

Some hints and tips on maximising responses to PLAN surveys

PLAN is only able to accredit teams when we have a sufficient body of evidence to consider. This means that **it is essential that you meet the minimum number of returns for the PLAN self-review data**. We know this can be difficult.

Below are a few ideas from us and other members about ways to encourage people to complete the surveys. If you have any suggestions that may be useful for other members, please share them with us!

- ❖ **Use the personal touch** – make the most of your relationships with acute colleagues. Personally hand them the survey, ideally asking them to complete it there or at least by the end of the day.



- ❖ **Explain the importance of the survey** – results will be written into a report seen by managers, commissioners and an accreditation panel, and the liaison team will not be accredited unless there are enough responses from colleagues.
- ❖ **Explain that the results will be used to make improvements.** People are much more likely to fill in a form if they are confident the results will be used to change something.
- ❖ **Email colleagues the link to the survey** from your own email account, rather than from an administrator's email address which they may not recognise, outlining the above points.

- ❖ **Speak to your I.T department** and ask them if they can put the surveys on the hospital intranet to increase awareness of the project. If they feature on a main page this could serve as a useful reminder to people to complete it if they have not already done so, as well as providing easy access to the survey.



- ❖ **Put a link to the survey on a computer desktop** in a particular department – and let people know that they can use this computer to complete the survey. The person completing the case note audit might also want a shortcut on their desktop to save them having to paste or type the URL repeatedly. To create a shortcut on your desktop you simply need to:
 - -right click on the desktop
 - -select new, then shortcut
 - -then type in the relevant URL address

- ❖ **Putting posters and flyers around the hospital** – this can remind acute colleagues to complete the questionnaire if they have not yet done so, and can make service users and carers aware that there is the opportunity to comment on the service they have received. *We can send you some posters and flyers if you feel that this would be helpful.*



- ❖ **Asking service users and carers to complete the survey before leaving the hospital.** Of course they may not wish to and they should never feel obliged to. Instead of asking them to hand the survey back to the member of staff who assessed/treated them, it is preferable to have another staff member ask them. You could also provide a 'post box' (cardboard box with a slit in the top) where they can leave their answers. A member of staff can then put them in the post to PLAN at the end of each week. However you do this, you should ensure that respondents know their anonymity will be respected. If you want to have a longer period of data collection for service users and carers (4-6 months instead of the usual 2-3), we can arrange this but would need to start sooner.

- ❖ Alternatively, if you give your service users an **information leaflet or card** after an assessment, you can write the web link on this, as service users and carers can also fill out the survey online. They just need to select which hospital they attended, and answer the questions and submit the survey. Again this is completely anonymous.



- ❖ **Asking volunteers/advocates on wards to help** service users and carers to complete the surveys. Please note that liaison staff should not help service users and carers to complete the questionnaire.
- ❖ The next time a person sends you a referral, **send a link to the acute colleague survey** asking them to complete it if they have not already, giving their opinions about the liaison team in general (not for each referral).

- ❖ **Hold inter-departmental meetings** with the teams that refer to you to inform them of the project, what they need to do, how long it will take them and when they need to do it by.



- ❖ **Talking to colleagues in the staff room/canteen** and reminding them to complete a survey.
- ❖ **Being relentless with your colleagues!** Most people need between 2-4 reminders to complete something, so do ask several times. Their feedback is absolutely vital to your PLAN accreditation so will need to be persistent.