Questionnaire - Staff Knowledge, Attitudes, and Practices Survey FINAL2

What is this survey and why are we asking you to complete it?

| Dear Colleague, | |
|--|------------------------------|
| We invite you to take part in this important survey that will help | Clinical Commissioning Group |
| to improve out of hospital care | |

The survey focuses on four areas that pose different kinds of challenges for integrated care. You will be asked to consider patients that have recently visited your general practice surgery, and your own efforts to support their particular needs, as related to:

- 1. Dementia
- 2. Diabetes
- 3. Child and Family Health
- 4. Depression and Anxiety in Black & Minority Ethnic (BME) populations

The survey also includes questions about your experiences of team-working and collaboration between various healthcare services.

Involvement is entirely voluntary and your responses are entirely confidential. You may have been asked to complete a similar survey in Spring 2011. This is a shorter follow-up survey. You do not have to have completed the first survey in order to participate now. Online data will be encrypted and IP addresses will be masked from the survey author and any staff of the NHS. To provide greatest perspective, ALL members of GP Surgery staff are invited to take part in the survey. We hope that as many staff as possible in your practice will take part.

A summary report analysing the results will be fed back to participating practices and commissioning groups. No individual respondent will be identified in any reports. At the end of the survey you will be asked to describe your role and practice; but no personally identifying information will be provided in any form to any NHS staff or published reports. This study has been reviewed and given approval by the NHS Research Ethics Committee:

This research is led by health researchers from King's College London and funded by the National Institute of Health Research (NIHR) Health Services Research programme.

If you would like further information about the project, please call Laura Nasir on email: alura.1.nasir@kcl.ac.uk or Glenn Robert on email: glenn.robert@kcl.ac.uk

If you are happy to participate, please complete this survey online in one sitting. It should take about 5-15 minutes. Please hit the "Next" button below to proceed to the survey.

version 28nov2011 v.210

Questionnaire - Staff Knowledge, Attitudes, and Practices Survey FINAL2

First, some questions about you at work

1. Please rate the following:

| | Strongly Disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree |
|--|----------------------|----------|------------------------------|-------|----------------|
| am confidert in my ability to do my job | C | C | c | C | C |
| have mastered the skills necessary for my job | 0 | C | C | C | C |
| am confident in my ability to deal with most problems n my job | C | c | · c | c | c |
| find the work that I do full of meaning and purpose | c | c | C | C | c |
| am enthusiastic about my job | 0 | C | | C | С |
| y job inspires me | c | c | 0 | c | c |
| am proud of the work that I do | 0 | - | c | c | c |
| am confident about making a valuable contribution to GP Commissioning | c | c | c | c | c |

2. Overall, how satisfied are you with your job?

| C Very | C | Dissatisfied | C Neither | C | Satisfied | ○ Very |
|--------------|---|--------------|---------------|---|-----------|-----------|
| Dissatisfied | | | Satisfied nor | | | Satisfied |
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| Never Rarely Weekly More than once a week How offen do you see a patient at the practice in need of services for dementia? Comments: 4. Please rate the care for patients with DEMENTIA in your local practice area. Poor Fair Average Very Good Excellent with dementia The degree of practical help when there is a crisis related to a patient with dementia The degree of coordination between different services for patients with dementia Comments: 5. Please rate the the care your practice provides for patients with DEMENTIA: Strongly Disagree Olsagree Agree or Agree Strongly Agree | Daily | More than once a week | ktv Mo | 30 E | | | rstly, please answer the following questions about DEME Please think about how often your practice |
|--|---------------|-----------------------|---------|-----------------|----------|----------|---|
| 3. Please think about how often your practice provides care for patients with DEMENTIA. Never Rarely Weekly More than once a week How often do you see a patient at the practice in need of services for dementia? Comments: 4. Please rate the care for patients with DEMENTIA in your local practice area. Poor Fair Average Very Good Excellent with dementia The degree of practical help when there is a crisis related to a patient with dementia The degree of coordination between different services for patients with dementia Comments: 5. Please rate the the care your practice provides for patients with DEMENTIA: Strongly Disagree Disagree Agree or Agree Strongly Agree | | More than once a week | ktv Mo | 30 E | | | Please think about how often your practice |
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| with dementia The degree of coordination between different services for patients with C C C C C C C C C C C C C C C C C C C | ent Don't Kno | | | of the state of | 000 | | Treasurate and date for patients trial 22112 |
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| Strongly Disagree Neither Agree or Agree Agree Agree | 1 | | | | | | |
| Strongly Disagree Neither Agree or Agree Agree Agree | | | | | | | |
| Strongly Disagree Agree or Agree Agree Disagree Disagree Strongly | | MENTIA: | DEMEN | ts with I | patient | des for | Please rate the the care your practice provi |
| | NA | ree . | Agree | Agree or | Disagree | U.S | |
| I can quickly 1nd the information I need to help patients with dementia | 0 | | C | c | c | c | an quickly 1nd the information I need to help patients with dementia |
| Our practice makes a difference to the quality of life of patients with CCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCC | 0 | | c | c | c | c | |
| I have a good working relationship with local dementia services CCCCC | 0 | | . C | C | C | C | ave a good working relationship with local dementia services |
| Comments: | | | | | | | mments: |
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| rvices are) then p | case provide y | an uroughte ill t | ing space: | 8 |
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| iabetes | | | | | | |
|---|----------------------------------|----------------------|---|----------------|---------------------|----------|
| Please answer the following questions about DIABETES 9 | ervices. | | | | | |
| 7. Please think about how often your practice | provid | es care | for pat | ients w | ith | |
| DIABETES. | | | | | | |
| | Never | Rarely | Wes | RIV | re than e a week | Dally |
| How often do you see a patient at the practice in need of services for diabetes? | c | c | 5 | | c | C |
| Comments: | | | | | | |
| | | | | | | 1 |
| 8. Please rate the care for patients with DIAB | FTES in | vour la | cal nra | ctice o | rea. | |
| or ricase late the vare for patients with DIAD | Poor | Fair | 9.5 | Very Good | | Don't Kr |
| The degree of practical help when there is a crisis related to a patient with diabetes | c | c | C | c | C | C |
| The degree of coordination between different services to provide care for patients with diabetes | c | c | c | c | c | c |
| Comments: | | | | | | |
| Ü | | | | | | 1 |
| 9. Please rate the care your practice provide | for pa | tients v | vith DIA | BETES | : | |
| 9. Please rate the care your practice provide | s for pa Strongly Disagree | tients v Disagree | Neither Agree or | BETES Agree | Strongly Agree | N/A |
| Please rate the care your practice provides I can quickly find the information I need to help patients with diabetes | Strongly | | Neither | | Strongly | N/A |
| | Strongly Disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree | |
| I can quickly find the information I need to help patients with diabetes Our practice makes a difference to the quality of life of patients with | Strongly Disagree | Disagree C | Neither Agree or Disagree | Agree | Strongly Agree | с |
| I can quickly find the information I need to help patients with diabetes Our practice makes a difference to the quality of life of patients with diabetes | Strongly Disagree | Disagree C | Neither Agree or Disagree | Agree C | Strongly Agree | 0 |
| I can quickly find the information I need to help patients with diabetes Our practice makes a difference to the quality of life of patients with diabetes I have a good working relationship with local diabetes services | Strongly Disagree | Disagree C | Neither Agree or Disagree | Agree C | Strongly Agree | 0 |
| I can quickly find the information I need to help patients with diabetes Our practice makes a difference to the quality of life of patients with diabetes I have a good working relationship with local diabetes services | Strongly Disagree | Disagree C | Neither Agree or Disagree | Agree C | Strongly Agree | 0 |
| I can quickly find the information I need to help patients with diabetes Our practice makes a difference to the quality of life of patients with diabetes I have a good working relationship with local diabetes services | Strongly Disagree | Disagree C C | Neither Agree or Disagree | Agree C | Strongly Agree | 0 |
| I can quickly find the information I need to help patients with diabetes Our practice makes a difference to the quality of life of patients with diabetes I have a good working relationship with local diabetes services Comments: | Strongly Disagree | Disagree C C | Neither Agree or Disagree | Agree | Strongly Agree | ccc |
| I can quickly find the information I need to help patients with diabetes Our practice makes a difference to the quality of life of patients with diabetes I have a good working relationship with local diabetes services Comments: | Strongly Disagree | Disagree | Neither Agree or Disagree C C ABETE coordin | Agree | Strongly Agree | ccc |
| I can quickly find the information I need to help patients with diabetes Our practice makes a difference to the quality of life of patients with diabetes I have a good working relationship with local diabetes services Comments: 10. If you have any additional comments relationally relating to the quality of services | Strongly Disagree | Disagree | Neither Agree or Disagree C C ABETE coordin | Agree | Strongly Agree | ccc |
| I can quickly find the information I need to help patients with diabetes Our practice makes a difference to the quality of life of patients with diabetes I have a good working relationship with local diabetes services Comments: 10. If you have any additional comments relationally relating to the quality of services | Strongly Disagree | Disagree | Neither Agree or Disagree C C ABETE coordin | Agree | Strongly Agree | ccc |
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| hild and Family Health | | | | | | |
|--|----------------------|---------------|---------------------------------|------------|-----------------------|--------------------|
| Please answer the following questions about CHILD AND F | AMILY H | IEALTH s | ervices. | | | |
| 11. Please think about how often your practic | e provi | ides cai | re for pa | itients | needing | 1 |
| THE AND PARTY TEACH TO SERVICE ST | Never | Rarely | Wee | kiv | ore than se a week | Daily |
| How often do you see a patient at the practice in need of child and family health services? | c | c | 5 | | c | c |
| Other (please specify) | | | | | | Î |
| 2. Please rate services for CHILD AND FAMIL | | | 74 | 5.00 | | |
| The degree of practical help when there is a crisis related to a patient needing child and family health services | Poor | Fair | Average | very Good | Excellent C | Don't Kn |
| The degree of coordination between different services for children and families | с | c | c | c | c | c |
| comments: | | | | | | Î |
| 3. Please rate the care your practice provide | e natio | nte no | edina Cl | HILDA | ND FAM | II V |
| | es patie | ents nec | eding Cl | HILD A | ND FAM | ILY |
| | Strongly Disagree | ents nee | Neither Agree or Disagree | HILD Δ | ND FAM Strongly Agree | IL Y N/A |
| HEALTH services: | Strongly | | Neither Agree or | | Strongly | |
| IEALTH services: I can quickly find the information I need to help patients needing child and family health services. Our practice makes a difference to the quality of life of patients | Strongly Disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree | N/A |
| I can quickly find the information I need to help patients needing child and family health services. Our practice makes a difference to the quality of life of patients needing child and family health services I have a good working relationship with local child and family health | Strongly Disagree | Disagree C | Neither Agree or Disagree | Agree | Strongly Agree | N/A |
| 3. Please rate the care your practice provide HEALTH services: I can quickly find the information I need to help patients needing child and family health services. Our practice makes a difference to the quality of life of patients needing child and family health services I have a good working relationship with local child and family health services Comments: | Strongly Disagree | Disagree C | Neither Agree or Disagree | Agree C | Strongly Agree | N/A C |

| 4. If you have any a AMILIES (particular Itegrated the suppo | ly relating to | the quality o | t support and | now well coor | linated and |
|--|----------------|---------------|---------------|---------------|-------------|
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| How often do you see a BME patient at the practice in need of services for anxiety and depression? Comments: 16. Please rate the care for BLACK AND MINORI ANXIETY and DEPRESSION in your local practice. The degree of practical help when there is a crisis related to a BME. | provid D DEP ever | MINOR des car RESSI Rarely | e for B ON Wee | NIC (BME |) PATIEN | |
|--|-------------------------|-------------------------------|---|-----------|-------------------|------------|
| ANXIETY AND DEPRESSION 15. Please think about how often your practice per ETHNIC (BME) patients with with ANXIETY AND Net How often do you see a BME patient at the practice in need of services for anxiety and depression? Comments: 16. Please rate the care for BLACK AND MINORI ANXIETY and DEPRESSION in your local practice. The degree of practical help when there is a crisis related to a BME. | provid D DEP ever | des car RESSIO Rarely | e for B ON Wee | LACK & | MINO! | RITY |
| How often do you see a BME patient at the practice in need of services for anxiety and depression? Comments: 16. Please rate the care for BLACK AND MINORI ANXIETY and DEPRESSION in your local practice. The degree of practical help when there is a crisis related to a BME. | D DEP | RESSIC | ON Wee | ekty once | re than | Dally |
| How often do you see a BME patient at the practice in need of services for anxiety and depression? Comments: 16. Please rate the care for BLACK AND MINOR! ANXIETY and DEPRESSION in your local practice The degree of practical help when there is a crisis related to a BME | ever | Rarely | Wes | ekty once | a week | A \$ 2.300 |
| How often do you see a BME patient at the practice in need of services for anxiety and depression? Comments: 16. Please rate the care for BLACK AND MINOR! ANXIETY and DEPRESSION in your local practic The degree of practical help when there is a crisis related to a BME | TY E1 | CHNIC (| c | ekty once | a week | ASS/300 |
| comments: 16. Please rate the care for BLACK AND MINORI ANXIETY and DEPRESSION in your local practic The degree of practical help when there is a crisis related to a BME | TY E1 | THNIC (| | | c | C |
| 16. Please rate the care for BLACK AND MINORI' ANXIETY and DEPRESSION in your local practic Pour degree of practical help when there is a crisis related to a BME | e are | | | | | |
| ANXIETY and DEPRESSION in your local practic Portion The degree of practical help when there is a crisis related to a BME | e are | | | | | |
| ANXIETY and DEPRESSION in your local practic Portion The degree of practical help when there is a crisis related to a BME | e are | | | | | |
| ANXIETY and DEPRESSION in your local practic Portion The degree of practical help when there is a crisis related to a BME | e are | | (BME) | nationts | with | |
| The degree of practical help when there is a crisis related to a BME | | · 21 - | (5) | ration to | Aleks Color | |
| The degree of practical help when there is a crisis related to a BME | 3000 | Fair | Average | Very Good | Excellent | Don't Know |
| patient needing services for anxiety and depression | c | c | c | c | Ċ | C |
| The degree of coordination of services to provide care for BME patients with anxiety and depression. | c | c | С | c | С | c |
| Comments: | | | | | | |
| | | | | | | 1 |
| | ronaly | .ACK & | MINO Neither Agree or Disagree | Agree | Strongly Agree | BME) |
| I can quickly find the information I need to help BME patients with anxiety and depression | c | c | C | C | c | c |
| Our practice makes a difference to the quality of life of BME patients with anxiety and depression. | 0 | c | c | C | c | c |
| I have a good working relationship with local services for BME patients with anxiety and depression | c | C | C | c | Ę. | 5 |
| Comments: | | | | | | |
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| is space. | ited and integra | ted services a | re) then please | provide your | thoughts |
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Questionnaire - Staff Knowledge, Attitudes, and Practices Survey FINAL2

Team Working in Your Practice

19. Consider the General Practice WITHIN which you do MOST OF YOUR WORK. Please select the degree to which you agree or disagree with each of the following statements.

| | Strongly Disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree |
|--|----------------------|----------|------------------------------|-------|-------------------|
| We have a "we are in it together" attitude | C | c | 9 | c | - |
| People keep each other informed about work related issues in the practice | C | c | c | C | C |
| People feel understood and accepted by each other | C | C | 0 | - | - |
| There are real attempts to share information throughout the practice | C | c | 0 | c | c |
| People in this practice are always searching for fresh, new ways of looking at problems | c | C | C | c | ^ |
| In this practice we take the time needed to develop new ideas | C | c | C | c | c |
| People in the practice cooperate to help develop and apply new ideas | c | c | C | , | r |

20. Please consider team-working in EXTENDED primary care.

I have good working relationships with:

| | Strongly Disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree | N/A |
|--------------------------------|----------------------|----------|---------------------------------|-------|-------------------|-----|
| District Nurses | C | c | C | .0 | - | - |
| Community Natrons | 0 | c | C | • | c | C |
| School Nurses | C | c | c | 0 | 0 | C |
| Palitative Care Nurses | C | C | С | (0) | C | C |
| Dementia Care Teams | C | C | C | C | - | - |
| Mental Health Care Teams | c | c | C | c | c | C |
| Diabetes Specialists | c | C | c | • | c | C |
| Health Visitors | C | C | C | 0 | C | C |
| Pharmadists | C | c | C | 0 | C | C |
| Physical Therapists | C | C | C | c | C | C |
| Volunteer Sector | c | c | 6 | c | c | c |
| Other (please specify and rate | 9 | | | | | |

| bout y | our work | | | | | | | | |
|--|---|----------|-----------|-----------|-----------|---------|-------------|---------|-----|
| | following | T | | | | | P commis | sioning | and |
| eam-wo | rking hav | e led to | changes | over a 1 | 2 month p | eriod. | | | |
| Where is | the Gene | ral Prac | ctice whe | re you do | most of | your wo | rk located | !? | |
| 0 | | | | | | | | | |
| c | 65.C. (1015) | | | | | | | | |
| c | | | | | | | | | |
| 0 | | | | | | | | | |
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| 22. Whic | h is the sp | ecific (| General P | ractice v | where you | do mos | t of your v | vork? | |
| | | | | | 1000 | | | | |
| Practice Nar | | 1 | | - 1 | | - 0 | | 1: | * |
| other (please | apeuty | | | | | | | | |
| 3. How | many yea | rs have | you work | ted in Ge | neral Pra | ctice? | | | |
| C Less th | an 1 year | rs have | you work | ed in Ge | neral Pra | ctice? | | | |
| C 1-2 year | an 1 year IS | rs have | you work | red in Ge | neral Pra | ctice? | | | |
| C 1-2 yes | an 1 year IS | rs have | you work | ed in Ge | neral Pra | ctice? | | | |
| C 1-2 yes C 3-5 yes C 6-10 ye | an 1 year 16 16 18 | rs have | you work | ced in Ge | neral Pra | ctice? | | | |
| C Less th C 1-2 yes C 3-5 yes C 6-10 yes C 11-15 y | an 1 year 15 15 15 15 15 15 15 15 15 15 15 15 15 | rs have | you work | ed in Ge | neral Pra | ctice? | | | |
| C Less th C 1-2 yes C 3-5 yes C 6-10 ye C 11-15 j | an 1 year 16 16 18 | rs have | you work | ced in Ge | neral Pra | ctice? | | | |
| C Less th C 1-2 yes C 3-5 yes C 6-10 yes C 11-15 y | an 1 year 15 15 15 15 15 15 15 15 15 15 15 15 15 | rs have | you work | ed in Ge | neral Pra | ctice? | | | |
| C Less th C 1-2 yes C 3-5 yes C 6-10 yes C 11-15 y | an 1 year 15 15 15 15 15 15 15 15 15 15 15 15 15 | rs have | you work | red in Ge | neral Pra | ctice? | | | |
| C Less th C 1-2 yes C 3-5 yes C 6-10 ye C 11-15 j | an 1 year 15 15 15 15 15 15 15 15 15 15 15 15 15 | rs have | you work | ed in Ge | neral Pra | ctice? | | | |
| C Less th C 1-2 yes C 3-5 yes C 6-10 yes C 11-15 y | an 1 year 15 15 15 15 15 15 15 15 15 15 15 15 15 | rs have | you work | ed in Ge | neral Pra | ctice? | | | |
| C Less th C 1-2 yes C 3-5 yes C 6-10 ye C 11-15 j | an 1 year 15 15 15 15 15 15 15 15 15 15 15 15 15 | rs have | you work | ed in Ge | neral Pra | ctice? | | | |
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| C Less th C 1-2 yes C 3-5 yes C 6-10 yes C 11-15 y | an 1 year 15 15 15 15 15 15 15 15 15 15 15 15 15 | rs have | you work | ed in Ge | neral Pra | ctice? | | | |

| 4. What is your occupational | group? | |
|------------------------------|--------|-------------------------|
| lease tick one box only) | | |
| General Practitioner | (C E | ducational Psychologist |
| Practice Nurse | 0.0 | :ST Therapist |
| Nurse Practitioner | · C F | Practice Manager |
| School Nurse | ୍ଦ (| Other Manager |
| Community Matron | c | Receptionist |
| C District Nurse | ം വ | commissioner |
| Health Visitor | · C F | Pharmacist |
| Health Care Assistant | ic p | hysical Therapist |
| Dietitian | · C \ | folunteer Sector |
| Social Worker | | |
| ther (please specify) | | |
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Questionnaire - Staff Knowledge, Attitudes, and Practices Survey FINAL2 Finally, about You. 25. What is your gender? ○ Male C Female 26. What is your age in years? C 16-20 C 21-30 C 31-40 C 41-50 C 51-65 C 66+ 27. What is your ethnic background? White ☐ British ☐ Irish Any other White background 28. Mixed White and Black Caribbean White and Black African White and Asian Any other mixed background 29. Asian / Asian British □ Indian Pakistari ☐ Bangladeshi Any other Asian background. 30. Black/Black British Caribbean ☐ African Any other Black background 31. Chinese and other ethnic background Chinese Any other ethnic background

| Questionnair | re - Staff Knowledge, Attitudes, and Practices Survey | FINAL2 |
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| Thank You | | |
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| | Thank You. We appreciate your time. Thank you for your contribution to this important research study. Enjoy the rest of your day. | |
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