National Audit Office

Emergency Care in England

Emergency Care Network Questionnaire

EMERGENCY CARE NETWORK CHAIR QUESTIONNAIRE

This should be completed electronically by the person responsible for the day-to-day co-ordination of the Emergency Care Network

Name of Network:

Name of respondent:

Job title:

Other roles/responsibilities:

Proportion of time spent on emergency care role:
(e.g. 0.5 WTE or 18 hours)

Telephone:

E-mail:

Strategic health authority
## Section A – Details about the Network

**Q1** On what date was the Emergency Care Network formally set up?

/ / 

**Q2** Does the Network have a dedicated budget or resources?

Please tick

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

**Q3** In what ways can patients in your area access emergency care?

Please tick the appropriate boxes in each column and list the number of facilities

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Departments</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>With adjacent (or on hospital site) Minor Injury Units</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>With adjacent (or on hospital site) Walk-in-Centres</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>With sessional GP</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minor injury units (separate)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Walk-in-Centres (separate)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Primary Care Centres</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Open access mental health crisis centres</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (Please specify)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Go to Q4
Q4 Please list all the organisations involved in the Network, the number of representatives from each that are expected to contribute to the Network’s activities and the frequency with which they attend the Network’s meetings. Frequency is measured by 4 = always, 3 = usually, 2 = occasionally, 1 = rarely and 0 = never
Write in

<table>
<thead>
<tr>
<th>Name of Organisation</th>
<th>Number of representatives expected to contribute</th>
<th>Frequency of attendance at meetings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Midshire Ambulance NHS Trust</td>
<td>3</td>
<td>1</td>
</tr>
</tbody>
</table>

Go to Q5

Q5 What was the date of the first Emergency Care Network meeting?

/ / 

Q6 How frequently does the Emergency Care Network meet?
Please tick one

- Monthly [ ] 1
- Bi-monthly [ ] 2
- Quarterly [ ] 3
- Six monthly [ ] 4
- Less frequently [ ] 5
Section B – Network strategy and reporting arrangements

Q7a  Does the Network have an agreed set of objectives?
     Please tick

     Yes  [ ] 1  Go to Q7b
     No   [ ] 2  Go to Q9a

Q7b  If yes, please attach the objectives for the Network and any other documents pertaining to its terms of reference.
     Please tick to confirm that the document is attached [ ] 1  Go to Q8a

Q8a  Have all the organisations jointly responsible for delivering these objectives approved them at Senior Management or Board level?
     Please tick

     Yes  [ ] 1  Go to Q8b
     No   [ ] 2  Go to Q9a

Q8b  If no, please give brief details as to what level of authority has approved the objectives.

     Go to Q9a

Q9a  Does the Network have a list of actions for meeting its objectives (these may form part of, or underpin the local development plan)?
     Please tick

     Yes  [ ] 1  Go to Q9b
     No   [ ] 2  Go to Q12

Q9b  If yes, please attach any relevant documents.
     Please tick to confirm that the document(s) is/ are attached [ ] 1  Go to Q10

Q10  Please state what types of methods/analyses were used to develop the list of actions.
     Please tick

     Yes  No
     Needs analysis [ ] 1  [ ] 2
     Cost-benefit analysis [ ] 1  [ ] 2
     Risk analysis [ ] 1  [ ] 2
     Consultation with patients and public [ ] 1  [ ] 2
Q11 Please say what sources of data/information were used to help develop the list of actions.

Please tick

- 999 call data
- Emergency Department attendance data
- Hospital admission data
- NHS Direct data
- GP out of hours call data
- Demographic data
- Other: Please specify

Go to Q11

Q12 What sources of data/information are regularly considered by the Network?

Please tick

- Ambulance category A target
- All Ambulance category data
- A&E 4 hour target data
- A&E 12 hour trolley waits
- Thrombolysis target data
- GP access target data
- Patient complaints
- Adverse patient incidents
- Other systems data: Please specify
- Other clinical data: Please specify

Go to Q13a
Q13a  Is there a formal mechanism for monitoring the Network’s performance?

Please tick

Yes  □  1  Go to Q13b

No  □  2  Go to Q15

Q13b  If yes, please provide brief details of how the Network’s performance is monitored.


Go to Q14a

Q14a  Is the performance of the Network benchmarked against other Networks?

Please tick

Yes  □  1  Go to Q14b

No  □  2  Go to Q15

Q14b  Please provide brief details of the benchmarking carried out and any findings.


Go to Q15
Section C – Operation of the Network

Q15  Please provide brief details about the resources that were available for the Network in 2003-04.

[Blank space]

Go to Q16a

Q16a  Are there formal arrangements for the Emergency Services Collaborative(s) and the Network to work together?

Please tick

Yes [ ] 1  Go to Q16b

No [ ] 2  Go to Q16c

Q16b  If yes, please provide brief details of these arrangements.

[Blank space]

Go to Q17a

Q16c  If no, how does the Network facilitate the sharing of information between the different providers of emergency care?

[Blank space]

Go to Q17a
Q17a  Has the Network run any activities to develop new ways of working across traditional organisational boundaries?

Please tick

Yes  [ ] 1  Go to Q17b
No   [ ] 2  Go to Q18

Q17b  If yes, please provide brief details of these activities.

Go to Q18

Q18  Has the Network developed any locally agreed protocols for joint working between the different providers of emergency care?

Please tick

Yes  [ ] 1  Go to Q19a
No   [ ] 2  Go to Q20a

Q19a  Do you monitor if the trusts and other NHS organisations are using these protocols effectively?

Please tick

Yes  [ ] 1  Go to Q19b
No   [ ] 2  Go to Q20a

Q19b  If yes, how do you do this monitoring?

Go to Q20a
Q20a Has the Network done any work to redesign the whole system processes for emergency care?
Please tick

Yes 1
No 2  Go to Q20b

Q20b Which of the following activities has the Network undertaken to influence the redesign process?
Please tick

<table>
<thead>
<tr>
<th>Activity</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analysis of patient flows in the whole system</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Modelling to improve patient flows in the whole system</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Analysis of care pathways across the whole system</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Modification of care pathways across the whole system</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Considered the choice agenda in the provision of emergency care</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>
| Changed the provision of emergency care to reflect the choice agenda | 1   | 2  2  Go to Q21a

Q21a Has the Network run any activities to develop new ways of working across traditional professional boundaries?
Please tick

Yes 1
No 2  Go to Q21b

Q21b If yes, please provide brief details of these activities.

Go to Q22a

Q22a Has the Emergency Care Network considered the impact that the change in the way GP out of hours services are delivered from April 2004 will make on other providers of emergency care?
Please tick

Yes 1
No 2  Go to Q22b

Q22b

Go to Q23a
Q22b  If yes, has the Network taken or been involved in any action to change the local situation?
   Please tick
       Yes □ 1  Go to Q22c
       No □ 2  Go to Q23a

Q22c  If yes, please provide brief details of the steps taken and, if appropriate, any funding allocated.

£  Go to Q23a
Section D – Communication

Q23a Has the Network run any learning events for senior staff from all organisations to convey information about the Emergency Care Network, its objectives and/or its approach to improving services?

Please tick

Yes □ 1
No □ 2

Go to Q23b

Q23b Please provide brief details of these activities.

Go to Q24

Q24 What methods of communication have been used to give frontline healthcare professionals information about the Network’s objectives and approach?

Please tick all that apply

Yes □ No □

Talk / Workshop □ 1 □ 2
Intranet □ 1 □ 2
Posters □ 1 □ 2
Leaflets □ 1 □ 2
Bulletins □ 1 □ 2
Minutes of meetings □ 1 □ 2
None □ 1 □ 2
Other (please specify) □ 1 □ 2

Go to Q25a

Q25a Has the level of staff awareness about the Network’s objectives and approaches been assessed?

Please tick

Yes □ 1
No □ 2

Go to Q25b

Go to Q26
Q25b  If yes, please give brief details of the method and the results.

Q26  What methods have been used to disseminate information to patients and carers about selecting the form of emergency care that is most appropriate to them?

Please tick all that apply

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>At consultations with a healthcare professional</td>
<td>1</td>
</tr>
<tr>
<td>Internet</td>
<td>1</td>
</tr>
<tr>
<td>Posters</td>
<td>1</td>
</tr>
<tr>
<td>Leaflets</td>
<td>1</td>
</tr>
<tr>
<td>TV/ Radio</td>
<td>1</td>
</tr>
<tr>
<td>Local Newspapers</td>
<td>1</td>
</tr>
<tr>
<td>None</td>
<td>1</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td></td>
</tr>
</tbody>
</table>

Q27a  Has the level of patient and carer awareness about the form of emergency care most appropriate to them been assessed?

Please tick

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

Q27b  If yes, please give brief details of the method and the results.
Section E – Achievements of the Network

Q28 Please provide details of the 3 main changes in the way emergency care is delivered which have been introduced since the Network’s creation.

Have the benefits been formally evaluated?

Please list details of change

Tick whether evaluated

Yes No

1

2

Go to Q29

Q29 What, in your opinion, were the main factors that contributed to these successes?

Go to Q30
Q30 What, if any, were the barriers to achieving these successes?

Go to Q31

Q31 How did the Network overcome them?

Go to Q32

Q32 What, if anything, has the Network wanted to do but not been able to achieve?

Go to Q33
Q33  Why has the Network not been able to achieve these things?

Q34  Overall what have been the main obstacles to achieving the Network’s objectives?

Please tick all that apply

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funding – availability</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Funding – ability to reallocate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Discharge of patients</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legal framework</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local policies and procedures</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Facilities – in Emergency Department(s)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Facilities elsewhere</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staffing skills and mix in Emergency Department(s)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staffing skills and mix elsewhere</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

*Go to Q35*
Q35  Is there anything else that you would like to say, to help us understand the management of Emergency Care in your area?