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

<table>
<thead>
<tr>
<th>Name of respondent(s):</th>
<th>Chief Executive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Directorate head</td>
</tr>
<tr>
<td></td>
<td>Other</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>1</th>
<th>2</th>
<th>Go to Q2</th>
<th>Go to Q3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td>Go to Q2</td>
<td>Go to Q3</td>
</tr>
<tr>
<td>No</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>1</th>
<th>2</th>
<th>Go to Q4</th>
<th>Go to Q5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td>Go to Q4</td>
<td>Go to Q5</td>
</tr>
<tr>
<td>No</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>1</th>
<th>2</th>
<th>Go to Q7</th>
<th>Go to Q6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td>Go to Q7</td>
<td>Go to Q6</td>
</tr>
<tr>
<td>No</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

No 2 Go to Q9

Q9 If yes, do you consider this joint working:

Please cross one box on each line

Yes  No Go to Q10

..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

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

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

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

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The Department of Health is taking effective action to provide sufficient numbers of trained staff for emergency departments

The Department of Health is taking effective action to provide trained staff with suitable skills for emergency departments

This trust's emergency department has the right mix of trained staff

This trust's emergency department complies with the European Working Time Directive

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 all that apply

<table>
<thead>
<tr>
<th>Doctors</th>
<th>Nurses</th>
<th>Support staff</th>
<th>Domestic staff</th>
<th>Clerical</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Older people</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>
Patients with mental health needs

Other (please specify)

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

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

In training

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

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

Please cross one box on each line

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>The building housing the trust’s emergency department is well designed for delivering modern emergency care</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>The quality of the environment in the trust’s emergency department for patients and staff is appropriate for delivering modern emergency care</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>The number and type of treatment facilities in the trust’s emergency department are sufficient for delivering modern emergency care</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>The clinical and diagnostic equipment in the trust’s emergency department is sufficient for delivering modern emergency care</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>

Q20 Please give any information you would like to add to amplify these answers above.
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  Go to Q23
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?