

## Supplementary file 2: Items included in the survey of patient experience leads

### Types and methods of data collection

1. What types of patient experience data have been collected in your Trust during the **last 12 months**? *Please select all that apply*
  - a. National surveys (for example, the National Inpatient Survey, the Friends and Family Test)
  - b. Surveys developed specifically for your hospital, ward or department
  - c. Informal patient feedback (for example, through conversations with staff or volunteers)
  - d. Patient stories
  - e. Other, please specify
  - f. Not sure
  
2. **In the last 12 months**, which of the following patient groups has your Trust gathered feedback from? *Please select all that apply*
  - a. Inpatients
  - b. Outpatients
  - c. Emergency Department patients
  - d. Maternity patients
  - e. Day case patients
  - f. Ambulance users
  - g. Condition specific patient groups (e.g. cancer, stroke, diabetes)
  - h. Other, please specify
  
3. What parts of the patient experience have these data collections at your Trust mainly focused on? *Please select all that apply.*
  - a. Cleanliness
  - b. Interactions with staff
  - c. Medications
  - d. Pain relief
  - e. Recommendations to friends and family

- f. Relationships with staff (for example, being treated with kindness, dignity and respect)
  - g. Waiting times
  - h. Other, please specify
4. At what point in the patient journey are **most** of your data collections carried out?
- a. On admission to the hospital
  - b. During the patients' stay
  - c. On discharge from the hospital
  - d. At all points of the patients' journey
  - e. Other, please specify
5. In the last 3 years, have you collected patient experience data in your (a) cancer care and (b) dementia care services? *Please tick one only*
- a. Yes, in **both cancer and dementia care** [please briefly describe type of data collected in each service: as part of national postal survey; local postal survey; realtime feedback; stories; other]
  - b. Yes, in **cancer care only** [please describe type of data collected: as part of national postal survey; local postal survey; realtime feedback; stories; other]
  - c. Yes, in **dementia care only** [please describe type of data collected: as part of national postal survey; local postal survey; realtime feedback; stories; other]
  - d. No, we have not collected patient experience data in either of these areas of clinical care
6. [If ticked options a-c at Q5] Have you successfully used the patient experience data you collected in <insert text from selected response to Q5> to help bring about improvements in the quality of care you provide?
- a. Yes, in **both cancer and dementia care**
  - b. Yes, in **cancer care only**
  - c. Yes, in **dementia care only**
  - d. No, we have not successfully used this patient experience data to help bring improvements in these areas of clinical care

## Staff leading on patient experience

7. Is there a **dedicated** person, or persons, within your Trust responsible for co-ordinating the collection and use of patient experience data?
- Yes, me
  - Yes, my colleague(s), please specify job title(s)
  - No
  - Don't know
8. [If Yes at Q7] What is the job role of that person (or persons)? *Please tick all that apply*
- Head of Patient Experience / Patient Experience Lead or Manager
  - Patient Advice & Liaison Service (PALS)
  - Clinical Audit
  - Clinical Governance
  - Director of Nursing
  - Corporate services
  - Don't know
9. Is there a dedicated quality improvement **team** within your Trust?
- Yes
  - No
  - Don't know
10. What percent of your time is allocated to support the collection and use of patient experience data?
- Less than 10%
  - 10%-40%
  - 41%-60%
  - 61%-99%
  - 100%
11. Does your Trust use any **external** organisations/contractors to help collect data on patients' experiences? Please select all that apply
- Yes, for the Friends and Family test

- b. Yes, for national CQC surveys
- c. Yes, for local data collections
- d. No
- e. Don't know

12. Does your Trust have a specific written plan/strategy for the collection and use of patient experience data?

- a. Yes
- b. No
- c. Don't know

13. Does your Trust's quality improvement strategy include how you will use patient experience data?

- a. Yes
- b. No
- c. Don't know
- d. Our Trust does not have a quality improvement strategy

14. Is there board/senior level support for the collection and use of patient experience data?

- a. Yes, definitely
- b. Yes, to some extent
- c. No
- d. Don't know

**Frequency of patient experience data collections**

15. In the **last 12 months**, how frequently has your Trust collected the following types of patient experience data....?

	Daily or ongoing	Weekly	Monthly	Quarterly	Biannually	Annually	One-off data collection	Don't know	N/A: not used this method
Friends and Family Test (FFT)									
CQC national surveys									
Trust's own (local) paper based survey(s)									
Comment cards (or similar)									
PALS feedback									
Telephone survey(s)									
Survey(s) using tablets									
Patient interviews									
Patient focus groups									
Other: please specify _____									
Other: please specify _____									
Other: please specify _____									
Other: please specify _____									

16. What factors are most important for determining the frequency of local (non-mandated) patient experience data collections? *Please tick the TWO most important factors*

- a. Staff availability/capacity for collecting data
- b. Volume/type of patient complaints
- c. Cost
- d. Staff time for using patient experience data results
- e. Other, please specify
- f. Other, please specify
- g. Other, please specify

17. In your opinion, what do you think about the amount of patient experience data that is collected by your Trust?

- a. There is not enough patient experience data
- b. The amount of patient experience data is about right
- c. There is too much patient experience data
- d. Not sure

18. What are the most challenging areas for collecting patient experience data?

### **Reporting patient experience data**

19. How are patient experience data results communicated to staff in your Trust? *Please select all that apply.*

- a. Communicated during staff meetings
- b. On staff noticeboard
- c. Online portal/ Trust intranet
- d. Written report (electronic version)
- e. Written report (hard copy)
- f. Other, please specify
- g. They are not communicated
- h. Not sure

20. Who communicates patient experience results with staff? *Please select all that apply*

- a. Patient experience leads
- b. Board members
- c. CEO
- d. Specialty leads
- e. Ward managers
- f. Other, please specify

21. Are patient experience data results **actively discussed** with staff in your Trust?

- a. Yes
- b. No

22. Does your Trust share patient experience data results with any of the following local groups or organisations? *Please select all that apply*

- a. Trust's patient groups/forums
- b. Local patient charities or support groups
- c. Healthwatch
- d. Local Authority
- e. Other, please specify
- f. Don't know

23. How are patient experience data results reported to patients and the general public?

*Please select all that apply.*

- a. On ward/department noticeboard(s)
- b. Trust's website
- c. External organisation website(s)
- d. Trust's patient groups
- e. Via local Healthwatch
- f. Trust events
- g. Other, please specify
- h. They are not communicated
- i. Not sure

### **Using patient experience data**

24. **In the last 12 months** are you aware of any changes that have been implemented in your Trust as a result of patient experience data?

- a. Yes, I have implemented changes
- b. Yes, others have implemented changes
- c. No [skip to Q27]
- d. Not sure [skip to Q27]

25. [If 'yes' at Q24] **In the last 12 months** what changes have been made based on the results from patient experience data collections? *Please select all that apply*

- a. Changes to the way staff interact with patients
- b. Changes to the way staff interact with colleagues
- c. Changes to the way care is provided to patients
- d. Changes to the layout of the hospital, ward or department
- e. Changes to patient safety
- f. Changes to the transactional aspects of care (cleanliness, catering)
- g. Other, please specify

26. [If 'yes' at Q24] Please provide any additional details you wish to share about how you have used patient experience results to affect change

27. What are the top TWO factors which you expect your Trust to invest in over the next three years to advance improvements in patient experience?

- a. Staff training and development
- b. Broader culture change efforts
- c. Patient and family engagement
- d. Measurement to support improvement
- e. Patient portals/access to records
- f. Facility improvements
- g. Other, please specify\_\_\_\_\_
- h. Don't know

### **Facilitators and barriers to using patient experience data**



28. What are the **barriers**, if any, that affect your use of patient experience data? *Please select all that apply.*

- a. Cost
- b. Lack of staff interest/support
- c. Lack of staff time to examine data
- d. Lack of volunteer workforce
- e. Language barriers
- f. Not enough importance placed on patient experiences
- g. Patients are being asked to provide feedback too often
- h. Other, please specify
- i. No barriers affect the use of patient experience data [skip to Q30]

29. In your opinion, how could the barriers you listed in response to the previous question best be resolved?

30. What **facilitators or promoters** do you think would support the use of patient experience data in your Trust? *Please select all that apply*

- a. The use of volunteers to help administer data collections
- b. Greater publicity around how results are used
- c. Strong visible support “from the top”
- d. Use of technology for gathering feedback
- e. Employ dedicated member of staff/team / Formal patient experience structure or role
- f. Protected budget for using patient experience data
- g. Greater priority given to patient experiences
- h. Other, please specify

31. How could the use of patient experience data be improved for your Trust?

32. How do you feel about the progress your Trust is making toward improving the Patient Experience?

- a. Very positive
- b. Positive

- c. Not very positive
- d. Not at all positive
- e. Don't know

33. Please explain why you consider the progress your Trust is making toward improving the Patient Experience to be <insert selected response to Q32> to your work.

## **Phase 2**

The next phase of this project is to work with six NHS Trusts to observe organisational responses to using patient experience data for service improvement in frontline medical wards. Participating sites will join a learning community hosted by researchers at the University of Oxford; teams will be supported to develop and implement their own interventions. Provisional dates for the first learning community meeting are [date inserted here].

If your organisation is interested in taking part further in the study, then please provide your contact details below. (Please note that this is only an expression of interest and does not commit you to taking part.) The following section will be kept in a separate file to the questionnaire and not linked to your questionnaire responses.