

## RCGP Quality Improvement Evaluation

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### Questionnaire: Baseline

<b>Date:</b>		<b>Your name:</b>	optional
<b>Practice:</b>		<b>Your role:</b>	

Questions about you:

<b>1: How long have you been working in your current organisation?</b>	
<i>Number of months or years:</i>	<i>Don't know</i> <input type="checkbox"/>
Comments:	

<b>2: What is your current role?</b>				
<i>Practice Manager</i> <input type="checkbox"/>	<i>Doctor / GP</i> <input type="checkbox"/>	<i>Nurse</i> <input type="checkbox"/>	<i>Receptionist</i> <input type="checkbox"/>	<i>Administration</i> <input type="checkbox"/>
<i>Local clinical lead (CCG/LHB)</i> <input type="checkbox"/>	<i>Other / Not listed</i> <input type="checkbox"/>	<i>If other, please specify:</i>		
Comments:				

Questions about your organisation and work environment:

<b>3: How satisfied are you with care provided by your organisation for people with diabetes?</b>				
<i>Not satisfied at all</i> <input type="checkbox"/>	<i>Slightly satisfied</i> <input type="checkbox"/>	<i>Somewhat satisfied</i> <input type="checkbox"/>	<i>Fairly satisfied</i> <input type="checkbox"/>	<i>Very satisfied</i> <input type="checkbox"/>
Comments:				

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### 4: How often do you hold meetings in which diabetes care can be discussed?

<i>Never</i>	<i>Once every year</i>	<i>Once every 6 months</i>	<i>Once every month</i>	<i>Once every week</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

### 5: Which description best fits your working environment or culture?

<i>Personal, friendly, open, encourages sharing</i>	<i>Dynamic, changing, creative, encourages new ideas</i>	<i>Formal, structured, procedure-based, bureaucratic</i>	<i>Focus on goals and the end result, 'getting the job done'</i>	<i>None of the previous answers</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

### 6: In your opinion, how active is your organisation in trying to improve the quality of healthcare that it provides?

<i>Not active at all</i>	<i>Slightly active</i>	<i>Somewhat active</i>	<i>Fairly active</i>	<i>Very active</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

### 7: Which statement best describes your organisation's approach to improving the quality of service offered to patients?

<i>Why do we need to waste our time on improvement?</i>	<i>We take improvement seriously and do something when the need arises.</i>	<i>We have systems in place to ensure ongoing improvement.</i>	<i>We are always alert and thinking about how to improve patient care</i>	<i>Ongoing improvement is an integral part of everything that we do.</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

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**8: Do you agree or disagree with the statement; 'Our organisation experiments with new ideas?'**

*Strongly disagree*

*Disagree*

*Neither agree nor disagree*

*Agree*

*Strongly agree*

Comments:

**9: How confident are you that you would be supported by colleagues if you expressed a new idea or concern?**

*Not at all confident*

*Slightly confident*

*Somewhat confident*

*Fairly confident*

*Very confident*

Comments:

**10: How confident are you in the leadership within your organisation?**

*Not at all confident*

*Slightly confident*

*Somewhat confident*

*Fairly confident*

*Very confident*

Comments:

**11: How confident are you in the ability of the people in your organisation to work together as a team?**

*Not at all confident*

*Slightly confident*

*Somewhat confident*

*Fairly confident*

*Very confident*

Comments:

**12: How confident are you in the overall ability of your organisation to improve the care it provides?**

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<i>Not at all confident</i> <input type="checkbox"/>	<i>Slightly confident</i> <input type="checkbox"/>	<i>Somewhat confident</i> <input type="checkbox"/>	<i>Fairly confident</i> <input type="checkbox"/>	<i>Very confident</i> <input type="checkbox"/>
Comments:				

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**13: Do you agree or disagree with the statement; 'Our organisation uses evidence-based information to guide our practice.'**

*Strongly disagree*

*Disagree*

*Neither agree nor disagree*

*Agree*

*Strongly agree*

Comments:

**14: Do you agree or disagree with the statement; 'National frameworks (e.g. Quality and Outcomes Framework, GMS contract, Enhanced Services) are the main driver in identifying shortcomings and improving them.' Please provide examples of relevant frameworks.**

*Strongly disagree*

*Disagree*

*Neither agree nor disagree*

*Agree*

*Strongly agree*

Comments:

**15: How confident are you that national or regional policy changes will eventually lead to improved care within your organisation?**

*Not at all confident*

*Slightly confident*

*Somewhat confident*

*Fairly confident*

*Very confident*

Comments:

**16: Do you agree or disagree with the statement; 'Our organisation makes good use of information and communication technology to help improve the care it provides.'**

*Strongly disagree*

*Disagree*

*Neither agree nor disagree*

*Agree*

*Strongly agree*

Comments:

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Questions about engagement in your organisation:

Questions 17-19 are adapted from the NHS Staff Engagement Tool.

<b>17: To what extent do you agree or disagree with each of the following statements?</b>				
<i>Advocacy</i>				
<b>a: 'I would recommend my organisation as a place to work.'</b>				
<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>Agree</i>	<i>Strongly agree</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>b: 'If a friend or relative needed treatment, I would be happy with the standard of care provided by my organisation.'</b>				
<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>Agree</i>	<i>Strongly agree</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>c: 'Care of patients is my organisation's top priority.'</b>				
<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>Agree</i>	<i>Strongly agree</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				

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<p><b>18: To what extent do you agree or disagree with each of the following statements?</b></p> <p style="text-align: right; color: red;">Involvement</p>				
<p><b>a: 'I am able to make suggestions to improve the work of my organisation.'</b></p>				
<p><i>Strongly disagree</i></p> <p><input type="checkbox"/></p>	<p><i>Disagree</i></p> <p><input type="checkbox"/></p>	<p><i>Neither agree nor disagree</i></p> <p><input type="checkbox"/></p>	<p><i>Agree</i></p> <p><input type="checkbox"/></p>	<p><i>Strongly agree</i></p> <p><input type="checkbox"/></p>
<p><b>b: 'There are frequent opportunities for me to show initiative in my role.'</b></p>				
<p><i>Strongly disagree</i></p> <p><input type="checkbox"/></p>	<p><i>Disagree</i></p> <p><input type="checkbox"/></p>	<p><i>Neither agree nor disagree</i></p> <p><input type="checkbox"/></p>	<p><i>Agree</i></p> <p><input type="checkbox"/></p>	<p><i>Strongly agree</i></p> <p><input type="checkbox"/></p>
<p><b>c: 'I am able to make improvements happen in my area of work.'</b></p>				
<p><i>Strongly disagree</i></p> <p><input type="checkbox"/></p>	<p><i>Disagree</i></p> <p><input type="checkbox"/></p>	<p><i>Neither agree nor disagree</i></p> <p><input type="checkbox"/></p>	<p><i>Agree</i></p> <p><input type="checkbox"/></p>	<p><i>Strongly agree</i></p> <p><input type="checkbox"/></p>
<p>Comments:</p>				

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**19: Please indicate how frequently you feel this way about your job:**

Motivation

**a: 'I look forward to going to work.'**

<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Often</i>	<i>Always</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**b: 'I am enthusiastic about my job.'**

<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Often</i>	<i>Always</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**c: 'Time passes quickly when I am working.'**

<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Often</i>	<i>Always</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:



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Questions about quality improvement:

**20: How confident are you in your understanding of the meaning of *Quality Improvement* in the context of healthcare?**

<i>Not at all confident</i>	<i>Slightly confident</i>	<i>Somewhat confident</i>	<i>Fairly confident</i>	<i>Very confident</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

**21: How confident are you in your understanding of the range of quality improvement methodology and tools that are available?**

<i>Not at all confident</i>	<i>Slightly confident</i>	<i>Somewhat confident</i>	<i>Fairly confident</i>	<i>Very confident</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

**21: Are you aware of an aspect of patient care that has improved in the last year?**

<i>No</i>	<i>Yes</i>	<i>If yes, please provide details:</i>
<input type="checkbox"/>	<input type="checkbox"/>	<b>Compulsory freetext if 'yes'</b>

Comments:

**22: Do you agree or disagree with the statement; '*Quality improvement projects can make a significant difference to patient care.*'**

<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree nor disagree</i>	<i>Agree</i>	<i>Strongly agree</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

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**23: Are you aware of any factors that help drive quality improvement in your organisation?**

No

Yes

*If yes, please  
provide details:*

**Compulsory  
freetext if 'yes'**

Comments:

**24: Are you aware of any factors that hinder or restrain quality improvement in your organisation?**

No

Yes

*If yes, please  
provide details:*

**Compulsory  
freetext if 'yes'**

Comments:

**25: How confident are you that you could suggest a way to improve patient care, implement a change to practice and test it to see if it has worked?**

*Not at all confident*

*Slightly confident*

*Somewhat  
confident*

*Fairly confident*

*Very confident*

Comments:

**Please record any additional thoughts or reflections in the space below:**

Thank you for taking the time to complete this questionnaire.