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## Survey Instructions

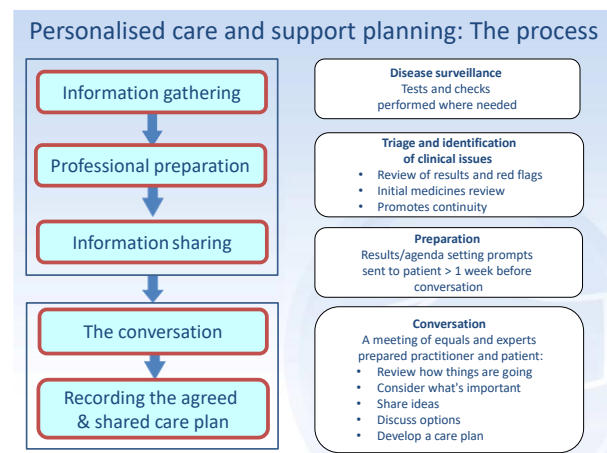
### Care and support planning – practice team survey - ONCE CARE AND SUPPORT PLANNING ESTABLISHED

This survey is designed to help get a better understanding of how to apply and integrate new technologies and complex interventions in health care.

This survey asks questions about the implementation of **care and support planning**. We understand that people involved with **care and support planning** have different roles, and that people may have more than one role. This survey is designed to allow you to reflect on your role in the team.

#### Your role in care and support planning in the practice team

Implementing care and support planning involves different people taking on different roles within the care and support planning process.



A successful care and support planning process relies on the work done by the whole team, how things happen at each stage in the process can make a big difference – understanding your role in this process is important to its success in the practice – this means administrators, receptionists, managers, nurses, healthcare assistants and doctors all make an important contribution.

#### Completing the survey

This survey is anonymous and should take about 10-15 minutes to complete. Please take the time to decide which **answer best suits your experience for each statement and tick the appropriate circle**. There is the option of indicating if a question isn't relevant to you.

Name of practice:

## Part A: About yourself

1. How many years have you worked for this practice? *(If your practice has merged with another or changed its name, please include in your answer all the time you have worked with this practice and its predecessors)*

- ☐ Less than one year    ☐ 1-2 years    ☐ 3-5 years    ☐ 6-10 years    ☐ 11-15 years    ☐ More than 15 years

2. How would you describe your professional job category?

- ☐ Reception    ☐ Administration    ☐ Practice Manager    ☐ Doctor    ☐ Nurse    ☐ HCA

3. My role in care and support planning is to deliver or support: *(tick more than one if relevant)*

- ☐ The administrative process, including dealing with questions about appointments and sending out results  
☐ To complete the disease surveillance checks and help prepare people  
☐ To have the care planning discussion/conversation with people at the second appointment  
☐ None of these

4. From the statements below please choose an option that best describes your main role in relation to care and support planning:

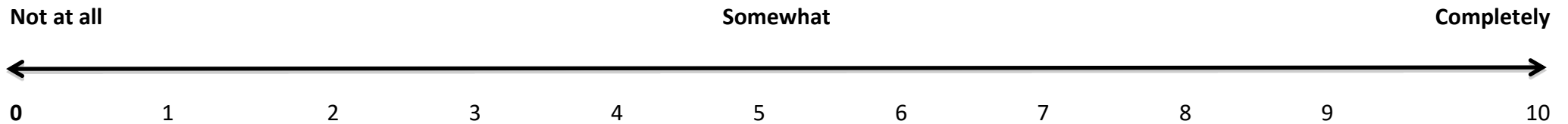
- ☐ I am involved in leading or overseeing care and support planning  
☐ I am involved in delivering or supporting the delivery of care and support planning  
☐ I am not directly involved

For this survey, please answer all the statements from the perspective of this role. Depending on your role or responsibilities in care and support planning some statements may be more relevant than others.

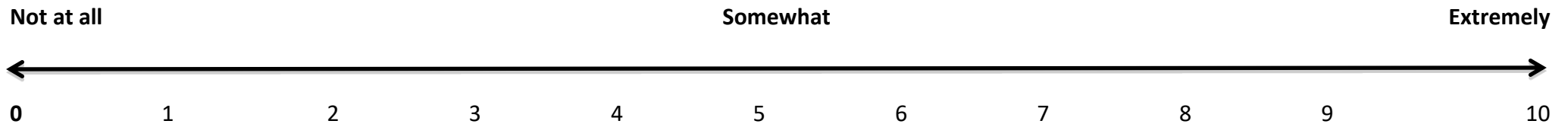
5. Number of months you have been involved in care and support planning

## Part B: General questions about care and support planning

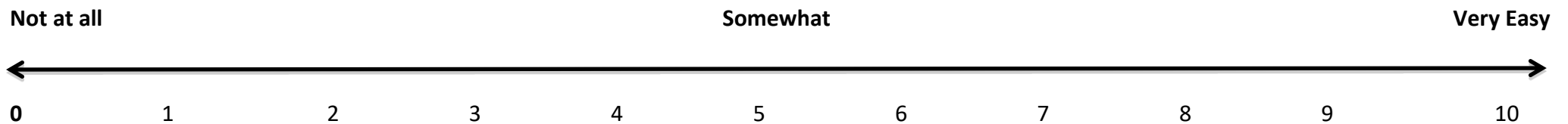
I see the value of patients being prepared in advance of care and support planning (by sending test results and agenda setting sheets)



### How “challenging” do you feel the care and support planning conversation/discussion is?



## How easy is it to signpost people to support in the local area for the issues they identify?



## Part C: Detailed questions about care and support planning

For each statement please select an answer that best suits your experience.

Making sense of things							
Section C1		Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
1.	I can see how care and support planning differs from the usual way of working	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	Staff in this practice have a shared understanding of the purpose of care and support planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	I understand how care and support planning affects the nature of my own work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	I see the value of care and support planning for my work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What are the main differences in this way of working compared to what happened previously?

What do you feel is the main purpose ?

For each statement please select an answer that best suits your experience.

Becoming involved							
Section C2		Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
1.	There are key people who drive care and support planning forward and get others involved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	I believe that participating in care and support planning is a legitimate part of my role	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	I'm open to working with colleagues in new ways to use care and support planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	I will continue to support care and support planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For each statement please select an answer that best suits your experience.

Doing it							
Section C3		Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
1.	I can easily incorporate care and support planning into my existing work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	Care and support planning disrupts working relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	I have confidence in other people's ability to do their part in care and support planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	Work/tasks are assigned to those with skills appropriate to care and support planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.	Sufficient training is provided to enable staff to implement care and support planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.	Sufficient resources are available to support care and support planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.	Practice leaders adequately support care and support planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For each statement please select an answer that best suits your experience.

How's it going?							
Section C4		Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
1.	I am aware of feedback about the effects of care and support planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	The staff agree that care and support planning is worthwhile	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	I value the effect that care and support planning has had on my work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	The practice will use feedback about care and support planning to improve it in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.	I can change how I work within care and support planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part D: Add your own questions

**SURVEY CONCLUSION**

Thank you for completing our survey.