

## What's in the Questionnaire?

There are 21 questions, covering the following themes:

- **Admission** – how you felt on arrival.
- **Care & Treatment** – how useful ward rounds are and how involved you feel in your care.
- **Medication** – how you feel about medication and whether you are able to discuss it with staff.
- **Staffing** – their availability, how they interact with you and levels of trust.
- **Therapy & Activities** – what activities and therapies are available.
- **Environment** – contact with family and friends, access to outside, safety and support provided.
- **Diversity** – whether your religion and ethnicity are respected by staff.

There are 6 answer options, on a scale from Strongly Agree to Strongly Disagree.

## Checking the Questionnaire

### Feasibility Study

40 service users in hospital were asked to complete our draft questionnaire and the Residential Service Satisfaction Scale to see how they compared. They found our questionnaire easy to understand and fill in.

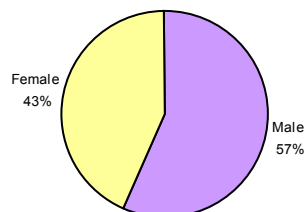
### So What's Next?

The questionnaire is now being given to people in hospital as part of a larger project looking at improving the triage system and the therapeutic environment in hospitals.

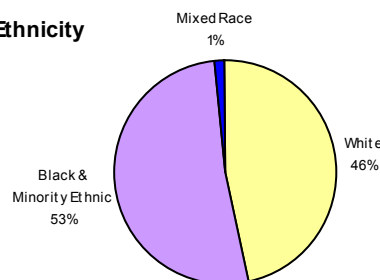
**Thank you all for taking part in this project.**  
**We feel really proud that service users have been so involved in trying to improve people's experiences whilst they are in hospital.**

## Who was involved?

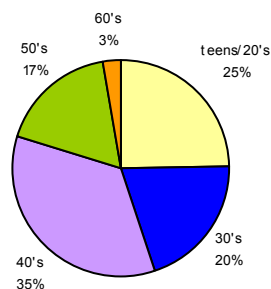
Gender



Ethnicity



Age



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# VOICE

## Measuring Service Users' Perceptions of Acute Care

### Service User Research Enterprise



## How We Made Our Questionnaire

### Our Aim

- To create a questionnaire that reflects the true feelings of people who have experienced acute hospital care.

### Literature Review

- We looked at previous studies about service users' experiences of hospital care. This produced some ideas for a topic guide.

### Reference Group

- A group of service users and representatives from mental health organisations identified the most important issues, which formed the basis for a flexible topic guide.

### Content of the Topic Guide

- Activities, environment, staff, coercion.
- Information and involvement.
- Triage wards, admission and discharge.
- The needs of black and minority ethnic groups, women and people who've been sectioned.

### Pilot Study

- A focus group of 6 people were recruited primarily from Croydon MIND to discuss and expand on the topic guide.

### Recruitment

- We wanted to meet people who'd been in hospital in the last 2 years. We did this by liaising with care co-ordinators at community mental health teams in Southwark, Lambeth, Lewisham and Croydon, and then phoning or writing to people.
- The last focus group was specifically for people who'd been sectioned.

## Focus Groups

- 4 groups of people met to discuss their feelings about and experiences of being in hospital. They were run by Jo Evans and Diana Rose, both service user researchers.
- Each group met twice so that we could feedback from the first meeting and check that we'd recorded their views accurately.
- Participants were paid £15 for each group they attended.
- 90% of people came back for the second meeting.



Peckham Library

### Main Issues for each Group

- Everybody's priority was the way that staff interact with them on the ward. They were also concerned about:

#### Group 1: Peckham Library

- Having a say about medication, and concerns about safety.

#### Group 2: Croydon MIND

- Having a say in care and treatment, and the need for individual and group therapy.

#### Group 3: Downham Community Centre

- Concerns over a lack of freedom and privacy, and the need for activities.

#### Group 4: West Norwood Library

- Concerns over forced medication and being treated differently because of being sectioned.

## Creating the Questionnaire

- When the focus groups had finished, all the information was put together and analysed.
- The issues that the groups thought were most important were turned into questions.
- The draft questionnaire had 22 questions covering: staff, care and treatment, therapy and activities, medication, admission, environment and diversity.

## Improving the Questionnaire

### Expert Panels

- The draft questionnaire was shown to 2 expert panels, who were asked whether the questions were easy to understand and fill in.
- The first panel was made up of people who had already been in the focus groups. The second panel was made up of new participants.
- Participants were paid £15 for their attendance.
- The groups' comments were used to improve the draft questionnaire.

### Expert Panel 1: Peckham Library

- Thought that the questions reflected what had been said in the focus groups.
- Increased the number of questions to 23.
- Were very concerned about confidentiality.
- Made some questions more understandable and less threatening.
- Put the categories into a more logical order.

### Expert Panel 2: Streatham Leisure Centre

- Found the questionnaire easy to fill in and didn't feel there needed to be any major changes.

### Reference Group

- The draft questionnaire was then shown to the original reference group for their comments:
- Reduced the number of questions to 22.
- Made some questions simpler and more specific.