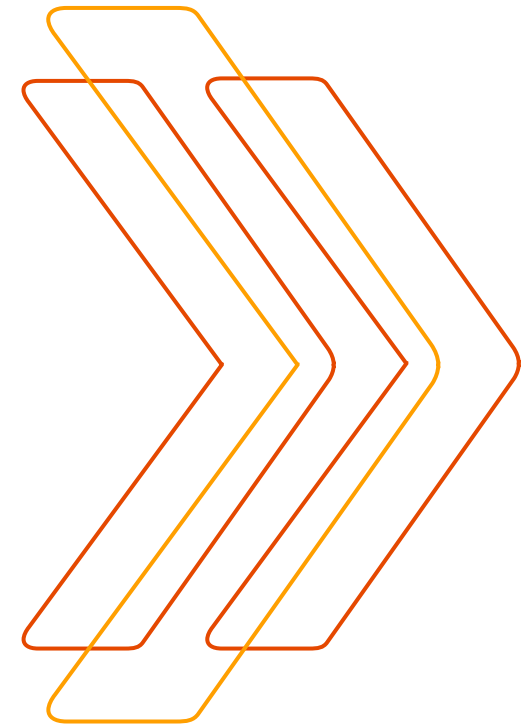


Question bank

This document is provided as a supplement to our guide,
*Understanding integration: how to listen to and learn
from people and communities*

July 2021



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Using this question bank

This question bank offers a short catalogue of questions designed for use in surveys. They are a starting point for conversations with people and communities in local areas about what matters in the delivery of integrated care and they can be used to develop or adapt existing questionnaires to understand people's experiences. They are not intended to be used as a complete questionnaire, and nor are they an exhaustive list of things that describe the quality of people's integrated care experiences. When using the question bank, you should be mindful of usual good practice in survey design. Wherever possible, you should think about the following considerations.

- Working with the target group(s) to ensure the questions you are using cover the issues that matter most to them. This will vary from group to group, and the question bank may not cover all the priorities for any given group. Think through what else you might need to ask to capture what matters to the communities you serve.
- Working with people from the target group(s) to test the questions and to ensure that they are understood and can be easily answered.
- Considering whether to include demographic questions to gather information on people's backgrounds. This can help in understanding variation within people's experiences.
- Considering the appropriateness of the questions and response options to the way in which the survey is administered. For example, questions with long or complex sets of response options may not work well if they are being read aloud.



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The questions

The question bank includes 27 questions related to 5 primary and 21 secondary domains. The domains were assigned by our research team (see 'How this question bank was developed' for more information). All the questions presented have been highly rated as important to integrated care. Most have been developed specifically for use in surveys; a small number have been adapted from published statements about characteristics important to effective integrated care.



Domain	Question	Response options	Source
Communication between teams			
Collaborative working	In your opinion, did the members of staff caring for you work well together?	Yes, always; Yes, sometimes; No; Don't know/can't remember	Adult Inpatient Survey
Consistency	In the last 12 months, when receiving care for a medical problem, how often did you receive conflicting or disagreeing information from different doctors?	Always; Almost always; Usually; Sometimes; Almost never; Never	Patient experience of integrated care scales
Sharing information	As far as you know, was your GP given enough information about your condition and the treatment you had at the hospital?	Yes; No; Don't know/can't remember	Cancer Patient Experience Survey
Sharing information	In the last 12 months, how often did you have to repeat yourself, or explain your problem again, to different doctors?	Always; Almost always; Usually; Sometimes; Almost never; Never	Patient experience of integrated care scales
Communication with user/carer			
Care plans	Are your views taken into account when deciding what is in your care plan?	Yes, definitely; Yes, to some extent; No	User-reported measure of care co-ordination



Domain	Question	Response options	Source
Communication	Do you feel that health and care staff listen to what you have to say?	Yes, definitely; Yes, to some extent; No	User-reported measure of care co-ordination
Information about treatment	To what extent do you agree or disagree with the following statement: 'I was always kept informed about what the next steps would be.'	Strongly agree; Agree; Neither agree nor disagree; Disagree; Strongly disagree	I Statements
Information about treatment	To what extent do you agree or disagree with the following statement: 'Health and social care staff always tell me what will happen next.'	Strongly agree; Agree; Neither agree nor disagree; Disagree; Strongly disagree	Measures of people's self-reported experience of integrated care
Information for self-care	Did the doctors or nurses give your family, friends or carers all the information they needed to help care for you?	Yes, definitely; Yes, to some extent; No; No family, friends or carers were involved	Adult Inpatient Survey
Information for self-care	To what extent do you agree or disagree with the following statement: 'I was told about the other services that were available to someone in my circumstances, including local and national support organisations.'	Strongly agree; Agree; Neither agree nor disagree; Disagree; Strongly disagree	I Statements



Domain	Question	Response options	Source
Involvement	Were you involved as much as you wanted to be in decisions about your care and support?	Yes, definitely; Yes, to some extent; No	Measures of people's self-reported experience of integrated care
Whole-family care	Overall, do you feel that your carer/family has had as much support from health and social services as they needed?	Yes, they have had as much support as they needed; They have had some support but not as much as they needed; No, they have had little or no support; They did not want/ need support; There are no family members or carers to support	Measures of people's self-reported experience of integrated care
Whole-family care	Were your family or carer involved in decisions about your care and support as much as you wanted them to be?	Yes, definitely; Yes, to some extent; No; There were no family or carers available to be involved; I didn't want my family or carer to be involved in decisions about my treatment	Measures of people's self-reported experience of integrated care



Domain	Question	Response options	Source
Co-ordinated delivery			
Care co-ordinators	Do you know who to contact if you need to ask questions about your condition or treatment?	Yes, definitely; Yes, to some extent; No; Don't know/can't remember	Measures of people's self-reported experience of integrated care
Co-ordination between services	Do all the different people treating and caring for you work well together to give you the best possible care and support?	Yes, all of them work well together; Most of them work well together; Some of them work well together; No, they do not work well together; Don't know/not sure	Measures of people's self-reported experience of integrated care
Co-ordination between services	Do care and support services help you to have a better quality of life?	Yes; No	Adult Social Care User Survey
Co-ordination between services	When health or social care staff plan care or treatment for you, does it happen?	Yes, it happens all the time; It happens most of the time; It happens some of the time; No	Measures of people's self-reported experience of integrated care



Domain	Question	Response options	Source
Needs assessment and reviews	Have all your needs been assessed?	All my needs have been assessed; Some of my needs have been assessed; None of my needs have been assessed; Don't know/can't remember	Measures of people's self-reported experience of integrated care
Timely access	To what extent do you agree or disagree with the following statement: 'When something was planned and agreed to, it happened without me having to chase around for it.'	Strongly agree; Agree; Neither agree nor disagree; Disagree; Strongly disagree	I Statements
Information sharing			
Informing users	How much information about your condition or treatment was given to you?	Not enough; Right amount, Too much; I was not given any information about my treatment or condition; Don't know/can't remember	Adult Inpatient Survey



Domain	Question	Response options	Source
Sharing information	Did the person you consulted know your most recent medical history?	Yes; No; Not sure; Not applicable; Decline to answer	Canada Primary Health Care Patient Experience Survey
Transitions			
Administrative issues	To what extent do you agree or disagree with the following statement: 'When I went to a new service, they knew who I was, what my circumstances were, and about my own views and preferences, and any care plans I had made.'	Strongly agree; Agree; Neither agree nor disagree; Disagree; Strongly disagree	I Statements
Continuing care	After being discharged, was the care and support you expected available when you needed it?	Yes; No; I did not expect any further care or support after I was discharged	Adult Inpatient Survey
Continuing care	Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital (eg, services from a GP, physiotherapist or community nurse, or assistance from social services or the voluntary sector)?	Yes; No, but I would have liked them to; No, it was not necessary to discuss it	Adult Inpatient Survey



Domain	Question	Response options	Source
Continuing care	When you left hospital, did you know what would happen next with your care?	Yes, definitely; Yes, to some extent; No; It was not necessary	Adult Inpatient Survey
Continuing care	In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)?	Yes, definitely; Yes, to some extent; No; I haven't needed support; Don't know/ can't say	GP Patient Survey
Information about pathways	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	Yes; No; Don't know/ can't remember	Adult Inpatient Survey



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How the question bank was developed

We conducted a review of existing questionnaires that were designed to measure or that included questions around people's experiences of integrated care. From this, we developed a long list of 190 questions drawn from 19 survey instruments and sets of statements. Where statements not previously included in surveys were included, our research team reviewed these to determine how they could be presented in a questionnaire (for example, by adding agreement scales).

To categorise this list, we assigned each item a 'primary' and 'secondary' domain. These were intended to classify the questions by the things that they were asking about. We identified five primary domains with between three and six secondary domains each (21 in total). Domains were identified inductively by reviewing the content of questions in the full list to identify those that covered related issues.

The full list of items was then subject to a process of item reduction. Initially, 52 items were excluded either because of clear quality issues or because they related to a specific population only (eg children; people with cancer; end-of-life care; etc) and were unsuitable for general population surveys. The remaining 138 items were then evaluated in a small-scale, single round Delphi study. Four reviewers (HC, CG, CTW and DW) rated all 138 items on a five-point Likert scale from 'not at all important' to 'extremely important'. Items

were presented in groups according to their secondary domains, and the order of items within each group was randomised for each participant to counterbalance for order effects.

Based on this exercise, we identified a short list of 33 items. This included all items with an average rating of greater than 4 on the 1–5 scale, plus the top ranked items in three secondary domains that had no items meeting this criterion. Upon review of the selected items, a further six were removed because they were very similarly in wording and concept to other highly rated items in the same domains.

The final shortlist, presented above, includes 27 items that cover each of the 21 identified domains, while prioritising those items judged to be of the greatest importance for understanding people's experiences of integrated care.



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