he/she discuss them with you?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not have worries or fears

G. OVERALL ABOUT THE APPOINTMENT

G1. Do you need any help understanding English?

- 1 Yes → **Go to G2**
- 2 No → **Go to G4**

G2. When you were in the Outpatients Department, was there someone who could interpret for you?

- 1 Yes, a relative or friend
- 2 Yes, an interpreter from the hospital
- 3 Yes, someone else on the hospital staff
- 4 Yes, a telephone interpreter
- 5 No

G3. Were you given any information (e.g. leaflets, other types of media) in a language you can understand?

- 1 Yes
- 2 No

G4. Did doctors and/or other staff talk in front of you as if you weren't there?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

G5. While you were in the Outpatients Department, how much information about your condition or treatment was given to **you**?

- 1 Not enough
- 2 Right amount
- 3 Too much
- 4 I was not given any information about my treatment or condition

G6. How much information about your condition or treatment was given to your **family, carer or someone close to you**?

- 1 Not enough
- 2 Right amount
- 3 Too much
- 4 No family, carer or friends were involved
- 5 They didn't want or need information
- 6 I didn't want them to have any information
- 7 Don't know / Can't say

G7. Were you given enough privacy when **discussing your condition or treatment**?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

G8. Were you given enough privacy when **being examined or treated**?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

G9. Did you have to undress when **being examined or treated**?

- 1 Yes → **Go to G10**
- 2 No → **Go to G11**
- 3 I wasn't examined or treated → **Go to G11**

G10. Were you told **before** your appointment that you would have to undress?

- 1 Yes
- 2 No, and I was not happy about it
- 3 No, but I did not mind
- 4 Don't know / Can't remember

G11. Did you have to wear a hospital gown at any point during your appointment?

- 1 Yes → **Go to G12**
- 2 No → **Go to G13**
- 3 Don't know / Can't remember → **Go to G13**

G12. Did you have to sit in an area with other patients while wearing the gown?

- 1 Yes, and I was not happy about it
- 2 Yes, but I did not mind
- 3 No
- 4 Don't know / Can't remember

G13. While you were in the Outpatients Department, did you feel threatened by anyone?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

G14. Sometimes in a hospital or clinic, a member of staff will say one thing and another will say something quite different. Did this happen to you?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

G15. Were you involved as much as you wanted to be in decisions about your care and treatment?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

G16. Were medical students present when you were being treated or examined?

- 1 Yes → **Go to G17**
- 2 No → **Go to G19**

G17. Were you asked for permission for medical students to be present when you were being treated or examined?

- 1 Yes
- 2 No

G18. Were you upset because medical students were present?

- 1 Yes
- 2 No

G19. Did the staff treating and examining you introduce themselves?

- 1 Yes, all of the staff introduced themselves
- 2 Some of the staff introduced themselves
- 3 Very few or none of the staff introduced themselves
- 4 Don't know / Can't remember

G20. Did staff wear name badges?

- 1 Yes, all of the staff wore name badges
- 2 Some of the staff wore name badges
- 3 Very few or none of the staff wore name badges
- 4 Don't know / Can't remember

G21. Did you have any questions about your care and treatment that you wanted to discuss but **did not**?

- 1 Yes → **Go to G22**
- 2 No → **Go to H1**

G22. Why **didn't** you discuss these questions?

(Tick ALL that apply)

- 1 I was embarrassed about mentioning them
- 2 I forgot to mention them
- 3 I didn't have time to mention them
- 4 The member of staff didn't have time to listen
- 5 There were too many interruptions
- 6 There was not enough privacy
- 7 I didn't know who to ask

H. TESTS AND TREATMENT

Tests (e.g. x-rays or scans)

H1. Did you have any tests (such as x-rays, scans or blood tests) when you visited the Outpatients Department?

- 1 Yes → **Go to H2**
- 2 No → **Go to H10**

H2. **Before** your appointment, were you told that you would have a test(s)?

- 1 Yes
- 2 No, and I did not mind that I wasn't told
- 3 No, but I would have liked to know

H3. Did a member of staff explain **why you needed these test(s)** in a way you could understand?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

H4. Was it easy to find where you needed to go in the hospital to have these test(s)?

- 1 Yes, definitely
- 2 Yes, but could be improved
- 3 No
- 4 Don't know / Can't remember

H5. Did a member of staff explain **what would happen** during your test in a way you could understand?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

H6. Did a member of staff tell you **when** you would find out the results of your test(s)?

- 1 Yes
- 2 No
- 3 Not sure/ Can't remember

H7. Did a member of staff tell you **how** you would find out the results of your test(s)?

- 1 Yes
- 2 No
- 3 Not sure / Can't remember

H8. Did a member of staff explain **the results of the tests** in a way you could understand?

- 1 Yes, definitely → **Go to H9**
- 2 Yes, to some extent → **Go to H9**
- 3 No → **Go to H9**
- 4 Not sure / Can't remember → **Go to H9**
- 5 I was told I would get the results at a later date → **Go to H10**
- 6 I was never told the results of the tests → **Go to H10**

H9. If you had questions to ask about the test results, did you get answers that you could understand?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not need to ask
- 5 I did not have an opportunity to ask

Treatment

H10. During your outpatient appointment, did you have any treatment for your condition?

- 1 Yes → **Go to H11**
- 2 No → **Go to J1**

H11. Before your appointment, did you know that you would be undergoing treatment?

- 1 Yes
- 2 No, and I did not mind that I wasn't told
- 3 No, but I would have liked to know

H12. Before the treatment did a member of staff explain what would happen?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not want an explanation

H13. Before the treatment did a member of staff explain any **risks and/or benefits** in a way you could understand?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not want an explanation

H14. Before the treatment did a member of staff answer your questions in a way you could understand?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not have any questions

H15. Afterwards, did a member of staff explain how the treatment had gone in a way you could understand?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No, I did not get an explanation I could understand
- 4 No, but they explained it to a friend or family member

J. LEAVING THE OUTPATIENTS DEPARTMENT

Medications (e.g. medicines, tablets, ointments)

J1. Before you left the Outpatients Department, were any **new** medications prescribed or ordered for you?

1 Yes → Go to J2

2 No → Go to J7

J2. Were you involved as much as you wanted to be in decisions about the best medicine for you?

1 Yes, definitely

2 Yes, to some extent

3 No

J3. Did a member of staff explain to you **how to take** the new medications?

1 Yes, completely

2 Yes, to some extent

3 No

4 I did not need an explanation

J4. Did a member of staff explain **the purpose** of the medications you were to take at home in a way you could understand?

1 Yes, completely

2 Yes, to some extent

3 No

4 I did not need an explanation

J5. Did a member of staff tell you about **medication side effects** to watch for?

1 Yes, completely

2 Yes, to some extent

3 No

4 I did not need this type of information

J6. Did the Outpatients Department staff give you a **printed information leaflet** about your medicines?

1 Yes

2 No

Information

J7. Did you receive **copies of letters** sent between hospital doctors and your family doctor (GP)?

1 Yes, as far as I know I received copies of **all** letters

2 I received copies of **some but not all** letters

3 No, I **did not receive copies** of any letters

4 I do not know if any letters were sent

5 I asked not to receive copies of letters

J8. As far as you know, was your GP given all the necessary information about the treatment or advice that you received at your appointment?

1 Yes

2 No

3 Don't know

J9. Before you left the Outpatients Department, were you given any **written or printed information** about your condition or treatment?

1 Yes

2 No, but I would have liked it

3 No, but I did not need this type of information

J10. Before you left the Outpatients Department, were you told what would happen next (e.g. whether you needed another outpatients appointment, to see your GP etc)?

1 Yes

2 No

3 Don't know / Can't remember

J11. Did hospital staff tell you when you could **resume your usual activities**, such as when to go back to work or drive a car?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not need this type of information

J12. Did a member of staff tell you about what **danger signals** regarding your illness or treatment to watch for after you went home?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not need this type of information

J13. Did hospital staff tell you **who to contact** if you were worried about your condition or treatment after you left hospital?

- 1 Yes
- 2 No
- 3 Don't know / Can't remember

J14. Did hospital staff give you information about **voluntary and support groups** for people who have a similar condition in your local area?

- 1 Yes
- 2 No, but I would have liked some
- 3 No, but I got information from somewhere else
- 4 No but I did not want/need this information
- 5 Don't know / Can't remember

J15. Did hospital staff give you information about any **government assistance**, such as benefits, tax breaks or home care, for people in your situation or with your condition?

- 1 Yes
- 2 No, but I would have liked some
- 3 No, but I got information from somewhere else
- 4 No but I did not want/need this information
- 5 Don't know / Can't remember

K. OVERALL IMPRESSION

K1. Was the main reason you went to the Outpatients Department dealt with to your satisfaction?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

K2. How well organised was the Outpatients Department you visited?

- 1 Not at all organised
- 2 Fairly organised
- 3 Very well organised

K3. Overall, did you feel you were treated with respect and dignity while you were at the Outpatients Department?

- 1 Yes, all of the time
- 2 Yes, some of the time
- 3 No

K4. Overall, how would you rate the care you received at the Outpatients Department?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 6 Very poor

K5. Overall, were you treated with kindness and understanding while you were in the Outpatients Department?

- 1 Yes, all of the time
- 2 Yes, some of the time
- 3 No

K6. Would you recommend this Outpatients Department to your family and friends?

- 1 Yes, definitely
- 2 Yes, probably
- 3 No

K7. While at the hospital, did you ever see any posters or leaflets explaining how to complain about the care you received?

- 1 Yes
- 2 No
- 3 Don't know/Can't remember

K8. Did you want to complain about the care you received in hospital?

- 1 Yes → Go to K9
- 2 No → Go to L1

K9. Did hospital staff give you the information you needed to do this?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

L. YOUR BACKGROUND

L1. Are you male or female?

- 1 Male
- 2 Female

L2. What was your **year** of birth?

(Please write in) e.g.

1	9	3	4
---	---	---	---

1	9		
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The following questions are optional. If you prefer, you may leave them blank.

L3. What is your religion?

- 1 None → Go to L5
- 2 Christian (including Church of England, Catholic, Protestant and all other Christian denominations) → Go to L4
- 3 Muslim → Go to L4
- 4 Hindu → Go to L4
- 5 Sikh → Go to L4
- 6 Jewish → Go to L4
- 7 Buddhist → Go to L4
- 8 Any other religion (Please write in box)

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→ Go to L4

L4. Were your religious beliefs respected by the hospital staff?

- 1 Yes, always
- 2 Yes, sometimes
- 3 No
- 4 My beliefs were not an issue during my hospital visit

L5. How old were you when you left full-time education?

- 1 16 years or less
- 2 17 or 18 years
- 3 19 years or over
- 4 Still in full-time education

L6. How many hospital outpatient appointments have you had in the past six months?

- 1 One
- 2 Two or three
- 3 Four or more

L7. Do you have any of the following long-standing conditions? (**Tick ALL that apply**)

- 1 Deafness or severe hearing impairment
→ Go to L8
- 2 Blindness or partially sighted
→ Go to L8
- 3 A long-standing physical condition
→ Go to L8
- 4 A learning disability
→ Go to L8
- 5 A mental health condition → Go to L8
- 6 A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy
→ Go to L8
- 7 No, I do not have a long-standing condition
→ Go to L9

L8. Does this condition(s) cause you difficulty with any of the following? (**Tick ALL that apply**)

- 1 Everyday activities that people your age can usually do
- 2 At work, in education, or training
- 3 Access to buildings, streets or vehicles
- 4 Reading or writing
- 5 People's attitudes to you because of your condition
- 6 Communicating, mixing with others, or socialising
- 7 Any other activity
- 8 No difficulty with any of these

Your own health state today

By placing a tick in one box in each group below, please indicate which statements best describe your own health state **today**.

L9. Mobility

- 1 I have no problems in walking about
- 2 I have some problems in walking about
- 3 I am confined to bed

L10. Self-Care

- 1 I have no problems with self-care
- 2 I have some problems washing or dressing myself
- 3 I am unable to wash or dress myself

L11. Usual Activities (e.g. work, study, housework, family or leisure activities)

- 1 I have no problems with performing my usual activities
- 2 I have some problems with performing my usual activities
- 3 I am unable to perform my usual activities

L12. Pain/Discomfort

- 1 I have no pain or discomfort
- 2 I have moderate pain or discomfort
- 3 I have extreme pain or discomfort

L13. Anxiety/Depression

- 1 I am not anxious or depressed
- 2 I am moderately anxious or depressed
- 3 I am extremely anxious or depressed

L14. To which of these ethnic groups would you say you belong? (Tick **ONE** only)

a. WHITE

- 1 British
- 2 Irish
- 3 Any other white background
(Please write in box)

b. MIXED

- 4 White and Black Caribbean
- 5 White and Black African
- 6 White and Asian
- 7 Any other mixed background
(Please write in box)

c. ASIAN OR ASIAN BRITISH

- 8 Indian
- 9 Pakistani
- 10 Bangladeshi
- 11 Any other Asian background
(Please write in box)

d. BLACK OR BLACK BRITISH

- 12 Caribbean
- 13 African
- 14 Any other black background
(Please write in box)

e. CHINESE OR OTHER ETHNIC GROUP

- 15 Chinese
- 16 Any other ethnic group
(Please write in box)

M. ANY OTHER COMMENTS

If there is anything else you would like to tell us about your experiences in the Outpatients Department, please do so here.

Was there anything particularly good about your visit to the Outpatients Department?

Was there anything that could have been improved?

Any other comments?

THANK YOU VERY MUCH FOR YOUR HELP

Please check that you answered all the questions that apply to you.

Please post this questionnaire back in the FREEPOST envelope provided.

No stamp is needed.