Appropriate Care for Everyone (ACE) – Patient Experience Questionnaire

What is this about?
Health and Social care services are working together to deliver services in a joined up way. This will mean that every adult in Oxfordshire will be receiving care that is timely, in the right place and suitable for their needs.

At the moment some people get ‘stuck’ in the system and may find themselves in hospital for much longer than they need to be. This is a problem we are trying to solve in Oxfordshire by closer working between organisations.

We want to understand more about what happens to people when they leave hospital. So this questionnaire is particularly aimed at people who have had a recent experience of a hospital stay and are in age the group that we are targeting or their families and carers.

Who is involved in this?
Oxford Health Foundation Trust, Oxford University Hospitals NHS Trust, NHS Oxfordshire and Oxfordshire County Council are committed to working closely together to deliver the right care, in the right place, first time.

If you have a recent experience of hospital care and you are 65 or over or care for someone who is 65 or over we would be grateful if you could take few minutes to complete the following questions. If you would prefer to respond to this on line please follow this link http://bit.ly/ACEPExperience

You can find out more about this work in our factsheets:
‘Appropriate care for everyone’
‘Appropriate care for everyone – A sample of the services currently available’.

We are also running a consultation about this so if you do not fit into the groups we are interested in hearing from you may still wish to take part. You can follow the link or request a questionnaire. Full details are at the end of this questionnaire.
About you or the person you care for
Please start by telling us a few things about yourself or the person you care for.

1. How old are you or the person you care for?
☐ Over 64
☐ Under 65

If you have answered under 65 we would like to thank you for your interest but will not be collecting your experience. You may be interested in taking part in our consultation survey and you can find out more about this at the end of our questionnaire.

2. Have you or someone you care had experience of being in hospital during the past year?
☐ Yes
☐ No

If you have answered no we would like to thank you for your interest but will not be collecting your experience. You may be interested in taking part in our consultation survey and you can find out more about this at the end of our questionnaire.

3. Please tell us whether you are answering as a carer/family member for someone who has been in hospital or as a patient.
☐ I am a patient
☐ I have been a patient within the past year
☐ I am a carer
☐ I am a family member
☐ Other (please state)

About your experiences of the arrangements for leaving acute hospital care for you or the person you care (this means hospitals such as the Oxford Radcliffe or the Royal Berkshire).
Please tell us about your experiences when you were waiting to leave hospital. This asks about how arrangements were made and how effective this was.
4. The decisions about next steps:
Thinking about when you or the person you care for were in hospital please indicate the statements below which are true for you. (Tick all that apply)

☐ I always knew who to ask about what would happen after I (or the person I care for) left hospital.
☐ I tried to find out who was responsible for supporting me (or the person I care for) to leave hospital but it took a long time to find out who that would be.
☐ Although it took a while to find out who was responsible for the next steps once I knew everything went smoothly.
☐ I do not know who was responsible for the next steps but I did try to find out
☐ I did not think that was important to me as long as everything was organised.
☐ Other (please tell us about this)

5. The staff dealing with next steps:
Thinking about how effective the staff were who dealt with you in relation to leaving hospital, please tell us which statements come closest to your point of view. (Tick all that apply)

☐ The staff I dealt with seemed to have very little power to make decisions
☐ The staff I dealt with seemed to know what to do and be well organised
☐ The staff I dealt with sometimes knew what to do and sometimes didn’t; this depended on the individual
☐ The staff I dealt with seemed to know what they wanted to do but seemed to be blocked by problems with the organisation
☐ I do not know if anyone had this role
☐ It was not important to me who was taking the decisions as long as I got the care I needed
☐ Other (please tell us about this)
6. How decisions were made:
Thinking about the way decisions were made about your care please indicate what comes closest to your experience. (Tick one only)
- I felt involved in the decisions that were made about the next steps for me
- I wasn’t involved at all in any decisions about what happened next
- I found the options confusing
- I didn’t feel I understood the options for the next steps
- I tried to make sure I had my say but wasn’t allowed to
- Other (please tell us about this)

7. After leaving hospital:
Thinking about what happened after you left hospital please indicate what comes closest to your experience. (Tick one only)
- I felt I had been moved to the right place for me
- I felt that I would have been better if I had had another option
- I didn’t feel ready to leave hospital
- I think I would have done better if I had moved out sooner
- I don’t know
- Other (please tell us about this)
8. The length of your hospital stay:
Thinking about how long it was before you moved out of hospital after you started to feel better please indicate which of these options comes closest to your experience. (Tick one only)

☐ I felt I stayed in hospital a lot longer than I needed to
☐ I felt I stayed in hospital a little longer than I needed to
☐ I felt I left hospital at just the right time
☐ I don’t really know what would have been best
☐ I am not sure
☐ Other (please tell us about this)

9. What happened next?
Thinking about the move from the hospital please tell us where you went next. (Tick one only)

☐ To a community hospital
☐ Back home with a care package
☐ Back home with reablement support
☐ Back home with reablement support and a care package
☐ Into a care home or a nursing home
☐ Other (please tell us about this)
The following questions are for anyone who moved from an acute hospital to a community hospital. We would be grateful if you would answer them again as they will tell us about whether there are any differences between the experiences. If you (or the person you care for) left to go somewhere else please go the question 16.

About your experiences of the arrangements for leaving community hospital care for you or the person you care for. (This means hospitals such as the the Horton or Abingdon Community Hospital).
Please tell us about your experiences when you were waiting to leave a community hospital. This asks about how arrangements were made and how effective this was.

10. The decisions about next steps:
Thinking about when you or the person you care for were in hospital please indicate the statements below which are true for you. (Tick all that apply)

- I always knew who to ask about what would happen after I (or the person I care for) left hospital.
- I tried to find out who was responsible for supporting me (or the person I care for) to leave hospital but it took a long time to find out who that would be.
- Although it took a while to find out who was responsible for the next steps once I knew everything went smoothly.
- I do not know who was responsible for the next steps but I did try to find out
- I did not think that was important to me as long as everything was organised.
- Other (please tell us about this)
11. The staff dealing with next steps:
Thinking about how effective the staff were who dealt with you in relation to leaving hospital, please tell us which statement come closest to your point of view. (Tick all that apply)

☐ The staff I dealt with seemed to have very little power to make decisions
☐ The staff I dealt with seemed to know what to do and were well organised
☐ The staff I dealt with sometimes knew what to do and sometimes didn’t; this depended on the individual
☐ The staff I dealt with seemed to know what they wanted to do but seemed to be blocked by problems with the organisation
☐ I do not know if anyone had this role
☐ It was not important to me who was taking the decisions as long as I got the care I needed
☐ Other (please tell us about this)

12. How decisions were made:
Thinking about the way decisions were made about your care please indicate what comes closest to your experience. (Tick one only)

☐ I felt involved in the decisions that were made about the next steps for me
☐ I wasn’t involved at all in any decisions about what happened next
☐ I found the options confusing
☐ I didn’t feel I understood the options for the next steps
☐ I tried to make sure I had my say but wasn’t allowed to
☐ Other (please tell us about this)
13. After leaving hospital:
Thinking about what happened after you left hospital please indicate what comes closest to your experience. (Tick one only)
☐ I felt I had been moved to the right place for me
☐ I felt that I would have been better if I had had another option
☐ I didn’t feel ready to leave hospital
☐ I think I would have done better if I had moved out sooner
☐ I don’t know
☐ Other (please tell us about this)

14. The length of your hospital stay:
Thinking about how long it was before you moved out of hospital after you started to feel better please indicate which of these options comes closest to your experience. (Tick one only)
☐ I felt I stayed in hospital a lot longer than I needed to
☐ I felt I stayed in hospital a little longer than I needed to
☐ I felt I left hospital at just the right time
☐ I don’t really know what would have been best
☐ I am not sure
☐ Other (please tell us about this)
15. What happened next?
Thinking about the move from the hospital please tell us where you went next. (Tick one only)
☐ Back home with a care package
☐ Back home with reablement support
☐ Back home with reablement support and a care package
☐ Into a care home or a nursing home
☐ Other (please tell us about this)

Final question
16. Thinking about how you are now which of these statements comes closest to how you view your experience of leaving a community hospital or an acute hospital? (Tick one only)
☐ I think I left hospital at the right time for me
☐ I think I really needed longer in hospital
☐ I think I would have got much better quicker if I had left hospital sooner
☐ I don’t know
☐ Other (please tell us about this)
17. Comments

If you would like to tell us anything about your experience of leaving hospital which we have not asked about please put that information here.

Confidentiality
All responses will be kept in confidence and your details will not be passed on to anyone else.

If you would like to hear the outcome of this work we would be happy to send you any details. Please complete your name and address below.

Name:
Address:

Email address:
Telephone number:

How to get involved
Take a look at the Talking Health pages on our website http://bit.ly/ACEOXON. You will be asked to register before you can get all the information.

How to find out more
Email: talking.health@oxfordshirepct.nhs.uk
Phone 01865 334636

Please return this questionnaire to:
Communications & Engagement,
FREEPOST RRRKBZBTASXU
NHS Oxfordshire, Jubilee House, 5510 John Smith Drive
Oxford Business Park South, OXFORD OX4 2LH