Appendix 3: Questionnaires

Healthwatch Oxfordshire Hospital Discharge Project (inpatient)

Experiences of planning to be discharged from hospital

What is the purpose of this questionnaire?
We are gathering people’s experiences of being discharged from hospital to find out what’s working well and what’s not working so well and could be improved. We will be publishing a final report which will be sent to the hospital trusts, the Oxfordshire Clinical Commissioning Group and Oxfordshire County Council so your views can help to influence and inform future service development in your local area.

Does it apply to me?
YES if you are currently in hospital OR you are a carer for someone who is in hospital at this time.

How long will it take me?
It should take you no longer than 15-20 minutes to fill in the questionnaire. We very much appreciate your time and value your contribution.

How will the information I give be used?
All the responses we receive will be collated and written up in a report with recommendations. This report will be available on our website for you to read in due course and key findings will be reported on in the healthwatch Oxfordshire quarterly newsletter. We will share the findings with the hospitals and social care, and will work with them in making improvements to the discharge process.

What about confidentiality?
Everything that you tell us will be anonymous and your identity will be protected at all times.

Who is collecting the information?
Healthwatch Oxfordshire is the health and social care champion working to improve health and social services in Oxfordshire. We are independent of the NHS and social care services but work closely with them.
1. Please tell us about the person who has filled in this form – are you:

- The patient
- Relative/Friend/Unpaid carer
- Paid care worker
- Enter and View Volunteer
- Other (please specify)

2. Are the views expressed in this survey:

- Your experience as the patient
- Your experience as the carer/friend/relative
- Both
3. Which hospital are you in?

4. Which ward are you in?

5. Was your admission to hospital planned?
   - Yes, go to Question 7
   - No

6. If No, were you admitted via:
   - GP
   - A&E
   - Hospital Transfer
   - Other (please specify)

7. How long have you been in hospital so far, include date of admission?
8. If you are being/were transferred to a Community Hospital from another hospital were you given a choice of which Community Hospital?
   ○ Yes
   ○ No
   ○ Not applicable

   If no, do you know the reason you were not given a choice?

9. Has anyone talked to you or your family/carer yet about the arrangements for being discharged from hospital?
   ○ Yes
   ○ No (if no, go to question 14)
   ○ Not sure

10. If yes, when was your estimated discharge date (the date you are expected to go home) first discussed with you?
    ○ At the time when you came into hospital
    ○ The next day
    ○ Sometime during my stay
    ○ Other (please specify)

11. Did this date change?
    ○ Yes
    ○ No (if no - go to question 13)
    ○ Not sure

12. If the date changed, how many times did it change?
    ○ Once
    ○ Twice
    ○ Three times
    ○ Four times or more
13. Were you informed about why it changed?
- Yes
- No
- Not sure

14. Do you know who is responsible for planning your discharge from the hospital?
- Yes
- No
- Don't know

If yes, who was it? For example - nurse, social worker, occupational therapist

15. Do you know how to contact them?
- Yes
- No
- Not sure

16. Have you or your family/carer been involved in planning your discharge from hospital?
- Yes
- No
- Not sure

17. Have you been involved in deciding what care and support you need so you can be discharged from hospital?
- Yes
- No
- Not sure

18. Have you had the opportunity to ask questions about your discharge from hospital?
- Yes
- No
- Not sure
19. Overall how good has the communication been about the date you are expected to be discharged from hospital?

- Very good
- Good
- Satisfactory
- Poor
- Very poor

What was good or could be improved about the planning of your leaving hospital?

20. Do you need any special equipment to be arranged for when you get home, for example a wheelchair, raised toilet seat, handrail etc?

- Yes
- No
- Not sure

If yes, what is it you need?

21. Did anyone talk to you about how you were going to get home?

- Yes
- No

22. What care/support have you been offered?

- Re-ablement
- Supported Hospital Discharge
- Home Care
- Other (please specify)
- Care Home
- No support needed
- Not offered any support

23. Are you currently in the discharge / transfer lounge of the hospital?

- Yes
- No - please go to question 26

24. How long have you spent in the discharge / transfer lounge so far?
25. How would you rate your experience in the discharge / transfer lounge?
- Very Good
- Good
- Satisfactory
- Poor
- Very poor

26. Would you like to comment about your experience of the discharge / transfer lounge?
Healthwatch Oxfordshire Hospital Discharge Project (inpatient)

27. Has the reason for your delay been explained to you?
  - Yes
  - No
  - Don't know

28. What is the cause of the delay?

29. Was there anything different that you could have done to avoid your discharge from hospital being delayed, such as accepting an offer of care you received?
  - Yes
  - No
  - Don't know

If yes, what was the reason for your decision to delay your discharge?

30. If the delay is caused because you need help at home or nursing care, do you understand what you will have to pay for yourself, and what will be free?
  - Yes
  - No
  - Don't know

31. How many days has the delay been so far?

32. If you have / are a carer, has the carer been involved in the planning of your discharge?
  - Yes
  - No
  - Don't know
33. Have you or your carer been kept informed and involved in the arrangements for your discharge from hospital?

☐ Yes
☐ No
☐ Don’t know

34. At what stage in your hospital stay have your carers been involved jointly with you in planning for your discharge? Please tick all that apply

☐ When you first came into hospital
☐ The next day
☐ After a few days
☐ A few days before leaving hospital
☐ On the day of leaving hospital
☐ Never involved
☐ Don’t know

35. Which best describes your experience of planning your discharge from hospital?

☐ Very good  ☐ Good  ☐ Satisfactory  ☐ Poor  ☐ Very poor

Any additional comments?
36. If you could improve three things about your experience of the process of being discharged from this hospital so far, what would they be?
### Healthwatch Oxfordshire Hospital Discharge Project (inpatient)

**About the person who has been in hospital**

#### 37. Gender
- [ ] Male
- [ ] Female

#### 38. Age
- [ ] Advocate of someone under 18
- [ ] 18-20
- [ ] 21-25
- [ ] 26-30
- [ ] 31-40
- [ ] 41-50
- [ ] 51-60
- [ ] 61-70
- [ ] 71-80
- [ ] 81-90
- [ ] 91 and over

#### 39. Ethnicity
- [ ] White British
- [ ] White other
- [ ] White Irish
- [ ] Black or Black British - Caribbean
- [ ] Black or Black British - African
- [ ] Any other Black Background
- [ ] Asian or Asian Background - Bangladeshi
- [ ] Asian or Asian Background - Indian
- [ ] Asian or Asian Background - Pakistani
- [ ] Any other Asian Background
- [ ] Chinese
- [ ] Mixed - White and Black Caribbean
- [ ] Mixed - White and Black African
- [ ] Mixed - White and Asian
- [ ] Gypsy Roma Traveller
- [ ] Traveller of Irish descent
- [ ] Any other mixed Background
- [ ] Prefer not to say
- [ ] Other (please specify)

#### 40. Do you consider yourself to have a disability?
- [ ] Yes
- [ ] No
Appendix 3: Questionnaire - patients

Healthwatch Oxfordshire Hospital Discharge Project (after Discharge)

Experiences of being discharged from hospital

What is the purpose of this questionnaire?
We are gathering people’s experiences of being discharged from hospital to find out what’s working well and what’s not working so well and could be improved. We will be publishing a final report which will be sent to the hospital trusts, the Oxfordshire Clinical Commissioning Group and Oxfordshire County Council so your views can help to influence and inform future service development in your local area.

Does it apply to me?
YES if you have had a stay in hospital and been discharged in the last 12 months OR you are/were a carer for someone who stayed in hospital and was discharged in the last 12 months.

How long will it take me?
It should take you no longer than 20-25 minutes to fill in the questionnaire. We very much appreciate your time and value your contribution.

How will the information I give be used?
All the responses we receive will be collated and written up in a report with recommendations. This report will be available on our website for you to read in due course and key findings will be reported on in our Healthwatch Oxfordshire quarterly newsletter. We will share the findings with the hospitals and social care, and will work closely with them in making improvements to the discharge process.

What about confidentiality?
Everything you tell us will be anonymous and your identity will be protected at all times

Who is collecting the information?
Healthwatch Oxfordshire is the health and social care champion working to improve health and social services in Oxfordshire. We are independent of the NHS and social care services but work closely with them.
after discharge
1. Please tell us about the person who has filled in this form – are you:

- The person who was discharged from hospital
- Relative/Friend/Unpaid carer
- Paid care worker
- Enter and View Volunteer
- Other (please specify)

2. Are the views expressed in this survey:

- Your experience as the patient
- Your experience as the carer/friend/relative
- Both
3. Which hospital were you in?

4. Which ward were you in?

5. Was your admission to hospital planned?
   - Yes
   - No (if no, go to question 7)

6. If no, were you admitted via:
   - GP
   - A&E
   - Hospital Transfer
   - Other (please specify)

7. What month were you in hospital and how long were you in?
8. Which part of the hospital were you discharged from?
- A&E
- Hospital Ward
- Discharge Lounge
- Don't Know
- Other (please specify) 

9. When you were discharged, where did you go?
- Home
- Intermediate care bed
- Nursing/care home
- Community Hospital
- Other (please specify) 

10. If you went to a Community Hospital, were you given a choice of which Community Hospital's question.
- Yes
- No
- Not sure
- n/a

If no, do you know the reason why you were not given a choice?

11. Did someone talk to you or your family/carer about the arrangements for being discharged?
- Yes
- No
- Not sure
12. If yes, when was your estimated discharge date first discussed with you?

- At the time you came into hospital
- The next day
- Other (please specify)
- Sometime during my stay
- On the day of discharge

13. Did this date change?

- Yes
- No (if no - go to question 16)
- Not sure

14. If the date changed, how many times did it change?

- Once
- Twice
- Three times
- Four times or more

15. How long after your original estimated discharge date did you go home?

- One day
- Two days
- Three days
- Four days
- Five to seven days
- Eight days or more
- Other (please specify)
16. Did you know the name of the person who was planning your discharge from hospital?

☐ Yes
☐ No
☐ Don't know

If yes, who was it? for example Nurse, Social Worker, Occupational Therapist

17. Did you know how to contact them?

☐ Yes
☐ No
☐ Not sure

18. Were you or your family/carers involved in planning your discharge from hospital?

☐ Yes
☐ No
☐ Not sure

19. Did you have a say in what care and support you needed so you could be discharged from hospital?

☐ Yes
☐ No
☐ Not sure

20. What care/support were you offered?

☐ Re-ablement (independent living skills support at home)
☐ No support needed
☐ Not offered any support

☐ Supported Hospital Discharge (short term support from nursing staff at home)

☐ Home Care

☐ Other (please specify)
# Healthwatch Oxfordshire Hospital Discharge Project (after Discharge)

## 21. If you needed help at home or nursing care, did you understand what you would have to pay for yourself, and what would be free?

- Yes  
- No  
- Not sure  
- n/a

## 22. Did you have the opportunity to ask questions about your discharge from the hospital?

- Yes  
- No  
- Not sure

## 23. If you returned home after being discharged from hospital, were the following discussed with you?

<table>
<thead>
<tr>
<th>Topic</th>
<th>Yes</th>
<th>No</th>
<th>Don't know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic living needs such as personal care, dressing</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medication (dressings, injections, side effects, etc)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How to use equipment such as walking aids, frames, etc</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Your expected recovery at home</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What help you would get such as home care, district nurses, surgery nurse etc</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Who to contact in a medical emergency</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home care package</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## 24. Overall how good was the communication about your discharge from hospital?

- Very good  
- Good  
- Satisfactory  
- Poor  
- Very poor
Healthwatch Oxfordshire Hospital Discharge Project (after Discharge)

25. Did you use any of the following services? If so, how would you rate them? If not go to question 27.

<table>
<thead>
<tr>
<th>Service</th>
<th>Very good</th>
<th>Good</th>
<th>Satisfactory</th>
<th>Poor</th>
<th>Very Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Re-ablement (independent living skills at home)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Homecare</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>District Nurse</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physiotherapy</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hospital at home</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (please specify)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

What was the name of the other service?

26. How would you rate the services you received after you left the hospital?

<table>
<thead>
<tr>
<th>Rating</th>
<th>Very good</th>
<th>Good</th>
<th>Satisfactory</th>
<th>Poor</th>
<th>Very poor</th>
<th>n/a</th>
</tr>
</thead>
<tbody>
<tr>
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

27. If you needed medicines to take home, were they available for you at the time you were ready to be discharged from hospital?

- Yes
- No
- Not sure

28. Did you understand the instructions/information you were given about your medicines to take home?

- Yes
- No
- N/a
29. Did you need any special equipment to be arranged at home in readiness for your discharge from hospital, for example a wheelchair, raised toilet seat, handrail etc?

- Yes
- No - go to question 32

If yes, what was it you needed?

30. Did someone explain to you how to use it?

- Yes
- No

31. Was the equipment available when you needed it?

- Yes
- No

32. Did you receive information about your expected recovery at home after being discharged from hospital, such as things to do / not to do?

- Yes
- No (go to question 35)
- Not sure
33. If you were given information did you feel this information was?

- Very good
- Good
- Satisfactory
- Poor
- Very Poor

What information would have been useful to you or your carer at that time?

34. Did you receive this information in a way you could understand?

- Yes
- No

If no, how could it have been better?

35. Did you fully understand what would take place on the day you were ready to be discharged?

- Yes
- No
- Not sure

36. Did you spend time in the discharge / transfer lounge when you were ready to leave hospital?

- Yes
- No - please go to question 40

37. How long did you spend in the discharge / transfer lounge?
38. Would you like to comment about your experience of the discharge/transfer lounge?

39. If you spent time in the discharge/transfer lounge, how would you rate your experience of using it?
- [ ] Very good
- [ ] Good
- [ ] Satisfactory
- [ ] Poor
- [ ] Very poor

40. Did someone talk to you about how you were going to get home?
- [ ] Yes
- [ ] No

41. If you needed transport arranged for you which service did you use? (If not go to question 46.)

42. If you were entitled to hospital transport did it take a reasonable time to transport you back (home / to your care home) from the hospital?
- [ ] Yes
- [ ] No
- [ ] Not sure

43. Did you get back (home / to your care home) at a reasonable hour? (e.g. NOT in the early hours of the morning)
- [ ] Yes
- [ ] No
- [ ] Not sure
44. Did you reach your destination (e.g. home / care home) approximately at the time that you had been advised you would get there?

- Yes
- No
- Not sure

45. How would you rate your experience of the transport service?

- Very good
- Good
- Satisfactory
- Poor
- Very poor

Any comments on the transport service?

46. After leaving hospital, did you have the contact details of the ward you were discharged from?

- Yes
- No
- Not sure

47. Did you need to contact the ward for any reason?

- Yes
- No
- Not sure

If yes, why?

48. Did your GP receive a letter about your hospital stay?

- Yes
- No
- Not sure
49. If you needed to have a follow up appointment how easy was it to arrange an appointment with a...

<table>
<thead>
<tr>
<th>Role</th>
<th>Very Easy</th>
<th>Easy</th>
<th>Neither easy nor difficult</th>
<th>Difficult</th>
<th>Very Difficult</th>
</tr>
</thead>
<tbody>
<tr>
<td>GP</td>
<td></td>
<td>☐</td>
<td></td>
<td></td>
<td>☐</td>
</tr>
<tr>
<td>District Nurse</td>
<td></td>
<td>☐</td>
<td></td>
<td></td>
<td>☐</td>
</tr>
<tr>
<td>Consultant</td>
<td></td>
<td>☐</td>
<td></td>
<td></td>
<td>☐</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td>☐</td>
<td></td>
<td></td>
<td>☐</td>
</tr>
</tbody>
</table>

If other, please specify
50. Was the reason for your delay explained to you?
   - Yes
   - No
   - Not sure

51. Did the hospital check you understood why your discharge date was delayed?
   - Yes
   - No
   - Not sure

What was the cause of the delay?

52. How many days long was the delay?

53. Was there anything different that you could have done to avoid your discharge from hospital being delayed, such as accepting an offer of care you received?
   - Yes
   - No
   - Not sure

If yes, what was the reason for your decision to delay your discharge?
54. If you have / are a carer, was the carer involved in the planning of your discharge from hospital?
   - Yes
   - No
   - Not sure

55. Were they / you kept informed and involved in the arrangements for your discharge?
   - Yes
   - No
   - Not sure

56. At what stage in your hospital stay were your carers involved jointly with you in the arrangements for your discharge? (Tick all that apply)
   - At the time you arrived in hospital
   - The next day
   - After a few days
   - A few days before you left hospital
   - On the day you left hospital
   - Never involved
   - Don’t know

57. Which best describes your experience of being discharged from hospital?
   - Very good
   - Good
   - Satisfactory
   - Poor
   - Very poor

58. What was good / very good about your the process of being discharged from hospital?
59. If you could improve three things about your experience of the process being discharged from hospital, what would they be?

60. Do you know how you can make a comment or complaint to the hospital, if you wished to do so?

☐ Yes
☐ No

Any comments you would like to make?
61. Gender
☐ Male
☐ Female

62. Age
☐ Advocate of someone under 18
☐ 18-20
☐ 21-25
☐ 26-30
☐ 31-40
☐ 41-50
☐ 51-60
☐ 61-70
☐ 71-80
☐ 81-90
☐ 91 and over

63. Ethnicity
☐ White British
☐ White other
☐ White Irish
☐ Black or Black British - Caribbean
☐ Black or Black British - African
☐ Any other Black Background
☐ Asian or Asian Background - Indian
☐ Asian or Asian Background - Bangladeshi
☐ Asian or Asian Background - Pakistani
☐ Any other Asian Background
☐ Chinese
☐ Mixed - White and Black Caribbean
☐ Mixed - White and Black African
☐ Mixed - White and Asian
☐ Gypsy Roma Traveller
☐ Traveller of Irish descent
☐ Any other mixed Background
☐ Prefer not to say
☐ Other (please specify)

64. Do you consider yourself to have a disability?
☐ Yes
☐ No

65. What are the first 4 letters of your home postcode?
Appendix 4: Questionnaire - care providers

Care providers’ experience of hospital discharges

What is the purpose of this questionnaire?
OACP (Oxfordshire Association of Care Providers) and Healthwatch Oxfordshire are collaborating to help the community understand more about service user, patient and carer experiences of being discharged from acute and community hospitals in Oxfordshire.

The purpose of the project is to understand what works well about the discharge process and what could be better from the point of view of the patient and his or her family, and from the perspective of people trying to provide care after a patient has been discharged.

In addition to capturing information from the patient/carer perspective, we also want to hear from people with responsibility for providing care to people after they have been discharged from hospital. This includes GPs, pharmacies and care providers (Care Homes and Domiciliary Care).

Does it apply to me?
As part of the project, we are asking you to complete this survey about the ways in which the discharge process helps or hinders your ability to provide great care.

The questionnaire has the following sections:
- About you
- About positive experiences of discharges
- About the impact of the discharge process on your clients
- About the impact of the discharge process on your care provision
- About the quality of the discharge process
- Other...

How will the information I give be used?
Once we have completed the research and analysed the findings, Healthwatch Oxfordshire will prepare and publish a high profile report for providers and commissioners, recommending ways in which the system could be improved and working with the media to raise awareness of the issues that need addressing.

What about confidentiality?
We can assure you that all information you give us will be confidential and anonymised.

Who is collecting the information and why?
Healthwatch Oxfordshire is the health and social care champion working to improve health and social services in Oxfordshire. We are independent of the NHS and social care services but work closely with them.
Thank you for participating in our survey. Your feedback is important.
Healthwatch Oxfordshire Hospital Discharge Project (Care Providers)

About you

1. Are you a:
   - care home manager
   - domiciliary care manager
   - other staff at a care home
   - other staff at a domiciliary care agency
   - other (please specify)

2. If you are not a care provider, do you have a care provider's consent to complete this form:
   - yes
   - no

3. Are the views expressed in this survey:
   - your experience
   - colleagues' experience
   - both
Please answer these questions thinking of your experience over the last year.

4. Please use this box to describe any specific positive experiences of Discharge Administration from your perspective:


5. Please use this box to describe any specific positive experiences of Discharge Administration from your clients perspective:


6. Please use this box to describe any further examples that you would like to share of good discharge practice (e.g. processes, advice, tips, teams, recommendations):
Healthwatch Oxfordshire Hospital Discharge Project (Care Providers)

About the impact of the discharge process on your clients

Please answer these questions thinking of your experience over the last year.

7. What characterises a ‘good discharge’ from your clients’ perspective?

8. What characterises a “poor discharge” from your clients perspective?

9. What impact does a poor discharge experience have on your clients?

10. (Roughly) How often do your clients experience a good discharge? (i.e. there are no significant issues for the client)

   - all the time
   - more than 75% of the time
   - more than 50% of the time
   - more than 25% of the time
   - less than 25% of the time

11. Please use this box to enter any further comments or information on the impact of the discharge process on your clients.
Healthwatch Oxfordshire Hospital Discharge Project (Care Providers)

About the impact of the discharge process on your care provision

Please answer these questions thinking of your experience over the last year.

12. What characterises a 'good discharge' from your perspective?

13. What characterises a "poor discharge" from your perspective?

14. When a discharge is poor, what impact does this have on your workload?

15. What are the top three issues that you encounter with discharges?
   1. 
   2. 
   3. 

16. Here are some of the issues we have been told can be encountered by care providers following discharge. Please could you rank them, depending on their IMPACT on your care provision, with item 1 having the greatest impact on your care provision:

   |   | patient discharged/due for discharge but no risk assessment in place | N/A |
   |   | patient discharged/due for discharge but no updated care package in place | N/A |
   |   | patient discharged/due for discharge with no MAR chart in place | N/A |
   |   | patient discharged with insufficient notice | N/A |
   |   | patient discharged but no discharge notes received | N/A |
   |   | patient discharged with inadequate information about medication | N/A |
17. Please use this box to list any other significant issues that you have encountered with discharges (good and bad):

18. Please use this box to enter any further comments or information (good and bad) on the impact of the discharge process on the care you provide:
Healthwatch Oxfordshire Hospital Discharge Project (Care Providers)

About the quality of the discharge process

Please answer these questions thinking of your experience over the last year.

19. (Roughly) How often in an average year have your clients had delays in receiving appropriate care caused by the discharge process?
- never
- 1-5 times a year
- 6-10 times a year
- 11-20 times a year
- 21-30 times a year
- more than 30 times a year

20. (Roughly) How often in an average year have your clients had delayed discharges caused by the discharge process?
- never
- 1-5 times a year
- 6-10 times a year
- 11-20 times a year
- 21-30 times a year
- more than 30 times a year

21. (Roughly) How often in an average year have your clients arrived significantly late or at an inconvenient hour for them?
- never
- 1-5 times a year
- 6-10 times a year
- 11-20 times a year
- 21-30 times a year
- more than 30 times a year
22. (Roughly) How often in an average year have your clients been upset or distressed by the discharge process?

☐ never
☐ 1-5 times a year
☐ 6-10 times a year
☐ 11-20 times a year
☐ 21-30 times a year
☐ more than 30 times a year

23. (Roughly) How often in the past year have there been patient safety concerns as a result of the discharge process?

☐ never
☐ 1-5 times a year
☐ 6-10 times a year
☐ 11-20 times a year
☐ 21-30 times a year
☐ more than 30 times a year

24. How often (roughly) do you feel confident that the hospital is aware on admission about the care services your clients are receiving?

☐ all the time
☐ more than 75% of the time
☐ more than 50% of the time
☐ more than 25% of the time
☐ less than 25% of the time

25. How often (roughly) does the hospital keep you adequately informed of services/care delivered in the hospital?

☐ all the time
☐ more than 75% of the time
☐ more than 50% of the time
☐ more than 25% of the time
☐ less than 25% of the time
26. How does the hospital keep you updated about services/care delivered in the hospital?
☐ phone
☐ email
☐ flyer
☐ social media
☐ text
☐ other (please specify) 

27. Which method(s) of communication with the hospital works best for you?
☐ phone
☐ email
☐ flyer
☐ social media
☐ text
☐ other (please specify) 

28. How often (roughly) does the hospital Discharge Team give you sufficient notice to provide appropriate services for discharged patients?
☐ all the time
☐ more than 75% of the time
☐ more than 50% of the time
☐ more than 25% of the time
☐ less than 25% of the time

29. How often (roughly) is a patient discharged with a risk assessment in place?
☐ all the time
☐ more than 75% of the time
☐ more than 50% of the time
☐ more than 25% of the time
☐ less than 25% of the time
30. How often (roughly) is a patient discharged with MAR chart in place, when required?
- all the time
- more than 75% of the time
- more than 50% of the time
- more than 25% of the time
- less than 25% of the time

Comment

31. How often (roughly) is a patient discharged with discharge notes in place?
- all the time
- more than 75% of the time
- more than 50% of the time
- more than 25% of the time
- less than 25% of the time

32. How often (roughly) is a patient discharged with required information about medication?
- all the time
- more than 75% of the time
- more than 50% of the time
- more than 25% of the time
- less than 25% of the time

33. How often (roughly) is the notice given consistent with contractual expectations, if relevant?
- all the time
- more than 75% of the time
- more than 50% of the time
- more than 25% of the time
- less than 25% of the time
34. How often are Oxfordshire's contractual expectations in alignment with the requirements for discharge under The Care and Support (Discharge of Hospital Patients) Regulations 2014?

- all the time
- more than 75% of the time
- more than 50% of the time
- more than 25% of the time
- less than 25% of the time

35. If the person discharged is a private funder, how often (roughly) does the NHS follow requirements for discharge under The Care and Support (Discharge of Hospital Patients) Regulations 2014?

- all the time
- more than 75% of the time
- more than 50% of the time
- more than 25% of the time
- less than 25% of the time

36. How often (roughly) does the patient arrive at their destination (e.g. home/care home) at the expected time?

- all the time
- more than 75% of the time
- more than 50% of the time
- more than 25% of the time
- less than 25% of the time

37. How often (roughly) does the assessment of needs by the NHS prior to discharge match with the needs, as you see them, on arrival at home / the care home?

- all the time
- more than 75% of the time
- more than 50% of the time
- more than 25% of the time
- less than 25% of the time
38. How often (roughly) is the patient discharged with all the relevant paperwork, accurately completed, on time and appropriate?

- all the time
- more than 75% of the time
- more than 50% of the time
- more than 25% of the time
- less than 25% of the time
Please answer these questions thinking of your experience over the last year.

39. Please use this box to tell any individual stories (positive or negative) that you think might be particularly useful for the report. If so, please anonymise (e.g. 'Client A was discharged on xxx...').

40. How, in your opinion, could the discharge process be improved for care providers, and for your clients?

41. If you would like to tell us anything else about hospital discharges in Oxfordshire, please use the space below:

42. If you would like to make any comments on this questionnaire, please use the space below:
Thank you for completing this survey. Your input is important to us.

Your responses will be collected, analysed and used as part of a report on Hospital Discharges published by Healthwatch Oxfordshire during the summer, probably in July. This will be available from the Healthwatch Oxfordshire website, or by phoning us on 08165 520520.

If you would like to be informed when the report is published, please complete the section below.

43. I would like my email address above to be added to the Healthwatch Oxfordshire mailing list, so that I can be informed about local Healthwatch projects and receive the local Healthwatch newsletter.

Note: Healthwatch Oxfordshire will NEVER pass your details onto a 3rd party.

Name
Company
Email Address
Phone Number
Appendix 5: Questionnaire - GPs

Healthwatch Oxfordshire Hospital Discharge Project (GPs)

Introduction

GPs’ experience of hospital discharges

What is the purpose of this questionnaire?
Oxfordshire LMC and Healthwatch Oxfordshire are collaborating to help the community understand more about service user, patient and carer experiences of being discharged, primarily from acute and community hospitals in Oxfordshire.

The purpose of the project is to understand what works well about the discharge process and what could be better from the point of view of the patient and his or her family and from the perspective of people trying to provide care after a patient has been discharged.

As part of the project, we are asking you to complete this survey about the ways in which the discharge process helps or hinders your ability to provide great care.

The questionnaire structure
The questionnaire has the following sections:
- About you
- About your patients’ experience of discharges
- About your practice’s experience of discharges
- About the quality of the discharge process
- Other...

How will the information I give be used?
Once we have completed the research and analysed the findings Healthwatch will prepare and publish a report for providers and commissioners, recommending ways in which the system could be improved and will work with the media to raise awareness of the issues that need addressing.

What about confidentiality?
We can assure you that all information you give us will be confidential and anonymised.

Who is collecting the information and why?
Healthwatch Oxfordshire is the health and social care champion working to improve health and social services in Oxfordshire. We are independent of the NHS and social care services but work closely with them.
1. Are you a:
- GP
- GP practice manager
- GP practice nurse
- other staff at a GP practice
- other (please specify)

2. Are the views expressed in this survey:
- your experience
- the experience of one or more of your colleagues
- both
Healthwatch Oxfordshire Hospital Discharge Project (GPs)
About your patients’ experience of discharges

Please answer these questions thinking of your experience over the last year.

3. What characterises a ‘good discharge’ from your patients’ perspective?

4. Please use this box to describe any specific positive experiences of discharges relating to your patients:

5. When a discharge goes to plan, what impact does this have on your patients?

6. When a discharge does NOT go to plan, what impact does this have on your patients?

7. (Roughly) How often do discharges go well for your patients? (i.e. there are no significant issues for the patient)
   - (almost) all the time
   - more than 75% of the time
   - more than 50% of the time
   - more than 25% of the time
   - less than 25% of the time

Comment

8. Please use this box to enter any further comments or information on the impact of the discharge process on your patients:
Healthwatch Oxfordshire Hospital Discharge Project (GPs)

About your practice’s experience of discharges

Please answer these questions thinking of your experience over the last year.

9. What characterises a ‘good discharge’ from your perspective?


10. Please use this box to describe any specific positive experiences of discharges on your GP Practice:


11. Please use this box to describe any further information (e.g. processes, advice, tips, commendations) that you would like to share on good practice for discharges:


12. When a discharge goes to plan, what impact does this have on your workload?


13. When a discharge does NOT go to plan, what impact does this have on your workload?


14. What are the top three issues that you encounter with discharges?

1

2

3
15. What are the top three issues that you encounter with Discharge Summaries?
1
2
3

16. Please use this box to enter any comments on the quality and/or format of Discharge Summaries:

17. What specific recommendations would you make to improve patient discharges?

18. What single change/improvement do you think would make the greatest positive impact on discharges for patients?
Healthwatch Oxfordshire Hospital Discharge Project (GPs)

About the quality of the discharge process

Please answer these questions thinking of your experience over the last three months.

19. (Roughly) How often in the past 3 months have there been patient safety concerns at your practice as a result of the discharge process?

20. (Roughly) How many patient appointments in the last 3 months might have been booked solely as a result of discharge administration issues?

21. (Roughly) How often is the information from the hospital received by the time you require it?

   - (Almost) always
   - More than 75% of the time
   - Roughly 50% to 75% of the time
   - Roughly 25% to 50% of the time
   - Less than 25% of the time
   - (Almost) never

Comment

22. (Roughly) How often in an average month do you incur additional work caused by issues with the discharge process?

   - 0 (zero) times a month
   - 1-5 times a month
   - 6-10 times a month
   - 11-20 times a month
   - 21-30 times a month
   - more than 30 times a month

Comment
23. On average, how much extra working time have these issues caused you, per discharge?

- 1-10 mins
- 11-20 mins
- 21-30 mins
- 31-60 mins
- more than 1 hr
- more than 2 hrs

Comment

24. Here are some of the issues we have been told can be encountered by GPs following discharge. Please could you rank them, depending on their IMPACT on your practice, with item 1 having the greatest impact on your care provision:

- Patient readmitted within 48 hrs following inappropriate discharge
- Patient discharged but Discharge Summary/letter arrives late
- Patient discharged with incomplete Discharge Summary/letter
- Patient discharged with inaccurate Discharge Summary/letter
- Patient discharged but no Discharge Summary/letter received
- Patient requiring Form 1 discharged with no Form 1
- Patient discharged with inadequate information about medication
- Patient discharged with inadequate medication

25. If there are other significant ways in which you are caused additional work by problems in the discharge process, please list the significant additional tasks and an estimate of the impact on your time (per average month):
26. If you would like to tell us anything else about hospital discharges in Oxfordshire, please use the space below:


27. If you would like to make any comments on this questionnaire, please use the space below:


Appendix 6: Questionnaire - pharmacies

Pharmacies’ experience of hospital discharges

What is the purpose of this questionnaire?
Oxfordshire LPC and Healthwatch Oxfordshire are collaborating to help the community understand more about service user, patient and carer experiences of being discharged, primarily from acute and community hospitals in Oxfordshire.

The purpose of the project is to understand what works well about the discharge process and what could be better from the point of view of the patient and his or her family and from the perspective of people trying to provide care after a patient has been discharged.

As part of the project, we are asking you to complete this survey about the ways in which the discharge process helps or hinders your ability to provide great care.

The questionnaire structure
The questionnaire has the following sections:
- About you
- About the quality of the discharge process
- About your experience of the discharge process
- Other...

Section 2 (About the quality of the discharge process) is largely multiple-choice and mandatory.
Section 3 (About your experience of the discharge process) is largely free text and optional.

We hope that you will find the time to complete all/some of Section 3, but completely understand if this is not possible.

How will the information I give be used?
Once we have completed the research and analysed the findings Healthwatch will prepare and publish a high profile report for providers and commissioners, recommending ways in which the system could be improved and will work with the media to raise awareness of the issues that need addressing.

What about confidentiality?
We can assure you that all information you give us will be confidential and anonymised.

Who is collecting the information and why?
Healthwatch Oxfordshire is the health and social care champion working to improve health and social services in Oxfordshire. We are independent of the NHS and social care services but work closely with them.
Healthwatch Oxfordshire Hospital Discharge Project (Pharmacies)

About you

1. Are you a:
   - pharmacist
   - pharmacy manager
   - other staff at a pharmacy
   - other clinician
   - other (please specify)

2. Are the views expressed in this survey:
   - your experience
   - the experience of one or more of your colleagues
   - both
3. (Roughly) How often in an average month do your patients have a problem-free discharge involving your pharmacy?

- (Almost) always
- More than 75% of the time
- Roughly 50% to 75% of the time
- Roughly 25% to 50% of the time
- Less than 25% of the time
- (Almost) never

Comment

4. (Roughly) How often in the past 3 months have there been patient safety concerns at your pharmacy as a result of the discharge process?

Comment

5. (Roughly) How often is the information from the hospital fully accurate and reliable, from your perception and in your experience?

- (Almost) always
- More than 75% of the time
- Roughly 50% to 75% of the time
- Roughly 25% to 50% of the time
- Less than 25% of the time
- (Almost) never

Comment
6. (Roughly) How often is the information from the hospital received by the time you require it?

- (Almost) always
- More than 75% of the time
- Roughly 50% to 75% of the time
- Roughly 25% to 50% of the time
- Less than 25% of the time
- (Almost) never

Comment

7. (Roughly) How often are GP prescriptions correctly updated following discharge (e.g. without meds that should be discontinued)?

- (Almost) always
- More than 75% of the time
- Roughly 50% to 75% of the time
- Roughly 25% to 50% of the time
- Less than 25% of the time
- (Almost) never

Comment

8. (Roughly) How often in an average month do you incur additional work caused by issues with the discharge process?

- 0 (zero) times a month
- 1-5 times a month
- 6-10 times a month
- 11-20 times a month
- 21-30 times a month
- more than 30 times a month

Comment
9. On average, how often do you receive standard discharge notes?

- (Almost) always
- More than 75% of the time
- Roughly 50% to 75% of the time
- Roughly 25% to 50% of the time
- Less than 25% of the time
- (Almost) never

Comment

10. On average, how often has the GP received the discharge note by the time you have a query or patient in front of you?

- (Almost) always
- More than 75% of the time
- Roughly 50% to 75% of the time
- Roughly 25% to 50% of the time
- Less than 25% of the time
- (Almost) never

Comment

11. On average, how often do you see an uninterrupted continuation of medication prescribed in secondary care?

- (Almost) always
- More than 75% of the time
- Roughly 50% to 75% of the time
- Roughly 25% to 50% of the time
- Less than 25% of the time
- (Almost) never

Comment
12. On average, how often do you receive discharge notes for dosettes?

- (Almost) always
- More than 75% of the time
- Roughly 50% to 75% of the time
- Roughly 25% to 50% of the time
- Less than 25% of the time
- (Almost) never

Comment

13. On average, how often are dosette boxes being recommended appropriately by the hospital?

- (Almost) always
- More than 75% of the time
- Roughly 50% to 75% of the time
- Roughly 25% to 50% of the time
- Less than 25% of the time
- (Almost) never

Comment

14. On average, how often do you have sufficient time to make a dosette before the patient runs out of medication?

- (Almost) always
- More than 75% of the time
- Roughly 50% to 75% of the time
- Roughly 25% to 50% of the time
- Less than 25% of the time
- (Almost) never

Comment

15. If there are other significant ways in which you are caused additional work by problems in the discharge process, please list the significant additional tasks and an estimate of the impact on your time (per average month):
Note:
We appreciate that pharmacists are extremely busy.

If you have time to complete some/all of the (free text) questions below, we believe that will significantly help the quality of our input - and help improve the discharge process in Oxfordshire.

16. What characterises a 'good discharge' from your perspective (i.e. that of a pharmacy)?

17. When a discharge does NOT go to plan, what impact does this have on your workload?

18. When a discharge does NOT go to plan, what impact does this have on your patients?

19. What are the top three issues that you encounter with the discharge process?
1.
2.
3.

20. What specific recommendations would you make to improve the discharge process from your pharmacy's perspective?

21. Please use this box to describe any information (e.g. advice, tips, processes, commendations) that you would like to share on good practice for discharges:
22. Please use this box to enter any further comments or information on the impact of (pharmacy-related) discharge process issues on your patients:


23. Please use this box to enter any further comments or information on the impact of the discharge process on your pharmacy:


24. If you would like to tell us anything else about hospital discharges in Oxfordshire, please use the space below:

25. If you would like to make any comments on this questionnaire, please use the space below:
Thank you for completing this survey. Your input is important to us.

Your responses will be collected, analysed and used as part of a report on Hospital Discharges published by Healthwatch Oxfordshire during the summer, probably in July. This will be available from the Healthwatch Oxfordshire website, or by phoning us on 08165 520520.

If you would like to be informed when the report is published, please complete the section below.

26. I would like my email address above to be added to the Healthwatch Oxfordshire mailing list, so that I can be informed about local Healthwatch projects and receive the local Healthwatch newsletter.

Note: Healthwatch Oxfordshire will NEVER pass your details onto a 3rd party.

Name

Pharmacy

Email Address

Phone Number