

Have your say!

Help us make healthcare safer and prevent mistakes

We all expect our healthcare to be safe. But mistakes can happen that may put patients at unnecessary risk.

This survey is asking the public and healthcare staff for their concerns and questions about safe care for adults with complex health needs.

People with complex health needs have more than one illness or condition, or need care from more than one service, or care in more than one place.



Why is this survey being done?

More adults (those aged 18 years and over) are living with complex health needs.

Those with complex health needs might have more than one condition or illness (for example, heart disease, learning disabilities and depression, or both diabetes and dementia), or need care from different teams, or need some of their care to be provided in their home.

Patients and their families expect that the care they receive will be safe and that they feel safe. But sometimes things can go wrong and patients can be harmed.

Research can help us to learn from these mistakes and take steps to reduce the chance of them happening again, but we need to know what the important topics are that need to be researched.

How can I help?

We are asking patients, carers, members of the public and healthcare staff to fill out this short, anonymous survey.

Please tell us about your experiences and your concerns, and about the questions that you would like to see answered.

If you prefer you can fill in the survey online here:

<https://hlxc.uk/safer-healthcare> or

https://imperial.eu.qualtrics.com/jfe/form/SV_55VATbyojCFdSYd

Who can fill out the survey?

The survey is open to everyone aged 16 years and over, except for those working in full time medical research or in the pharmaceutical or health technology industries.



If you have a QR reader on your smartphone, scan this to complete the survey online.



What might you want to tell us?

We would like to hear about your experiences and concerns, whether you are a patient, a relative, healthcare staff or a member of the public. For example you might want to tell us about:

- The diagnosis and assessment of health needs, and how well care is 'joined up' between different services.
- Giving or taking medicines for different conditions, how they might interact with each other and their side effects.
- Communication between different healthcare teams and services and how well they share information.
- Discharge from hospital or when care is needed both at home and in hospital.

These are just some examples. You will have your own experiences and concerns to tell us about.

What happens next?

The topics or areas of concern that you – patients, carers, the public and healthcare staff – tell us about in this survey, will be ranked through a further survey to identify those areas that are most important to research. The top 10 priorities for research will be agreed at an event in 2018.

We will do research in some of these areas and publicise the results to help make sure that future research answers the most important questions to help make care safer for adults with complex health needs.

If you wish to take part in the next stage, please tell us at the end of this survey.

Here to help!



If you don't understand something please contact Anna on 020 7594 3149 or at a.lawrence-jones@imperial.ac.uk

The Survey

By completing this survey you give us permission to publish your answers anonymously and use them in the next stages of this project. Your name will not be included, and it will not be possible to identify anyone or any hospital or organisation in later work or publications connected to this project.

Section 1

QUESTION 1

Based on your experiences of receiving, giving or observing healthcare, tell us about any times when something went wrong or nearly went wrong, or when you felt the care was unsafe.



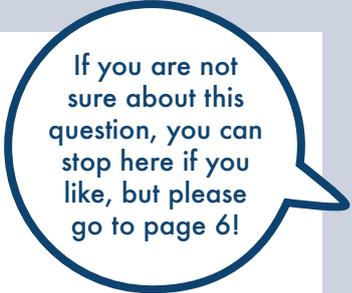
Please turn
over to
continue.

QUESTION 2

Based on your experiences and concerns, please could you suggest some questions that you would like researchers to answer in order to make care safer for adults with complex health needs?

For example, you might have questions like:

- How can all the people who treat me improve the way they communicate, so I don't have to repeat myself at every appointment?
- I work in a hospital, how can I make sure that, when I discharge patients back home, they will have all the support they need straight away?
- As a GP, I have patients on several different drugs for different conditions, how can I help them to take the right medicines at the right time?
- My granny is getting some care in her care home, but also has to go to hospital from time to time – how do the different staff involved keep up to date with everything that's happening to her?



If you are not sure about this question, you can stop here if you like, but please go to page 6!

QUESTION 3

Do you have any other questions or issues you would like researchers to answer, or is there anything else you would like to tell us about this topic?



Thank you very much! Please turn over for the last section!

If you need support or have concerns about the treatment you have had or seen someone having, there are sources of advice about what you might do. You can contact your hospital Patient Advice and Liaison Service (Wales/England); Patient Advice or Support Service (Scotland); Patient and Client Council (Northern Ireland) or your local Healthwatch (England).

More information about the organisations in different countries is on the British Medical Association website:

www.bma.org.uk/about-us/patient-information/raising-concerns/help-from-other-organisations

Section 2

It would help us to know a little about you, so that we can make sure different people from across the UK are telling us their views. This information will be kept securely, confidential and separate from your previous answers, so you cannot be identified. If you prefer not to answer some of these questions, just leave them blank.

How old are you?

- 16 to 24 years
- 25 to 44 years
- 45 to 64 years
- 65 to 79 years
- 80 years and over
- Prefer not to say

Where do you live?

- England
- Wales
- Scotland
- Northern Ireland
- Other, please say where
- Prefer not to say

It would help us to know the first two letters of your post code so we can check that we have survey responses from across the country.

How do you describe your ethnic group?

- White
- Asian, or Asian British
- Black, or Black British
- Arab
- Mixed, including White and Black, or White and Asian
- Other, please describe:
.....
- Prefer not to say

How do you describe your gender?

- Female
- In another way
- Male
- Prefer not to say

Which of these best describes you?

- I am or have been an adult with complex health needs
- I provide care or have provided care for a relative or friend with complex health needs
- I am employed as a carer - please tell us whether you provide care in people's own homes or in a care/nursing home:
.....
- I work in healthcare - please tell us your role or profession:
.....
- I am a member of the public
- Other, please describe:
.....
- Prefer not to say

Thank you very much! Please return this form in the free post envelope by 16th February 2018 to:

Anna Lawrence-Jones,
NIHR Imperial PSTRC,
Room 503, Medical School Building,
Norfolk Place, London, W2 1PG

Would you like to take part in the next stage of this project?

The next stage in this project is for patients, carers, healthcare staff and the public to tell us which are the most important topics that have come out of this survey. If you would like to be involved please provide us with your contact details, which will be kept confidential and separate to your other answers.

Name

Email
or
postal
address

If you have given us your contact details, we will be in touch when the second survey is ready. You can also follow us on Twitter @Imperial_PSTRC where we will advertise how to get involved in the next stage.