Appendix 1 Final Copy of Questionnaire

Healthcare Decision Making Survey

1. Introduction and Consent Form

This survey investigates commissioning decision-making processes, and the information that feeds into them.

After taking part you will receive feedback summarising the anonymised findings for your organisation. We will also be publishing results and disseminating them to researchers, knowledge brokers, and the Department of Health to help them understand how to better provide support for commissioning decisions.

Your results are completely confidential; no personally identifiable data will be shared under any circumstances. When you answer the questions please be as accurate as you can about what actually happened, we are not interested in what 'should' have happened.

This research is being funded by the NHS National Institute for Health Research, and designed and conducted by the University of Warwick.

We really appreciate you taking the time to complete the survey; it should take 15-20 minutes.

If you have any questions or concerns about any aspect of the survey please contact either Dr Sian Taylor-Phillips (s.taylor-phillips@warwick.ac.uk) or Dr Aileen Clarke (aileen.clarke@warwick.ac.uk).

Once again thank you very much for your time.

1. Please confirm the following:

	Yes	No
I have received and understood the participant information sheet	П	П
I consent to take part in this survey	T T	Ħ
I understand I am free to withdraw from the study		
I understand that if I don't know the answer to a question or don't think it applicable I can leave it blank		
I understand that the researchers are interested in an accurate report of events and there are no 'right' or 'wrong' answers		
I understand that the answers I give will be completely confidential, the answers will not be linked with any individual or any individual organisation under any circumstances		

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2. What is your age?	7. How long have you been involved in:
Under 25	NHS Commissioningyears
25-34	Other commissioning (outside the NHS)years Other health related workyears
35-44	Other health related workyears
45-54	
55-64	8. Have you ever worked for any of the
65 or over	following organisations?
	Yes No Private sector healthcare organisation
	e.g. BUPA
3. What is your gender?	Research organisation e.g. university
Male Female	Clinical provider organisation e.g. NHS
	trust Department of Health
4. Which of these qualifications do you have?	Charitable/third sector organisation
(mark all of the qualifications that apply	Local authority
or, if not specified, the nearest equivalent)	Health consultancy
None	į.
GCSE's or equivalent	9. What is your pay band?
A levels or equivalent	
First Degree (e.g. BA, BSc) or equivalent	I don't know
Masters degree(e.g. MA, MSc, MBA) or postgraduate diploma	1-6
	7
PhD or MD	8a
NHS management qualification	8b
Medical Doctor(e.g. MB ChB)	□ 8c
Dentist	☐ 8d
Nurse, Midwife, Health Visitor, or other	
professions allied to medicine	9
Other (please specify)	Clinical medical pay scale
	Other (please specify)
5. Are you mainly employed in?	
An NHS PCT	10. What is the biggest barrier you encounter
An NHS/ Foundation Trust	to using information in commissioning
A commissioning consortium	decisions? Please mark one answer only
A GP practice	,
A local authority	Insufficient/inaccessible information
Other (please specify)	Too much information resulting in difficulty finding
	and identifying what is important
	Not enough time
6. Which best describes your role?	Difficulty understanding information or applying it to the local context
Public Health	Internal capacity and resources
	Not applicable - I don't need any more information
Commissioning and Contracts	Other (please specify)
Finance	U Other (please specify)
Clinical care	
Other (please specify)	

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2. About You

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3. Th	e Decision				
makir •	ng process: which has recently beer which you were involved involved, the sources of	n com ed in info	npleted (but doesn't yet have and know quite well (as we v rmation used, outcomes and	to be vill be your o	asking about the people pinions about it)
	on outcome.	sion	that has already been made a	as we v	will be asking about the
Was t	prevention) A decision about <u>changing the</u> scan availability for stroke and	directi e orga d TIA) t (abo	on affecting more than one service nisation or design of a particular se ut a service/treatment/technology o	<u>rvice</u> or	care pathway (e.g. improving
Please	answer the rest of this section	n wit	h reference to the decision maki	ng prod	cess you have just identified
12. W	hich category of healthca	re w	as this decision making proce	ss abo	ut?
	Cancer Cardiovascular Congenital Disorders Children and young peoples		Eye Infection Inflammatory & Immune System Injuries and Accidents		Oral & Gastrointestinal Renal & Urogenital Reproductive Health & Childbirth Respiratory
	services Ear Elderly peoples services End of life services Ethnic minority services		Mental Health Metabolic & Endocrine Musculoskeletal Neurological		Skin Stroke Other (please specify)

For questions 13 and 14 if you do not know the exact answer then please give an approximate answer or 'I don't know'. Please don't spend your valuable time looking it up.

Neurological

13. What is the approximate cost of the service(s) involved per year to your organisation? For example if the decision was about the diabetes care pathway then put the total estimated expenditure on diabetes per year.	14. Approximately how many members of the population do the service(s) involved cover? For example if the decision making process was about the diabetes care pathway then put an approximate number of people with diabetes within the area.
I don't remember Less than £100,000 £100,000 to 1 million 1million to 10million More than 10 million	I don't remember Less than 1000 1000 to 100,000 More than 100,000

"redesigning diabetes care for elderly people"

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4. The Decision Making Process

Please continue to think about the same decision making process as you answer the questions on this page

16. To what extent do you agree with the following statements about the decision making process?

	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree
There was a variety of knowledge and experience					
The right people were involved					
We had sufficient information available					
We were able to share knowledge and information effectively					
We were able to use the information effectively					
I had a sense of being involved					
There was extensive discussion					
The discussion helped us to make progress					
Many different viewpoints were explored					
People used terminology that I was not familiar with					
We paused discussions to clarify the meaning behind certain terms					
Individuals explained unfamiliar concepts and terms where necessary					
External information had to be significantly adapted to fit the problem and local context					
We were able to reach agreement					
The decision outcome was not what I expected at the outset					
The decision outcome was dominated by one group/faction/individual					
The decision outcome was significantly different to any pre-existing model					
17. Approximately how long (in mon the decision making process take? 1 to 3 months 4 to 6 months More than 6 months	ths) did	spen meet 0.0.1	t discussing	the decision	ly how long was at each
18. At approximately how many ded meetings was the decision discussed 1 to 5 6 to 10			5 hours hours or long	er	

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20. Which of the following people were involved in the decision making process, and to what extent?

	I don't know	Not consulted	Involved in the decision making process and influenced the decision					
			less than most	about the same as most	more than most			
Patient/public representative(s) /organisation(s)								
General Practitioners (GPs) / other clinicians								
Local authority representative(s)								
Service provider representative(s)								
Voluntary sector (third sector) representative (s)								
Commissioning staff								
Public health staff								
Finance staff								
Contracts staff								
Medicines management staff								
Other (please specify)								

21. To what extent do you agree or disagree with the following statements?

	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree
There was a lot of time pressure					
The people and materials we needed for the decision making process were available to us					
The work was interrupted by cancelled or poorly attended meetings					
The work was interrupted by reorganization/restructuring/ change of personnel					
The problem was novel and difficult to frame					
The formal process for arriving at a decision was generally understood					

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2. Please describe the influence of the main factors	on the de	ccision oc	accome		
	None	Weak	Moderate	Strong	Very
Evidence on safety/quality					
Evidence on effectiveness	TH				
Evidence on cost-effectiveness (i.e., the cost per quality life- year gained)					Ē
Total cost impact					
Burden of disease (i.e., the number of people affected)					
Disease severity		\top			
Lack of alternative					
Equity					
Level of influence of those proposing it	main facto	ors on the	e decision or	utcome	
Patient preferences Level of influence of those proposing it 3. Similarly, please describe the influence of these in the second	main facto	ors on the	e decision or	utcome	Very
Level of influence of those proposing it					
Level of influence of those proposing it 3. Similarly, please describe the influence of these of the second					
Level of influence of those proposing it 3. Similarly, please describe the influence of these of the second					
Level of influence of those proposing it 3. Similarly, please describe the influence of these i					
Available budget / cost savings Fit with strategic plan Complying with national guidelines / frameworks					
Level of influence of those proposing it 3. Similarly, please describe the influence of these in the second secon					
Available budget / cost savings Fit with strategic plan Complying with national guidelines / frameworks Meeting national targets Meeting local targets Practically implementable Contracting practicalities					
Available budget / cost savings Fit with strategic plan Complying with national guidelines / frameworks Meeting national targets Meeting local targets Practically implementable Contracting practicalities Best practice elsewhere					
Available budget / cost savings Fit with strategic plan Complying with national guidelines / frameworks Meeting national targets Meeting local targets Practically implementable Contracting practicalities					
Available budget / cost savings Fit with strategic plan Complying with national guidelines / frameworks Meeting national targets Meeting local targets Practically implementable Contracting practicalities Best practice elsewhere					

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influential?

5. Factors in the Decision

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6. Information Used in the Decision					
Please continue to think about the same decisionage	ion making	process as y	ou answer th	ne question	s on this
5. How important were the following source	s of extern	al / empirica	al evidence i	n the decisi	on?
Please tick one box in each row)	Very Important	Quite Important	Limited Importance	Not Important	Did not use
National Service Framework Guidelines					
NICE guidance		П			Ħ
Government publications e.g. guidance on the commissioning of cancer services for improving colorectal cancer					
Clinical guidelines e.g. choice of ACE-inhibitors in the primary care management of adults with symptomatic heart failure					
Guidance from professional associations e.g. the Royal College of Surgeons					
Secondary sources (e.g. NHS evidence)					
Published cost-effectiveness analyses					
Work commissioned to academic researchers					
Work commissioned to management consultants					
General published literature (e.g. journal articles)					
26. How important were the following other n each row)	Very Important	Quite Important	Limited Importance	? (Please ti Not Important	Did not use
Local public health intelligence (e.g. population data, needs analysis, health outcomes, activity and capacity modelling etc.)					
Expert advice either from colleagues or external experts e.g. from the local authority, department of health etc					
Examples of best practice from other organisations					
Your own personal experience					
Published management and organisational studies					
Local policies and plans e.g. the strategic plan, the operating plan, clinical policies, risk registers.					
Benchmarking data with other organisations e.g. investment levels, outcomes, NCHOD data					
Other (please specify)					

27. Of the above sources of evidence from both question 25 and 26, which one (if any) would you like

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to have more of?

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28. How often was the required information/evidence available at the meetings? At none of the meetings At some meetings At most meetings At every meeting	30. If the group identified that more information/evidence was required, approximately how often was that information/evidence sourced in time for the next meeting? Almost never Around a quarter of the time Around half of the time
29. How frequently did the discussion identify areas where more information/ evidence was needed? At none of the meetings At some meetings	Around three quarters of the time Almost always Not applicable
At most meetings At every meeting	

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7. Outcome of the decision		

Please continue to think about the same decision making process as you answer the questions on this page

31. How do you feel about the outcome of the decision making process?

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	I Don't know
I feel we have made an informed choice						
The decision reflects what is most important for the organisation						
I expect the decision to be implemented						
I am satisfied with the decision						

32. Similarly, how do you feel about these additional outcomes of the decision making process?

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	I Don't know
I think the outcome was the optimal solution						
I am satisfied with the decision making process						
I feel we should have made better use of information in the decision making process						
The decision reflects what is most important for the local population						
There was a lot of agreement about the decision that was made						
It was purely a financial process		П			П	П
I expect that we will assess the effectiveness of the decision after implementation						

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8. Decision Making Tools Used 33. Which of the following formal decision making tools were used as part of the decision making process? Yes No Not Not I don't possible as applicable know data not available Cost per Quality Adjusted Life Year (QALY) or equivalent Cost per Quality Adjusted Life Year (QALY) or equivalent in comparison to other services offered by your organisation Hierarchy of evidence (i.e. a formal system for grading evidence) Ethical framework or commissioning principles or П equivalent Balanced scorecard or equivalent NCHOD data for benchmarking (comparison of expenditure and/or outcomes with other organisations/areas) Marginal analysis or calculation of opportunity costs (cost and benefit of any investment/ disinvestment/ redesign compared to the cost and benefit of investment/ disinvestment/ redesign in another service area) 9. About Your Organisation Please answer these questions about your organisation in general, rather than about a specific decision 35. If yes, what is it? 34. Is there a cost/QALY limit or guide in use in your organisation? I don't know Less than £5,000 per QALY Yes £5,001 to £15,000 per QALY No £15,001 to £25,000 per QALY I don't know £25,001 to £35,000 per QALY £35,001 to £45,000 per QALY More than £45,000 per QALY 10. Thank You You have now completed the survey. Thank you very much for your time. Your input is greatly appreciated. We will provide you with anonymised feedback as soon as we can. 36. If there is anything else you wish to add or comment on, about our survey, information, evidence, decisions, and commissioning, please do so here

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