

Patient-led Inspections: Zoomerang Questionnaire

Introduction

Welcome to this Consultation Survey which is part of the TEAM project - Together Everyone Achieves More!

We are developing a new system of patient-led inspections of the hospital environment and want to be certain that we understand what really matters to patients. Please help by completing this survey, which will take about 15 minutes.

Your answers will remain confidential.

Section 1.

The first three questions are about what makes a good hospital environment. There are no right or wrong answers. All the things that are mentioned here are indicators of a good service – we want to know which ones are most important *to you*.

All the following are important aspects of a **clean hospital**. Which aspects matter most *to you*?

Please select your top FIVE.

- The entrance to the building is clean
- The part of my ward where my bed is located is clean
- The toilets or commodes I use are clean
- The bathroom or shower I use (including any equipment) is clean
- The corridors and public areas are clean
- The treatment areas are clean
- Any medical equipment I use (eg drip stand, heart monitor) is clean
- Any furniture I use (eg bed, chair) is clean
- I can see cleaners in action
- There are checklists in key areas showing when the area was last cleaned, and by whom
- The equipment used to do the cleaning (eg buckets, floor scrubbers etc) is clean
- Items that are frequently touched by a range of people (eg light switches, door handles, telephones) are clean

All the following are important aspects of a **good food service**.

a) Food quality: Which aspects matter most *to you*?

Please select your top FIVE.

- I can order a diet that suits my personal needs and taste (eg vegetarian, kosher)
- I can order a diet that meets my special medical or health needs (eg diabetic, gluten-free)
- I can order healthier options from the menu

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- My food tastes nice
- There is a good choice of food at all meals
- I am able to choose to have my main meal at lunch or in the evening
- I can order a hot option for breakfast (eg porridge, eggs, beans on toast)
- I can order toast for breakfast and at other times during the day
- I can order food that I can eat easily, even in bed
- I can have a hot drink whenever I want one
- I have cold water available at all times

b) **Food service:** Which aspects matter most *to you*?

Please select your top FIVE.

- I can eat at a separate dining area away from my bed
- The menu is clear and easy for me to understand
- The food is well-presented
- There is a choice of portion sizes
- The food is sustainably-produced
- My food is at the right temperature (hot food is hot, cold is cold)
- I can get food when I want it, even outside mealtimes
- I can order fruit as a snack
- I get the food I ordered
- I can order my food on the same day I eat it (not the day before)
- I don't want my meals served too early - not before 7.30am (breakfast), 12.30pm (lunch) and 6.00pm (evening meal)

All the following are important aspects of **privacy and dignity**. Which aspects matter most *to you*?

Please select your top FIVE.

*NOTES: A **WARD** is a unit where all the patients are cared for by the same nursing team. It may have several different bedrooms or bays and these may contain up to six patients each. Each bay should contain only male or female patients (not both) but there may be both male and female bays on the same ward.*

*A **BAY** is a sleeping area within a ward with up to six (or occasionally more) beds. Each bay should contain only male or female patients (not both) but there may be both male and female bays on the same ward.*

- I am in a **WARD** where all the patients are the same sex as me

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- My bed is in a **ROOM** or **BAY** where all the patients are the same sex as me
- I have access to a toilet that is reserved for patients of the same sex as me
- There is a lock on the bathroom door
- I have my own room
- I have my own en-suite bathroom/WC
- I can use a bathroom (or shower room) that is reserved for patients of the same sex as me
- There are curtains round my bed that are long enough and do not have gaps
- A room is available for private conversations
- Private or personal information about me is not displayed publicly
- There is enough space between the beds

All the following are important aspects of a hospital with **good linen and laundry services**. Which aspects matter most *to you*?

Please select your top FIVE.

- My bed linen is clean and is changed regularly
- I have as many comfortable pillows as I want
- I have as many blankets as I want, and they are in good condition
- The hospital towels I use are clean and in good condition
- Any linen I use is well-maintained, not torn or shabby
- The staff uniforms look clean and neat
- I can tell what each person's job is from their uniforms
- The curtains around the bed and at the windows are clean and well-maintained
- The bed linen, curtains and other soft furnishings are well-matched and look good together

All the following are important aspects of a hospital with **good access for patients**. Which aspects matter most *to you*?

Please select your top FIVE.

- The car parking is free, even if it is not as close to the building as I might like
- The car parking is convenient and easy to find, even if I have to pay for it
- There are disabled parking bays
- There are clear signs on the main roads to help me find the hospital
- There are clear signs in the hospital grounds to help me find the right part of the hospital from the car park or bus stop
- There are clear signs inside the hospital to help me find the right ward or department

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- The wards and departments are clearly identified and look welcoming
- There are wheelchairs at the entrance for patients with limited mobility
- There is plenty of seating, including rest points on long corridors
- There is someone at the entrance to direct me to the right ward or department
- There is someone who will take me from the main entrance to the place I need to find
- There are signs in the lifts to tell me which floor I need
- There is a good public transport system to the hospital

All the following are important aspects of a **well-maintained ward**. Which aspects matter most *to you*?

Please select your top FIVE.

- The ward or department I am in is tidy and clutter-free
- The entrance to the building is tidy and clutter-free
- The room I sleep in is quiet at night
- The room I spend my day in is quiet
- My room is at the right temperature
- My room has a window I can look out of
- I can see nurses passing up and down the ward from my bed
- There is Wi-Fi access that I can use from the ward
- There is a telephone that I can use whenever I want, for both incoming and outgoing calls
- The nurses' station is tidy and clutter-free
- The reception area is tidy and clutter-free
- I have a locker where I can store personal belongings securely
- There is someone I can talk to about any special needs I may have

All the following are important aspects of a **well-maintained building**. Which aspects matter most *to you*?

Please select your top FIVE.

- There is a good standard of décor inside the building
- The building is attractively designed
- The grounds and gardens are well-maintained
- The building appears to be well-maintained and in good repair
- There is attractive artwork such as pictures, sculpture and garden features
- There are adequate public toilets in the communal parts of the hospital

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- The grounds and buildings are free of litter
- The grounds and buildings are free of graffiti
- The windows are clean and well-maintained
- The building has the relevant adaptations and special equipment for those with limited mobility and/or disability

Section 2.

The next four questions ask about how we make the results of inspections available to patients and the public.

The results of patient-led inspections will be made public. What would be your preferred method for making information public?

Please tick ALL that apply.

- On my local hospital's website
- On a national website (eg Department of Health or Health and Social Care Information Centre)
- On the NHS Choices website
- In my local newspaper
- In the national newspapers
- On the local TV station
- On national TV
- On local radio
- On national radio
- Other, please specify

If you wanted to find out about the standard of the environment in your local hospital, how would you find out?

Please tick ALL that apply.

- I would search the internet (via a search engine such as Google)
- I would use the internet to go to a specific site that I already know
- I would ask my family or friends
- I would ask someone who has been a patient in that hospital
- I would ask someone who works in that hospital
- I would ask my GP
- I would ask my pharmacist
- Other, please specify

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What would you want to know about the standard of the environment in your local hospital?

Please tick ALL that apply.

- How well it performed in relation to nationally defined standards
- How well it performed in relation to other hospitals
- What the staff who work there felt about the hospital
- What patients said when questioned in a survey
- What patient inspectors found during their visit
- Other, please specify

The information that is collected in these inspections will be made available at a very detailed level, so that people can do their own analysis if they wish. But what level of detail would *you* want for your own purposes?

Please tick ONE item only.

- I wouldn't want any information
- An overall summary only
- A summary of each section (privacy and dignity, food, cleanliness and maintenance) plus an overall rating
- A detailed report on each section, including an analysis of the data
- Very detailed information, including raw data

Section 3.

Finally, it will be really helpful if you can give us some background on yourself. This will enable us to ensure that we include a wide and representative population of respondents.

Are you responding as a patient or as a carer of someone else?

- I have been a patient in the last year
- I have been a patient in the past two years
- I am responding as a carer

To which group or type of organisation/s do you belong?

- Older people
- Young people
- Disease-specific

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- Disability
- Mental health
- Ethnic
- LINks
- National Voices
- Other, please specify

What gender are you?

- Female
- Male

What is your age range?

- I am 15 - 30 years
- I am 30 - 45 years
- I am 45 - 60 years
- I am 60 - 75 years
- I am over 75 years

What is your ethnicity?

- Caucasian
- Asian
- African
- Other, please specify