

## RCGP Quality Improvement Evaluation

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### Questionnaire: Follow-up

<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:				

**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:

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

<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:

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

<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:

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

<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:

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

<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:

**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>	<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:				

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

<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:

**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.

<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:

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

<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:

**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.’**

<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:

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>				
<span style="color: red;">Advocacy</span>				
<b>a: 'I would recommend my organisation as a place to work.'</b>				
<i>Strongly disagree</i>  <input type="checkbox"/>	<i>Disagree</i>  <input type="checkbox"/>	<i>Neither agree nor disagree</i>  <input type="checkbox"/>	<i>Agree</i>  <input type="checkbox"/>	<i>Strongly agree</i>  <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>  <input type="checkbox"/>	<i>Disagree</i>  <input type="checkbox"/>	<i>Neither agree nor disagree</i>  <input type="checkbox"/>	<i>Agree</i>  <input type="checkbox"/>	<i>Strongly agree</i>  <input type="checkbox"/>
<b>c: 'Care of patients is my organisation's top priority.'</b>				
<i>Strongly disagree</i>  <input type="checkbox"/>	<i>Disagree</i>  <input type="checkbox"/>	<i>Neither agree nor disagree</i>  <input type="checkbox"/>	<i>Agree</i>  <input type="checkbox"/>	<i>Strongly agree</i>  <input type="checkbox"/>
Comments:				

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

The questionnaire continues on the next page.

<b>19: Please indicate how frequently you feel this way about your job:</b>					<b>Motivation</b>
<b>a: 'I look forward to going to work.'</b>					
<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>b: 'I am enthusiastic about my job.'</b>					
<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>c: 'Time passes quickly when I am working.'</b>					
<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:					

The questionnaire continues on the next page.



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>	<b>Compulsory freetext if 'yes'</b>
<input type="checkbox"/>	<input type="checkbox"/>		

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:

**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:

The questionnaire continues on the next page.

## Questions about the impact of the quality improvement programme.

These questions relate to the impact of the RCGP quality improvement programme on you and your practice.

The RCGP guide *Quality Improvement for General Practice* divides the improvement cycle into four parts. Some of these questions will refer to these processes.

### 1: Diagnose

Assess the area of your practice that requires improvement and gather baseline data.

### 2: Plan and test

Decide the aim, methods and monitoring of your change and test in a graded fashion.

### 3: Implement and embed

Describe and illustrate the results of your change.

### 4: Sustain and spread

Consider how your intervention can be implemented on a larger scale or in another area. This domain is outside the scope of the current programme.

#### 26: How satisfied are you with the progress that has been made as part of the quality improvement programme?

*Not satisfied at all*

*Slightly satisfied*

*Somewhat satisfied*

*Fairly satisfied*

*Very satisfied*

Comments:

#### 27: To what extent is this progress below or above your expectations?

*Far below expectations*

*Below expectations*

*As expected*

*Above expectations*

*Far above expectations*

Comments:

**28: How did you identify the particular area within diabetes care that you wanted to improve?**

**29: Please describe how you planned to bring about improvement in this area.**

**30: Which quality improvement tools did you use?**

(taken from the RCGP Quality Improvement Framework)

- Process mapping  Value stream mapping  Fishbone diagram  Audit  SEA   
 Survey  Diagnostic analysis  Appreciative inquiry  Data-gathering   
 Model for improvement  Driver diagrams  PDSA cycle  Run charts   
 Care bundle  Communication matrix  Gantt chart  Theory of constraints

**31: How satisfied are you with the quality improvement tools that you used?**

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

Comments:

The questionnaire continues on the next page.

**32: Which quality improvement tools would you use again? This could be in a different are of clinical care other than diabetes.**

Process mapping  Value stream mapping  Fishbone diagram  Audit  SEA   
 Survey  Diagnostic analysis  Appreciative inquiry  Data-gathering   
 Model for improvement  Driver diagrams  PDSA cycle  Run charts   
 Care bundle  Communication matrix  Gantt chart  Theory of constraints

**33: To what extent do you agree with the statement; 'The day-to-day working of the quality improvement project remained close to the original plan.'**

<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:

**34: Are you aware of any aspects of the day-to-day working of your project that differed from the original plan? Please provide details. Why do you think this happened?**

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

Comments:

**35: What went well during the programme? What positive outcomes have you observed? Please provide details.**

<b>36: Approximately, how often did problems arise during the programme?</b>				
<i>Never</i>	<i>Once</i>	<i>Monthly</i>	<i>Weekly</i>	<i>Daily</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				

<b>37: What were these problems? Please provide details.</b>

<b>38: Are you aware of any factors that helped drive or facilitate your quality improvement project?</b>		
<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:		

<b>39: Are you aware of any factors that hindered or restrained your quality improvement project?</b>		
<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:		

The questionnaire continues on the next page.

**40: How satisfied are you with the support you received during the programme?**

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

Comments:

**41: Regarding the support provided, what aspects seemed to work particularly well? Please provide details.**

**42: Regarding the support provided, what aspects could be improved? What would be more helpful? Please provide details.**

**43: Have there been any unexpected outcomes?**

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

Comments:

**44: Now that the quality improvement programme has finished, how has it affected your confidence in your ability to improve diabetes care in your practice?**

<i>Much less confident</i>	<i>Less confident</i>	<i>No change</i>	<i>More confident</i>	<i>Much more confident</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

**45: How has the programme changed your confidence regarding quality improvement in general?**

<i>Much less confident</i>	<i>Less confident</i>	<i>No change</i>	<i>More confident</i>	<i>Much more confident</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

**46: To what extent do you agree with the statement; 'I would recommend the RCGP quality improvement programme to a colleague.'**

<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:

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

Thank you for taking the time to complete this questionnaire.