

## APPENDIX A



**GOSPORT WAR MEMORIAL HOSPITAL INVESTIGATION  
EVALUATION QUESTIONNAIRE FOR  
STAKEHOLDERS**

Target Group: stakeholders attending the meetings

**Collated Results**

14 responses received out of 25

1. How did you find out about the CHI investigation?

Local Newspaper 7

Invitation from CHI 5

CHI information sheet

Community Health Council

From the hospital

Other, please state;

- By finding out themselves by phone and contacting CHI
- News Journalist called asking for comments following mention on BBC newscast

Please tick the box that reflects your view in each statement and add any comments at the end

2. I was given adequate notice of my interview	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/> 8	<input type="checkbox"/> 5	<input type="checkbox"/> 1	<input type="checkbox"/>	<input type="checkbox"/>

3. The information provided beforehand was adequate in explaining the purpose of the interview	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/> 5	<input type="checkbox"/> 8	<input type="checkbox"/>	<input type="checkbox"/> 1	<input type="checkbox"/>

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4. The information provided beforehand did not give me a clear picture of the investigation process	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/> 1	<input type="checkbox"/>	<input type="checkbox"/> 9	3
5. The investigation team member I met with explained the investigation process clearly enough for me to understand	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/> 12	<input type="checkbox"/> 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. The investigation team I met with was helpful, understanding and listened to my experiences and views about the hospital	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/> 10	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/>	<input type="checkbox"/>

7. I felt it was worthwhile attending the interview	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/> 10	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/>	<input type="checkbox"/>

8. My interview covered the issues that I had expected it to	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 1	<input type="checkbox"/>	<input type="checkbox"/>

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9. The meeting place was (a) easy to find	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 1	<input type="checkbox"/>	<input type="checkbox"/>

(b) easy to get to	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/> 6	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/>	<input type="checkbox"/>

(c) a comfortable environment	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/> 7	<input type="checkbox"/> 5	<input type="checkbox"/> 2	<input type="checkbox"/>	<input type="checkbox"/>
(d) a 'good' place to meet	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/> 3	<input type="checkbox"/> 7	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/>

10. I did not feel the investigation manager was very helpful and understanding about my experiences	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 1	<input type="checkbox"/> 8	<input type="checkbox"/> 5

11. It was not clear from the information provided beforehand what the purpose of my interview was	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 7	<input type="checkbox"/> 5

12. I felt at ease discussing my	Strongly Agree	Agree	Neither Agree nor	Disagree	Strongly Disagree
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experiences and views about the hospital			Disagree		
	<input type="checkbox"/> 8	<input type="checkbox"/> 6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. I do not understand how this information will be used during the investigation	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 1	<input type="checkbox"/> 11	<input type="checkbox"/> 2

14. Additional support was provided for me as requested (interpreter, signer, etc)	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
<b>Not applicable</b> 14	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. I understood I would get feedback from the investigation	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/> 2	<input type="checkbox"/> 10	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/>

16. I received a copy of the report  14 Yes  No

17. What suggestions do you have for changing the way we organise these meetings?

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- Venue could be further away from hospital which can hold bad memories

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- Large interview - e.g. 3:1 can cause intimidation. 1:1 or even 2:1 better

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- Most gave no response and a few said the interview structure and experience was fine.
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18. If you received a copy of the report, do you learn anything from it?

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- Despite bad publicity aimed at GWMH, report showed it is a good hospital with caring and dedicated staff providing a high quality of care
- 
- That future patients will feel safer and more secure now
- 
- That the situation at GWMH has changed for the better
- 
- That its independence showed through its lack of local empathy
- 
- Improvements at GWMH have largely come about due to stakeholders coming forward with information
- 
- Felt assured that individual complaints related only to a small section of the hospital
- 
- Reinforced expectations and knowledge of local situation
- 

19. Do you have any other comments?

- Still dispute hospital's treatment of relative. Lack of trust remains
- 
- Positive and helpful outcome - professional, unfailingly courteous team from CHI
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- Could produce short document containing key points and findings to distribute at time of publication as report too long and hard-going for many. Perhaps only distribute full report on request

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- Feel that there is nowhere else to turn as CHI cannot investigate the death's themselves. Know that certain staff have been investigated but that is as far as it goes

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- Stakeholders should meet prior to CHI visit to discuss and see if there are any general patterns in occurrences

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- Hospital given too much notice of investigation - too prepared!

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- Community care needs more supervision and better training - reduce care staff turnover

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- Investigation helps improve for future but fails in addressing questions of the past

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- Members of the public from the other side (i.e. praise for Trust & good experiences of hospital) tend not to be involved or see the point of being involved - therefore no. of complaints could be seen out of context

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- Generally good report but not damning enough

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- Report balanced and fair, well-presented and well laid out

*Thank you for taking the time to complete this questionnaire.*