



National Audit Office

Study of Emergency Care in England Acute Trust Questionnaire

This should be completed by or on behalf of the Chief Executive of the Acute Trust and the Directorate head with responsibility for Accident and Emergency

Name of respondent(s):

Chief Executive

Directorate head

Other

Telephone:

E-mail:

Name of Acute Trust:

Name of Strategic Health Authority:

Electronic Signature of Chief Executive

Date

Part A – For the Chief Executive

Q1 Have you been personally involved in devising the local area's approach to the Reforming Emergency Care agenda?

Please cross

Yes

☐ 1

Go to Q2

No

☐ 2

Go to Q3

Q2 If yes, please explain the ways in which you have been involved.

Go to Q3

Q3 Do you consider that the objectives of the Reforming Emergency Care agenda are being achieved?

Please cross

Yes

☐ 1

No

☐ 2

Go to Q4

Q4 Please give a brief explanation of your views.

Go to Q5

Part B – For the Directorate Head with responsibility for A&E

Q5 Are you a member of the trust executive board?

Please cross

Yes

☐ 1

Go to Q7

No

☐ 2

Go to Q6

Q6 If no, please provide the job title of the trust board member with responsibility for emergency care, and indicate which other departments that person has responsibility for.

Go to Q7

Q7 Please provide details of up to three important changes in the way emergency care is delivered by your trust as a result of the Reforming Emergency Care agenda.

1.

2.

3.

Go to Q8

Q8 Do NHS and other organisations responsible for emergency care in your area work together to meet the needs of the local population?

Please cross

Yes

☐ 1

Go to Q9

No

☐ 2

Go to Q10

Q9 If yes, do you consider this joint working:

Please cross one box on each line

Yes

No

..has been extremely effective in improving services

☐ 1

☐ 2

..has been quite effective but there is scope for it to be more so

☐ 1

☐ 2

..has not been very effective

☐ 1

☐ 2

..has had no positive effect at all on the services

☐ 1

☐ 2

Go to Q10

Q10 What have been the obstacles to the different organisations working together more effectively?

Please cross all that apply

Yes

No

Don't know

Funding – availability

☐ 1

☐ 2

☐ 3

Funding – ability to reallocate

☐ 1

☐ 2

☐ 3

Legal framework

☐ 1

☐ 2

☐ 3

Local policies and procedures

☐ 1

☐ 2

☐ 3

Organisational boundaries

☐ 1

☐ 2

☐ 3

Professional boundaries

☐ 1

☐ 2

☐ 3

Other Please specify

☐ 2

☐ 3

Go to Q11

Q11 Please list the staffing complement for the trust's emergency department and the actual number of staff in post as at December 31st 2003

	Funded Complement (WTE)	Actual in post (WTE)
Consultants		
Other medical staff		
Nurses		
Qualified Emergency Care Nurses/ Emergency Nurse Practitioners		
Support staff, including healthcare assistants, radiographers		
Domestic staff, including housekeepers		
Administrative and Clerical		
Other please specify		

Go to Q12

Q12 If there is a shortfall in any staff groups, please explain briefly what action has been taken to fill the gaps.

Go to Q13

Q13 Please state to what extent you agree with the following:

Please cross one box on each line

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
The Department of Health is taking effective action to provide sufficient numbers of trained staff for emergency departments	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
The Department of Health is taking effective action to provide trained staff with suitable skills for emergency departments	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
This trust's emergency department has the right mix of trained staff	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
This trust's emergency department complies with the European Working Time Directive	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0

Go to Q14

Q14 Please give any information you would like to add to amplify your answers above.

Go to Q15

Q15 Does the trust provide specialist training to staff in emergency departments in dealing with the following groups of patients?

Please cross <u>all</u> that apply	Doctors	Nurses	Support staff	Domestic staff	Clerical
Children	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Older people	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2

Patients with mental health needs	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3
Other (please specify)	<input type="checkbox"/> 4	<input type="checkbox"/> 4	<input type="checkbox"/> 4	<input type="checkbox"/> 4	<input type="checkbox"/> 4
	<input type="checkbox"/> 5	<input type="checkbox"/> 5	<input type="checkbox"/> 5	<input type="checkbox"/> 5	<input type="checkbox"/> 5
	<input type="checkbox"/> 6	<input type="checkbox"/> 6	<input type="checkbox"/> 6	<input type="checkbox"/> 6	<input type="checkbox"/> 6

Go to Q16

Q16 Please provide brief details about how the trust ensures the needs of these groups are effectively taken care of.

Go to Q17

Q17 Is the trust training additional Emergency Care Nurses/ Emergency Nurse Practitioners as well as those mentioned in Q11?

Please cross one box and record the number of staff

Yes

Number

No

In training

☐ 1

Go to Q18

☐ 2

Go to Q19

Q18 If yes, please provide the name of the accreditation scheme the trust is using.

Go to Q19

Q19 Please state to what extent you agree with the following:

Please cross one box on each line

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
The building housing the trust's emergency department is well designed for delivering modern emergency care	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
The quality of the environment in the trust's emergency department for patients and staff is appropriate for delivering modern emergency care	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
The number and type of treatment facilities in the trust's emergency department are sufficient for delivering modern emergency care	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
The clinical and diagnostic equipment in the trust's emergency department is sufficient for delivering modern emergency care	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0

Go to Q20

Q20 Please give any information you would like to add to amplify these answers above.

Go to Q21

Q21 Is there a dedicated radiology facility for the trust's emergency department?

Please cross

Yes

☐ 1

Go to Q22

No

☐ 2

Go to Q25

Q22 Is the dedicated radiology facility co-located with the emergency department?

Please cross

Yes

☐ 1

Go to Q23

No

☐ 2

Go to Q25

Q23 For how many hours is it staffed with a radiographer?

Please cross one

Yes

24 hours a day 7 days a week

☐ 1

Other Please specify

☐ 1

Go to Q23

Q24 Is a radiologist available in person to interpret x-rays 24 hours a day, 7 days a week?

Please cross

Yes

☐ 1

Go to Q26

No

☐ 2

Go to Q25

Q25 If no, please give times when a radiologist is available to interpret x-rays, and explain the arrangements outside these hours.

Go to Q25

Q26 Please give brief details of how non-clinical complaints made by patients in the emergency department are reviewed and dealt with.

Go to Q27

Q27 Please provide details of any specific measures in place in your trust to ensure prompt turn around for ambulance crews at the emergency department(s).

Go to Q28

Q28 Is there anything else that you would like to say, to help us understand the management of Emergency Care in your trust?