

James Lind Alliance Outpatient Service Delivery Priority Setting Partnership (English)



Introduction

Outpatient appointments account for 85% of hospital activity and are fundamental to the running of the NHS. The way outpatients' services are delivered in the future is going to change, for several reasons including new technology such as video calls and wearable devices, and changing health conditions, such as the increase in type 2 diabetes and asthma. Changes to outpatients' services need to be informed by good evidence and research. This project is looking for your ideas for the important questions about delivering outpatient services in the future.

What are outpatient services?

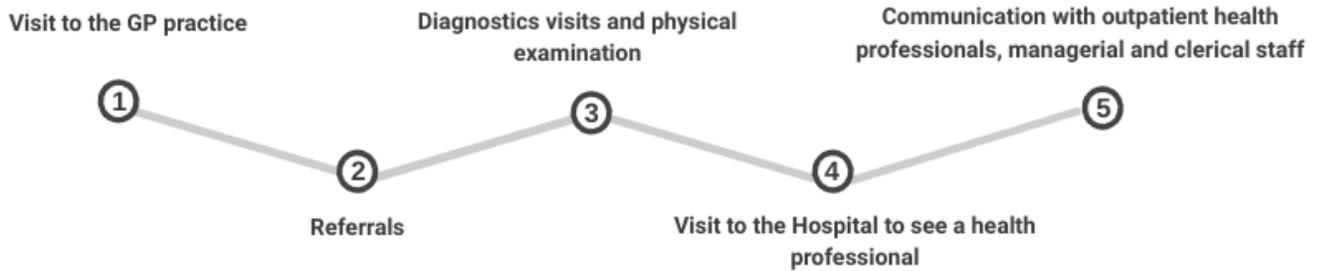
Outpatient services refer to healthcare services where you can receive any procedure or treatment without an overnight stay in the hospital. Some examples of outpatient care include imaging procedures, diagnostic tests, annual check-ups, routine follow-ups, coming to the hospital to see your health professional.

What is the objective of the James Lind Alliance Priority Setting Partnerships (PSP)?

The goal of the James Lind Alliance is to bring together patients, carers, and health and care professionals to identify and prioritise the top 10 unanswered questions about a particular topic in health care. These 10 priority questions will be the focus of future research projects.

What is the purpose of this survey?

We want to hear the questions patients, carers, health and care professionals, managerial and clerical staff have about how outpatient services are delivered. The diagram below shows an example of a patient's journey in outpatient services and the areas that could be our focus in future research.



Who can take part?

This Priority Setting Partnership is focusing on Outpatient services in England and therefore it includes:

- People who have received care in outpatient services
- Family members, friends and carers of someone receiving care from outpatient services
- All staff including healthcare professionals, administrative, managerial, and clerical staff working in outpatient services

This survey is divided into three parts:

Part A – Your interests, concerns, and questions

Part B – Information about yourself

Part C – Participation in the next phases of the project and contact details

What happens after you have completed the survey?

Your answers will be kept anonymous and confidential. No one from outside the project team will be able to identify you or recognise the questions you may want to ask. If you provide us with your contact information at the end of the questionnaire, this information will be stored separately from your answers. Your participation in this project will help to focus future research on specific areas.

I confirm that I understand my participation in this project and agree to participate in this survey. I understand that my information will remain confidential and anonymous. I understand that if I choose to provide my contact information, it will be kept confidential and secured separately.

This survey will take 10-20 minutes to complete.

(): Answers are required to the questions that have this symbol.*

Part A – Your interests, concerns, and questions

1 Please choose the option that describes you the best. * (Choose only one option)

- A. I am a patient who receives care in outpatient services.
- B. I am a parent, family member, friend or someone who cares for a patient who receives care in outpatient services.
- C. I am a clerical/management staff working in outpatient services.
- D. I am a health professional caring for people who use the outpatient services.
- D.1. Allied Health Professionals (e.g., physiotherapists, occupational therapists, speech and language therapists, paramedics, etc.)
- D.2. Consultant
- D.3. GP
- D.4. Nurse
- D.5. Other, please specify

Outpatient care is defined as **not** requiring you to stay overnight in the hospital and **may** include tests or imaging, follow-up appointments, general observational visits by health care professionals, or referrals. Your questions can be about anything related to your outpatient care e.g., your visit to your health professional clinic, appointment scheduling, referral letters, the communication you receive, the hospital environment, follow-up appointments, information received about your health after your clinic or hospital visit.

This is an example of a question in scope for our survey:

Question: Are virtual clinics better than face-to-face clinics for examining and managing your condition, e.g., skin rash, breathing difficulties, etc?

→ Questions related to how care can be provided are in scope.

This is an example of a question out of scope for our survey:

Question: How can my skin rash be treated?

→ Questions that are general information on medical conditions are out of scope. We are looking into the **delivery of care**, rather than specific treatments.

2 What areas of outpatient care do you think could be improved? * (*You may choose more than one option*)

Scheduling appointments (pre-visit)

The service and care provided during the visit including time spent in the clinic during visit

After the visit: outpatient follow-up care and referrals appointments

Please use the space below to share your thoughts and ask the questions you would like to see answered by future research. You may provide multiple questions, but only one question to each number indicated below.

Outpatient care services <u>included</u> for our survey	Outpatient care services <u>excluded</u> for our survey
<ul style="list-style-type: none"> • GP visits • Referral letters • Communication about outpatient care e.g., letters, texts etc. • Visit to clinics (in person or virtual) • Clinic location • Patients follow up, e.g., patients with long-term conditions who contact when they need e.g., a rheumatoid arthritis flare-up, follow up after visit to clinics or treatment when patient comes back if there is a problem • Diagnostics visits content (e.g., physical examination, taking a history, blood tests visit, etc.) 	<ul style="list-style-type: none"> • Day surgery • Private healthcare services • Dentistry • Community nursing services • Community pharmacy services • How to cure a certain disease or condition, e.g., cancer, cardiovascular disease • Car parking

Please write the questions you may have in the space below, with one question next to each number indicated below.

3 What are your questions for future research about the delivery of care provided at the **GP practice**?

- 1.
- 2.
- 3.
- 4.
- 5.

4 What are your questions for future research about **referrals** (e.g., to specialists, nurses, blood tests, physiotherapists, etc.)?

- 1.
- 2.
- 3.
- 4.
- 5.

5 What are your questions for future research about the delivery of care provided at **diagnostics visits and physical examinations** at outpatient services?

- 1.
- 2.
- 3.
- 4.
- 5.

6 What are your questions for future research about your **experience at hospital visits** to see a health professional?

- 1.
- 2.
- 3.
- 4.
- 5.

7 What are your questions for future research about **communication** with outpatient health professionals, managerial and clerical staff at your visit to outpatient services?

- 1.
- 2.
- 3.
- 4.
- 5.

8 What are your **additional questions** for future research about any other aspects of the delivery of care in outpatient services e.g., experiences around COVID-19, etc.?

- 1.
- 2.
- 3.
- 4.
- 5.

Part B – Information about yourself

- 9** What is your gender? * (*Choose only one option*)
- Male
- Female
- Trans-gender
- Non-binary
- Prefer not to specify
- Other (please specify)
-
- 10** Your age in years? * (*Choose only one option*)
- <18
- 18-34
- 35-54
- 55-64
- 65-74
- 75+
- Prefer not to specify
-
- 11** If you previously answered that your age is <18 years, do you have your parent's/guardian's consent to participate in this survey? *
- Yes
- No
-
- 12** What is your ethnic group? * (*Choose one option that best describes your ethnic group or background*)
- White
Includes British, Northern Irish, Irish, Gypsy, Irish Traveller, Roma or any other White background
- Mixed or Multiple ethnic groups
Includes White and Black Caribbean, White and Black African, White and Asian or any other Mixed or Multiple background
- Asian or Asian British
Includes Indian, Pakistani, Bangladeshi, Chinese or any other Asian background

Black, Black British, Caribbean or African
*Includes Black British, Caribbean, African or
any other Black background*

Prefer not to specify

Other ethnic background (Please specify)

13 Where do you live? **(Choose only one option)*

East of England

East Midlands

London

North East

North West

South East

South West

West Midlands

Yorkshire and the Humber

Other (Please specify)

14 What is the highest level of education or
equivalent you have completed? **(Choose only
one option)*

O-levels/GCSEs

NVQ/BTECH/Apprenticeship

A-levels

*This information will help us to ensure we have
taken views across all of society.*

Bachelor's Degree or BSc

Master's Degree or MSc

PhD or higher

No qualification

Prefer not to specify

Other (please specify)

15 Do you have one or more health conditions that
require(s) you to see healthcare professionals? ***
(Choose only one option)

Yes

*Examples of health conditions can be diabetes,
respiratory issues, asthma, high blood pressure.*

No

16 Do you have a disability (e.g., visual impairment, mobility issues, etc.) or a mental health problem?

*

(Choose only one option)

Yes

No

Prefer not to specify

Part C: Participation in the next phases of the project and contact details

- 17** Would you like to participate in the next phase of the survey and stay in touch with our team working on this Priority Setting Partnership? Yes
No

- 18** If you are interested in participating and staying in touch with us, please provide us with your contacts details (CAPITAL LETTERS):

First name:

Surname:

Email
address:
Phone
number:

Your contact details will only be used for the purpose of this project and only made accessible to the Priority Setting Partnership team. Your information will remain confidential and will not be shared with other institutions.

Thank you for completing the survey.

Your responses will make outpatient services better in the future.

You can contact our Priority Setting Partnership team at outpatientjla@sgul.ac.uk to learn more about this project.

Results will be published on the website, and you can see how you were able to help us. Check the latest updates and results on our website <https://www.stgeorges.nhs.uk/service/james-lind-alliance-outpatient-service-delivery-priority-setting-partnership/> and our Twitter page <https://twitter.com/outpatientjla>.