

Impact of hospital ward design on staff and patient experiences

Staff Survey - MAU

What is this survey and why am I being asked to complete it?

This survey is about your experience of working in the new Tunbridge Wells Hospital at Pembury. We want to hear from everyone working on your ward, including staff who worked at the old hospitals and staff who are new to Tunbridge Wells or the Trust. You may have completed a similar survey about Kent & Sussex or Pembury Hospitals in 2011.

This survey is part of a larger nationally funded NIHR research study being carried out by the National Nursing Research Unit at King's College London. This is an independent study exploring the impact of hospital ward design, before and after the move to the new Tunbridge Wells Hospital, on staff and patient experiences. We hope the findings will inform policy more widely in relation to future hospital design, and ultimately improve the experiences of staff and patients.

Please answer this survey in relation to MAU only. The survey will take about 20 minutes to complete.

As a thank you for your time, staff taking part in the survey will be entered in a prize draw. Staff on each ward will have **two chances to win** a Marks & Spencer Gift Card. There are two gift card prizes for each ward, one **£75 prize** and one **£50 prize**. If you would like to be entered for the prize draw please complete the prize draw slip attached to the enclosed letter and return with your questionnaire. This slip will be separated from your questionnaire so that your questionnaire responses remain anonymous. The prize draw will take place in May (2013) so please return your survey by the end of April.

Please return your completed questionnaire in the reply-paid envelope provided, to:

Jill Maben

National Nursing Research Unit



Who will see my answers?

Only members of the research team at the National Nursing Research Unit will see your responses, which will be anonymised and treated as completely confidential. No one in your Trust will know whether you have responded or not. The number below will only be used by the National Nursing Research Unit. Findings will be presented in a summary report in which no individual can be identified.

If you have any queries about this questionnaire please contact:

Clarissa Penfold

or

Jill Maben



For office use only

MAU

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SECTION 1: WARD LAYOUT, ENVIRONMENT AND FACILITIES

A. To what extent do you agree or disagree with the following statements about the ward layout, environment, facilities and information and communications technology (ICT) on MAU?

Please circle the number from 1 (Strongly disagree) to 5 (Strongly agree) which best matches your personal view.

		STRONGLY DISAGREE	DISAGREE	NEITHER AGREE NOR DISAGREE	AGREE	STRONGLY AGREE
1	The supplies, consumables and equipment needed to care for patients are always available on the ward	1	2	3	4	5
2	Staff toilet facilities are adequate	1	2	3	4	5
3	Patient toilets and bathrooms are a good size and allow for easy access	1	2	3	4	5
4	It is easy for staff who are new to the ward to find their way about	1	2	3	4	5
5	Staff have regular access to a designated rest area	1	2	3	4	5
6	Most patients are able to see staff from their bed	1	2	3	4	5
7	It is easy to keep patient care areas clean	1	2	3	4	5
8	Space at patients' bedsides is sufficient for staff to provide care with ease	1	2	3	4	5

9	Lighting levels in patient care areas are easy to adjust	1	2	3	4	5
10	Staff changing and locker facilities are adequate	1	2	3	4	5
11	It is easy to keep patient care areas quiet	1	2	3	4	5
12	The ward layout makes it easy to monitor (keep an eye on) patients	1	2	3	4	5
13	The location of staff workstations enables staff to remain close to patients	1	2	3	4	5
14	Most patients have a window view of a natural setting / scene from their bed	1	2	3	4	5
15	It is easy for patients, families and visitors to find their way about within the ward	1	2	3	4	5
16	It is easy for patients to get to the toilet / bathroom (alone or assisted)	1	2	3	4	5
17	Ventilation (air flow) in patient care areas is adequate	1	2	3	4	5
18	The availability of computers and IT equipment is adequate	1	2	3	4	5

Continued from previous page (To what extent do you agree or disagree with the following statements about the ward layout, environment, facilities and information and communications technology (ICT) on MAU?)

		STRONGLY DISAGREE	DISAGREE	NEITHER AGREE NOR DISAGREE	AGREE	STRONGLY AGREE
19	The location and layout of the dirty utility room helps reduce the risk of spillages and cross contamination	1	2	3	4	5
20	It is easy to chart / document care close to the patient	1	2	3	4	5
21	There is adequate space at the nursing team station(s)	1	2	3	4	5
22	Storage space for sterile supplies, consumables and equipment is adequate	1	2	3	4	5
23	The ward design / layout is helpful for isolating patients with infections	1	2	3	4	5
24	There is adequate natural light (daylight) for patients	1	2	3	4	5
25	The staff rest area aids relaxation and recuperation	1	2	3	4	5
26	There are sufficient toilets and bathrooms for patients on this ward	1	2	3	4	5
27	The ward layout helps to minimise walking distances for staff	1	2	3	4	5

28	The ward design / layout minimises the need to move patients within the ward	1	2	3	4	5
29	It is easy to adjust the temperature in patient care areas	1	2	3	4	5
30	There is adequate space for patients to move about the ward if appropriate	1	2	3	4	5
31	The medication storage and preparation area is adequate	1	2	3	4	5
32	The number and location of clinical hand wash basins supports good hand hygiene	1	2	3	4	5
33	The supplies, consumables and equipment needed to care for patients are easily accessible	1	2	3	4	5
34	There is adequate space for family members and visitors at the bedside	1	2	3	4	5
35	There is adequate storage for patients' clothes and belongings	1	2	3	4	5
36	There is adequate natural light (daylight) for staff	1	2	3	4	5
37	Facilities provided for patients and visitors (e.g. day room) are adequate	1	2	3	4	5

Thinking about the ward layout, environment, facilities and information and communications technology (ICT) on MAU, in your opinion how helpful or unhelpful are they for the following?

Please circle the number from 1 (Very unhelpful) to 5 (Very helpful) which best matches your personal view.

		VERY UNHELPFUL	UNHELPFUL	NEITHER HELPFUL NOR UNHELPFUL	HELPFUL	VERY HELPFUL
1	Obtaining assistance (hands-on help) from colleagues with patients, procedures, equipment, IT or locating people or items	1	2	3	4	5
2	Safety and security of patients	1	2	3	4	5
3	Communication between nursing staff and patients	1	2	3	4	5
4	Monitoring new/junior team members	1	2	3	4	5
5	Communication between nursing staff and doctors	1	2	3	4	5
6	Ability of staff to spontaneously discuss issues of care	1	2	3	4	5
7	Ability of staff to keep each other updated about general running issues on ward	1	2	3	4	5
8	Privacy for patients during bathing / toileting	1	2	3	4	5

9	Discussing patient care with colleagues	1	2	3	4	5
10	Knowing when other staff might need a helping hand	1	2	3	4	5
11	Preventing and controlling hospital-acquired infections	1	2	3	4	5
12	Informal learning / learning from colleagues	1	2	3	4	5
13	Minimising the risk of medication errors	1	2	3	4	5
14	Being aware of general running issues on ward (e.g. staffing, patient dependency, number and status of patients)	1	2	3	4	5
15	Maintaining patient confidentiality	1	2	3	4	5
16	Social interaction among ward staff	1	2	3	4	5
17	Minimising the risk to staff of moving and handling injuries	1	2	3	4	5
18	Participation of family members in patient care	1	2	3	4	5
19	Overall comfort of patients	1	2	3	4	5

Continued from previous page (Thinking about the ward layout, environment, facilities and information and communications technology (ICT) on MAU, in your opinion how helpful or unhelpful are they for the following?)

		VERY UNHELPFUL	UNHELPFUL	NEITHER HELPFUL NOR UNHELPFUL	HELPFUL	VERY HELPFUL
20	Minimising the risk to patients of physical and/or verbal abuse from other patients / visitors	1	2	3	4	5
21	Responding to patient calls for assistance	1	2	3	4	5
22	Minimising the risk to staff of slips, trips and falls	1	2	3	4	5
23	Privacy for patients during examination	1	2	3	4	5
24	Social contact between patients	1	2	3	4	5
25	Minimising the risk to staff of physical and/or verbal abuse from patients / visitors	1	2	3	4	5
26	Ability of staff to deliver high quality care for all patients	1	2	3	4	5
27	Staff spending time with patients	1	2	3	4	5

28	Safety and security of staff	1	2	3	4	5
29	Minimising the risk of falls and injury to patients	1	2	3	4	5
30	Privacy for patients when giving medical history or being advised	1	2	3	4	5
31	Patient sleep and rest	1	2	3	4	5
32	Finding a staff member	1	2	3	4	5
33	Patient interaction with visitors	1	2	3	4	5
34	Minimising the risk to staff of needlestick and sharps injuries	1	2	3	4	5
35	Obtaining advice from colleagues relating to a skill or clinical knowledge	1	2	3	4	5

B. What two things do you think would most improve the ward environment for staff? Please list in order of priority with most important first.

1.

2.

What two things do you think would most improve the ward environment for patients? Please list in order of priority with most important first.

1.

2.

SECTION 2: 100% SINGLE ROOM VERSUS MULTI-BED ACCOMMODATION

Wards in the new Tunbridge Wells Hospital are 100% single rooms, all with en-suite toilet/shower.

How much better or worse than multi-bed accommodation (e.g. 4 to 6-bed bays) do you think a ward with 100% single rooms with en-suite toilet/shower is for the following?

Please circle the number from 0 (Don't know / unsure) to 5 (Much better) which best matches your personal view.

		DON'T KNOW/ UNSURE	SINGLE ROOMS MUCH WORSE	SINGLE ROOMS WORSE	SINGLE ROOMS NO DIFFERENT	SINGLE ROOMS BETTER	SINGLE ROOMS MUCH BETTER
1	Minimising the risk of falls and injury to patients	0	1	2	3	4	5
2	Minimising the need to move patients within the ward	0	1	2	3	4	5
3	Keeping patient care areas clean	0	1	2	3	4	5
4	Communication between nursing staff and patients	0	1	2	3	4	5
5	Participation of family members in patient care	0	1	2	3	4	5
6	Responding to patient calls for assistance	0	1	2	3	4	5
7	Preventing and controlling hospital-acquired infections	0	1	2	3	4	5

8	Patient sleep and rest	0	1	2	3	4	5
9	Ease of taking patients to the toilet / bathroom	0	1	2	3	4	5
10	Ability of staff to deliver high quality care for all patients	0	1	2	3	4	5
11	Maintaining patient confidentiality	0	1	2	3	4	5
12	Minimising the risk to staff of physical and/or verbal abuse from patients / visitors	0	1	2	3	4	5
13	Knowing when other staff might need a helping hand	0	1	2	3	4	5
14	Ability of patients to see staff	0	1	2	3	4	5

Continued from previous page (Wards in the new Tunbridge Wells Hospital are 100% single rooms, all with en-suite toilet/shower. How much better or worse than multi-bed accommodation (e.g. 4 to 6-bed bays) do you think a ward with 100% single rooms with en-suite toilet/shower is for the following?)

		DON'T KNOW/ UNSURE	SINGLE ROOMS MUCH WORSE	SINGLE ROOMS WORSE	SINGLE ROOMS NO DIFFERENT	SINGLE ROOMS BETTER	SINGLE ROOMS MUCH BETTER
15	Patient privacy	0	1	2	3	4	5
16	Patient interaction with visitors	0	1	2	3	4	5
17	Minimising staff walking distances on the ward	0	1	2	3	4	5
18	Minimising risk to patients of physical and/or verbal abuse from other patients / visitors	0	1	2	3	4	5
19	Social contact between patients	0	1	2	3	4	5
20	Overall comfort of patients	0	1	2	3	4	5
21	Minimising the risk of medication errors	0	1	2	3	4	5
22	Staff spending time with patients	0	1	2	3	4	5
23	Monitoring (keeping an eye on) patients	0	1	2	3	4	5

A. What two things do you like most about the 100% single room wards in the new hospital?

Please list in order of priority with most important first.

1.
2.

B. What two things do you like least (dislike) about the 100% single room wards in the new hospital?

Please list in order of priority with most important first.

1.
2.

C. If you could change the layout of MAU, what would be your preference in relation to the proportion of beds in single rooms and small (4-bed) bays?

Please tick one box.

- All beds in single rooms
- More beds in single rooms than in bays
- Half beds in single rooms and half in bays
- More beds in bays than in single rooms

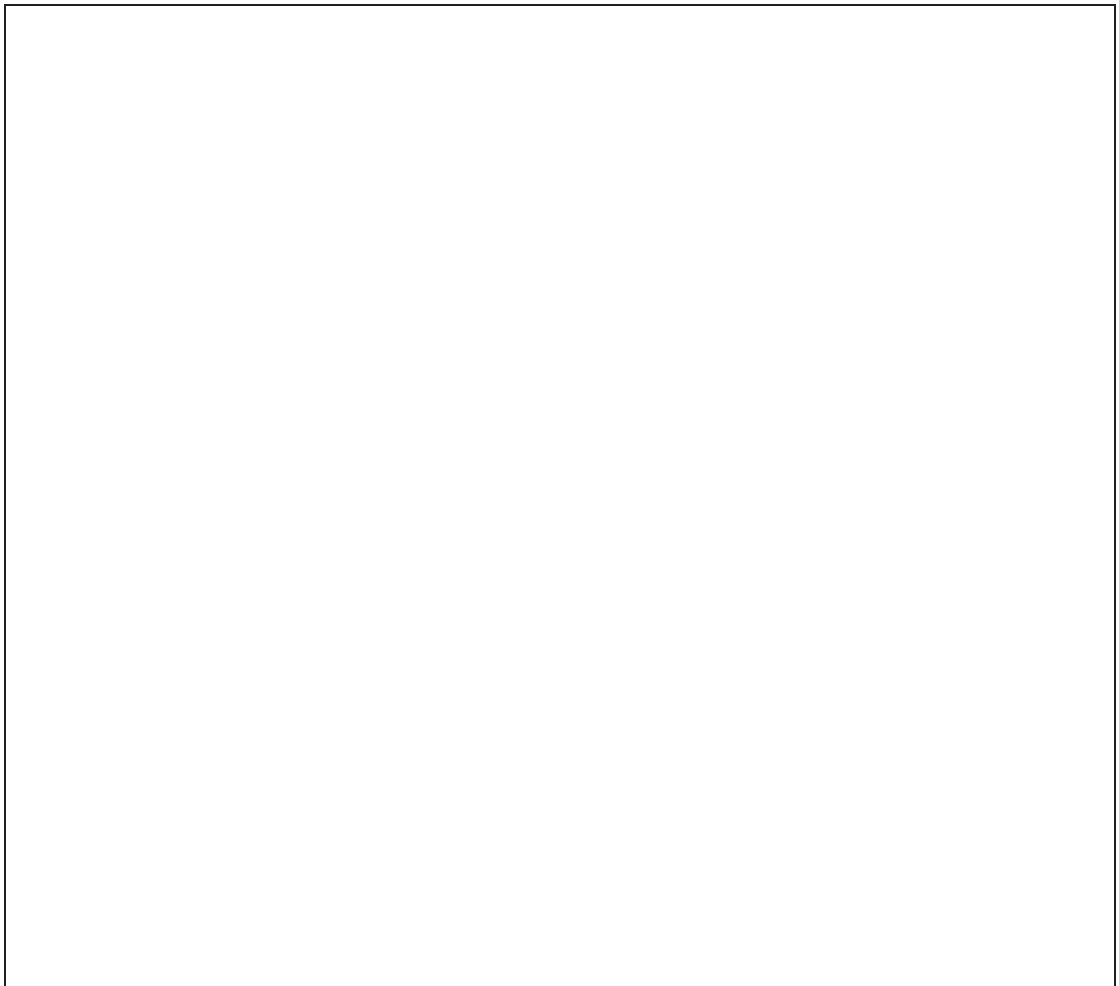
D. Have you worked on a ward with all single rooms previously?

- Yes
- No

E. Do you feel that you were given enough information about the all single room ward design in the new Tunbridge Wells Hospital before the move / before you started work here?

- Yes
- No
- Don't know

F. Is there any other information / training you would like (or would have liked) in relation to the ward areas in the new Tunbridge Wells Hospital?



PLEASE CONTINUE SURVEY OVERLEAF

SECTION 3: YOUR MOST RECENT SHIFT ON MAU

1. Which best describes the most recent shift you worked on MAU? (Please answer for most recent shift on MAU and exclude any shifts on other wards.)

¹ Early

² Late

³ Long day

⁴ Night

⁵ Other: please specify:

2. On which day of the week did your most recent shift on MAU begin?

¹ Mon - Fri

² Sat

³ Sun

3. How many hours did you work on your most recent shift on MAU (excluding meal breaks)?

Number
of hours

4. On your most recent shift on MAU, did you work beyond your contracted hours?

¹ Yes

² No

5. In total, how many patients were you directly responsible for on the most recent shift you worked on MAU?

Number
patients

6. Is this number of patients typical of your usual workload for this shift/day on MAU?

¹ Less

² Typical

³ More

7. How many other staff (not including yourself) were also looking after these patients?

Number
staff

8. Of the patients you were directly responsible for on your most recent shift, how many required the following?

Number

a Assistance with all activities of daily living

b Hourly or more frequent monitoring or treatments

9. How would you describe your role in caring for patients on your most recent shift on MAU?

Please mark the one option that fits best.

I provided most care myself

I supervised the care given by others and provided some myself

Most direct care was provided by others

10. Overall, how satisfied are you with the quality of care that you provided to patients on your most recent shift on MAU?

Not applicable

(did not provide direct care)

Very dissatisfied

Dissatisfied

Neither satisfied nor dissatisfied

Satisfied

Very satisfied

11. On your most recent shift on MAU, how often did you perform the following tasks?

Please circle the number from 0 (Never) to 2 (Three or more times) which best matches your activity.

		NEVER	ONCE OR TWICE	THREE OR MORE TIMES
a	Delivering and retrieving food trays	0	1	2
b	Arranging discharge referrals and transportation	0	1	2
c	Taking routine blood samples from patients	0	1	2
d	Escorting patients within hospital	0	1	2
e	Cleaning patient rooms and equipment	0	1	2
f	Obtaining supplies or equipment	0	1	2
g	Answering phones, clerical duties (not related to patient care)	0	1	2

12. How satisfied were you with how you were able to perform the following on your most recent shift on MAU?

Please circle the number from 1 (Very dissatisfied) to 5 (Very satisfied) which best matches your personal view. Please circle 0 (Not applicable) if a task was not part of your role on your most recent shift.

		NOT APPLICABLE	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED
a	Physical care of patients (e.g. treatments and procedures)	0	1	2	3	4	5
b	Emotional care of patients	0	1	2	3	4	5
c	Monitoring / recording patients' observations	0	1	2	3	4	5
d	Pain management	0	1	2	3	4	5

e	Assisting patients with activities of daily living	0	1	2	3	4	5
f	Educating / teaching patients and family	0	1	2	3	4	5
g	Medication administration	0	1	2	3	4	5
h	Preparing patients for admission / discharge	0	1	2	3	4	5
i	Care planning / coordination	0	1	2	3	4	5
j	Documenting care	0	1	2	3	4	5

SECTION 4: JOB SATISFACTION, TEAMWORK AND SAFETY

1. Overall, how satisfied are you with your job?

¹ Very dissatisfied
 ² Dissatisfied
 ³ Neither satisfied nor dissatisfied
 ⁴ Satisfied
 ⁵ Very satisfied

To what extent do you agree or disagree with the following statements about teamwork on MAU?
 Please circle the number from 1 (Strongly disagree) to 5 (Strongly agree) which best matches your personal view.

		STRONGLY DISAGREE	DISAGREE	NEITHER AGREE NOR DISAGREE	AGREE	STRONGLY AGREE
a	Staff input is well received on this ward	1	2	3	4	5
b	Decision making on this ward uses input from relevant staff	1	2	3	4	5
c	The doctors and nurses on this ward work together as a well coordinated team	1	2	3	4	5
d	Disagreements on this ward are resolved appropriately (i.e. not who is right, but what is best for the patient)	1	2	3	4	5
e	It is easy for staff on this ward to ask questions when there is something that they do not understand	1	2	3	4	5
f	I have the support I need from other staff to care for patients	1	2	3	4	5
g	I know the first and last names of all the staff I worked with during my last shift	1	2	3	4	5
h	Important issues are well communicated at shift changes	1	2	3	4	5
i	Briefings are common on this ward	1	2	3	4	5

How satisfied are you with quality of communication that you experience with each of the following staff groups on MAU? Please circle the number from 1 (Very dissatisfied) to 5 (Very satisfied) which best matches your personal view. Please circle 0 (Not applicable) if your role does not require you to communicate with a particular staff group.

		NOT APPLICABLE	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED
a	Doctors	0	1	2	3	4	5
b	Registered nursing staff	0	1	2	3	4	5
c	Nursing assistant/support staff (CSWs/HCAs)	0	1	2	3	4	5
d	Allied health professionals (e.g. PT, OT, S&L, Dietician)	0	1	2	3	4	5

To what extent do you agree or disagree with the following statements about safety on MAU?

Please circle the number from 1 (Strongly disagree) to 5 (Strongly agree) which best matches your personal view.

		STRONGLY DISAGREE	DISAGREE	NEITHER AGREE NOR DISAGREE	AGREE	STRONGLY AGREE
a	I am encouraged by my colleagues to report any patient safety concerns I may have	1	2	3	4	5
b	The culture on this ward makes it easy to learn from the errors of others	1	2	3	4	5
c	I receive appropriate feedback about my performance	1	2	3	4	5
	Medical errors are handled appropriately on this ward					

d		1	2	3	4	5
e	I know the proper channels to which I should direct questions regarding patient safety	1	2	3	4	5
f	The levels of staffing on this ward are sufficient to handle the number of patients	1	2	3	4	5
g	I would feel safe being treated as a patient on this ward	1	2	3	4	5
h	Trust management does not knowingly compromise the safety of patients	1	2	3	4	5
i	This organisation is doing more for patient safety now than it did one year ago	1	2	3	4	5
j	Leadership is driving us to be a safety-centred organisation	1	2	3	4	5
k	My suggestions about safety would be acted upon if I expressed them to management	1	2	3	4	5

2. During the last 12 months have you been injured or felt unwell as a result of the following on MAU?

a Moving and handling ¹ Yes ² No

b Needlestick and sharps injuries ¹ Yes ² No

c Slips, trips or falls ¹ Yes ² No

3. In the last 12 months have you personally experienced physical violence, harassment, bullying or abuse on MAU?

a From patients or their partners / relatives / visitors ¹ Yes ² No

b From colleagues ¹ Yes ² No

To what extent do you agree or disagree with the following statements about working on MAU?

Please circle the number from 1 (Strongly disagree) to 5 (Strongly agree) which best matches your personal view.

		STRONGLY DISAGREE	DISAGREE	NEITHER AGREE NOR DISAGREE	AGREE	STRONGLY AGREE
a	I often feel under a lot of pressure at work	1	2	3	4	5
b	I worry a lot about my work outside working hours	1	2	3	4	5
c	My job is very stressful	1	2	3	4	5

SECTION 5: BACKGROUND DETAILS

1. What is your gender?

¹ Female

² Male

2. What is your age?

¹ 16-20

² 21-30

³ 31-40

⁴ 41-50

⁵ 51-65

⁶ 66+

3. How many hours a week are you contracted to work?

¹ Up to 29 hours

² 30 or more hours a week

4. Do you regularly work outside your contracted hours?

¹ Yes

² No

5. Which shifts have you worked in the last month?

Please tick all that apply.

¹ Early

² Long day

³ Late

⁴ Night

⁵ Other: please specify:

6. What is your occupational group?

¹ Registered Nurse (RN)

² Clinical Support Worker (CSW)/Healthcare Assistant (HCA)

³ Other: please specify:

7. Approximately, how many years have you worked?

Please enter number of years for each of the following:

	Years		Years		
a	In your current occupational group (i.e. as CSW, HCA, RN)	<input type="text"/>	b	In this specialty	<input type="text"/>
c	In this Trust	<input type="text"/>	d	On this ward	<input type="text"/>

8. What is your current pay band?

- ¹ Band 2 ² Band 3 ³ Band 4
- ⁴ Band 5 ⁵ Band 6 ⁶ Band 7
- ⁷ Band 8 ⁸ Other: please specify:

9. Did you undertake your initial nursing training in the UK?

- ¹ Yes ² No ³ Not applicable

10. What is your highest level of qualification?

- ¹ No academic qualification ² NVQ level 1 / 2 / 3
- ³ CSEs / GCSEs / O-levels ⁴ A-levels, Vocational A-levels, AS levels
- ⁵ Diploma (HND, HNC, NVQ level 4) ⁶ University degree
- ⁷ Postgraduate qualification (MA, MSc, PhD) ⁸ Other: please specify:

Please use the space below and overleaf to write any additional comments you have about the ward layout, environment, facilities and information and communications technology (ICT):

THANK YOU VERY MUCH FOR YOUR TIME AND EFFORT IN COMPLETING THIS QUESTIONNAIRE

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