National Audit of Dementia
Round 4 (2018)
Guidance for the Staff Questionnaire

April 2018

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The data collection period will be staggered as shown below. This is the guidance document for the Staff Questionnaire – both versions (on paper and online).

<table>
<thead>
<tr>
<th></th>
<th>Organisational checklist</th>
<th>Casenote audit</th>
<th>Carer questionnaire</th>
<th>Staff questionnaire</th>
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<tbody>
<tr>
<td><strong>March</strong></td>
<td>Guidance issued</td>
<td></td>
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<tr>
<td><strong>April</strong></td>
<td>Data collection opens 16 April</td>
<td>Guidance issued</td>
<td></td>
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<tr>
<td><strong>May</strong></td>
<td></td>
<td>Data collection opens 21 May (collecting data for discharges from April 2018)</td>
<td>Guidance issued</td>
<td>Guidance issued</td>
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<tr>
<td><strong>June</strong></td>
<td>Deadline: 15 June</td>
<td>Data collection opens 4 June</td>
<td>Data collection opens 4 June</td>
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<td><strong>July</strong></td>
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<td><strong>September</strong></td>
<td>Deadline: 21 September</td>
<td>Data collection closes: 21 September</td>
<td>Data collection closes: 21 September</td>
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<tr>
<td><strong>October</strong></td>
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</tbody>
</table>
For any queries please contact the NAD project team at:

nad@rcpsych.ac.uk

You may also find the information you need on the website:

www.nationalauditofdementia.org.uk

Or you may contact the team individually:

**Chloë Hood, Programme Manager**  
chloe.hood@rcpsych.ac.uk  
020 3701 2682

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020 3701 2681

**Samantha Ofili, Project Worker**  
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020 3701 2707

**Emily Rayfield, Project Administrator**  
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020 3701 2688
Before you begin:

Please make sure you TEST the online data collection link before data collection opens: http://rcop.formic.com/webforms/

This brings up Formic Web Forms. If you cannot access the Formic Web Forms page, this is probably due to your local IT settings and you will need to contact your IT department to ask them to approve the link.

Any staff accessing the staff questionnaire online will need access to this website, so please do arrange for this as soon as possible. The questionnaire will be available at:

www.nadstaff.uk

You may wish to send this to your IT department ahead of time in order that it can be approved on hospital computers to allow staff to access it.

IDENTIFY the key people you are going to work with. This is a complex audit which should not be carried out by a single lead. The guidance for each tool gives some suggestions of colleagues who could help you to collect and co-ordinate the return of the different types of data required.

Let us know if we can help. We are available to answer queries within office hours, or you can email us and we will respond as soon as we can.

We look forward to working with you.
Guidance for the Staff Questionnaire

The staff questionnaire was a new audit tool developed for the third round of audit. It was developed by staff from a variety of job roles and seniority levels at pilot sites in 2015. It asks questions about support and training received to provide good dementia care. The staff questionnaire is being repeated in Round 4 to allow for comparison between rounds.

All clinical staff and ward-based administrative staff working at the hospital in an inpatient-facing role involving contact with people with dementia, will be eligible to complete the questionnaire. The questionnaire is anonymous but does ask staff to identify their job role.

The questionnaire responses will produce a staff rating on the quality of information and communication, which can be compared with the score from Round 3.

Input will be required from:

- Your local audit lead;
- Ward managers/questionnaire leads on wards;
- Your HR or payroll department.

Samples:

The staff questionnaire has two samples:

1) Online
2) Paper based (which can be allocated to staff at your discretion – see instructions under ‘Distributing the paper questionnaire’)

We ask hospitals to take part in both samples; this produced the highest returns in Round 3. The online questionnaire should be advertised to all eligible staff, with the paper questionnaire used for staff who may have more infrequent access to a computer (see instructions for distributing on the next pages).

The table on the next page compares the two samples so that it is easy for you to see the differences.
<table>
<thead>
<tr>
<th></th>
<th>Online Questionnaire</th>
<th>Paper Questionnaire</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Response rate</strong></td>
<td>Hospitals should aim for 50-100 returns.</td>
<td>Hospitals should aim for 75 returns.</td>
</tr>
<tr>
<td><strong>Responses</strong></td>
<td>Anonymous. All staff are asked to answer all questions.</td>
<td>Anonymous. All staff are asked to answer all questions.</td>
</tr>
<tr>
<td><strong>Hospital code</strong></td>
<td>Will require staff to <strong>enter their hospital code</strong>.</td>
<td>Has a pre-filled hospital code.</td>
</tr>
<tr>
<td><strong>Access</strong></td>
<td>Will have screening questions so that those who do not interact with people with dementia in the hospital or who have completed the paper questionnaire, will not have to complete the form online.</td>
<td>Can be allocated to eligible staff at your discretion. We suggest you use paper copies for staff where computer access is more difficult (see advice under ‘Distributing the paper questionnaire’).</td>
</tr>
<tr>
<td><strong>Submit</strong></td>
<td>Directly submitted to the NAD Project Team online.</td>
<td>Pre-paid envelope attached to allow staff to return the questionnaire directly to the NAD Project Team.</td>
</tr>
<tr>
<td><strong>Prize draw</strong></td>
<td>Staff can proceed to another form after completing the questionnaire to enter the prize draw. Questionnaires cannot be linked to prize draw entries.</td>
<td>Freepost prize draw postcard attached. Returned to a separate address to the questionnaire envelope so responses cannot be linked.</td>
</tr>
<tr>
<td><strong>Time</strong></td>
<td>Approximately 10-15 minutes.</td>
<td>Approximately 10-15 minutes.</td>
</tr>
</tbody>
</table>

**Eligibility Criteria:**

- All clinical staff working with adult inpatients (qualified and unqualified, excluding those in maternity or paediatric services), plus ward administrators or ward clerks are eligible to complete the questionnaire.
- Any staff outside of the above specifications (e.g. porters, catering staff, A&E staff, staff working in outpatients departments only) **should not be included**.

Eligibility criteria for both the online and paper staff questionnaires are the same.

**Online questionnaire**

**Distributing the online questionnaire**

- This version of the questionnaire should be distributed via email. Please arrange for an email to all eligible staff to be sent at the beginning of data collection (see Appendix A), ensuring that your hospital code is included (forms which do not have a valid hospital code will have to be deleted).
- This version will remain open between **4th June – 21st September 2018**. Each hospital site is expected to return 50 to 100 online staff questionnaires.
• Please test the link for the online staff questionnaire now ([www.nadstaff.uk](http://www.nadstaff.uk)). Please contact your IT department to arrange for this link to be approved on hospital computers and for assistance if there are any issues. If issues persist, please contact the NAD Project Team.

**Ideas for encouraging the completion of the online questionnaire:**

Below are some suggestions which hospitals found increased return rates in Round 3 of the audit. You may wish to consider some of these to help increase returns online:

• Display posters with link to questionnaire online shown (posters to be provided by NAD Project Team).
• Hand out leaflets with link to questionnaire online and hospital code on (to be provided by NAD Project Team). **N.B.** Leaflets should only be given to staff as they contain your hospital code for the audit. They should not be left somewhere in the hospital where non-staff members can access them.
• Hold cyber café sessions where staff can spend the necessary 10-15 minutes online.
• Place link and hospital code on intranet page/screensavers/hospital mobile app.
• Place link and hospital code onto staff payslip emails.
• Bring hand held devices (e.g. iPad) on to the ward for staff.
• The staff questionnaire could be used as the basis of a team discussion, during which people complete the questionnaire.
• Ask Dementia Champions, senior staff and Directors to promote the questionnaire and highlight the importance of the views of the staff in your hospital.

**Paper questionnaire**

**Distributing the paper questionnaire:**

• All hospitals should distribute the staff questionnaire in **July 2018**. Hospitals may also choose to distribute questionnaires in June, August and up until the 21st September 2018. Each site should aim to return 75 paper questionnaires.
• The questionnaires will be supplied in 2 packets of 75. Each questionnaire will have a prepaid envelope and a prize draw postcard attached. The packets will also include posters and leaflets for you to use to publicise the questionnaire in your hospital.
• Paper questionnaires can be distributed as you choose in your hospital, but we advise you to hand them out mainly to members of staff on your site who may not have frequent online access.
• Please be aware when handing out paper copies that if you hand all 150 questionnaires to one staffing group only, you may be skewing your sample. You may wish to hand half of the questionnaires to one staffing group, and the other half to a mix of disciplines.
• Alternatively, you may choose to focus on a group of wards where there are higher admissions of people with dementia.
• If you are unsure how to distribute the paper questionnaires, please contact the Project Team.
• Identify questionnaire leads who can be responsible for handing out questionnaires and reminding staff to complete and post them.

Please note: we will not be providing more paper copies. If you run out of paper copies, please ask staff to complete the online version.

Role of the paper questionnaire lead

We advise you to identify questionnaire leads who can hand out questionnaires and remind staff to complete them. The questionnaire leads will be required to:

• Hand out the questionnaires to eligible members of staff on the ward (this will depend on which staff you decide should receive paper copies) and provide a brief explanation of the questionnaire.
• Direct any questions about the questionnaire to the NAD Project Team.
• Issue reminders (either in person e.g. at MDT meetings, or on notice board etc.) for people to complete the questionnaire and of the deadline date (all questionnaires should be handed out by 21st September 2018 and staff should post them back to the Project Team by 15th October).
• Draw people’s attention to the prize draw postcard.
Dear all

You are invited to complete a staff questionnaire for the fourth round of the National Audit of Dementia (NAD). The audit examines the care provided to people with dementia in acute hospital settings in England and Wales.

The staff questionnaire asks about the support and resources you can access to provide good care to people with dementia. We would be grateful if you could spend 10-15 minutes completing the questionnaire.

Every member of staff who completes this questionnaire will have the chance to enter a prize draw to win one of five £50 vouchers for a high street store of your choosing.

This is an anonymous questionnaire, and you will not be identifiable by your responses. Your feedback will help improve patient care and help define the performance of our hospital and others in England and Wales, so I would be very grateful if you could take the time to complete it.

Please complete the survey online at www.nadstaff.uk

You will be asked to enter our unique hospital code at the start of the questionnaire. It is important you enter this correctly otherwise your responses will have to be deleted. The code for this hospital is:

[Blank space for code]

The deadline for submitting a questionnaire is 21st September 2018.

If you would like to view the results of the staff questionnaire for last round of the audit, you can visit this website: www.rcpsych.ac.uk/dementiareport2017

Many thanks
Dear all,

Thanks to those of you who have completed an online questionnaire for the National Audit of Dementia already.

The deadline for completing the questionnaire is approaching, and I would be very grateful if you could complete a questionnaire if you have not yet done so. Your feedback will help us identify what we are currently doing well to support staff to provide good quality care to patients with dementia, and where we can do better.

The link to the questionnaire is www.nadstaff.uk

You will be asked to enter our unique hospital code at the start of the questionnaire. It is important you enter this correctly otherwise your responses will have to be deleted. The code for this hospital is:

[Blank spaces]

Many thanks,