

PRIVATE & CONFIDENTIAL

Ms Richards

Code A8 July 2002
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Dear Ms Richards,

RE: EVALUATION OF GOSPORT WAR MEMORIAL HOSPITAL INVESTIGATION

You will be aware of a report, which the Commission for Health Improvement (CHI) published on 3 July this year. The trigger for our investigation resulted from concerns raised over management, provision and quality of healthcare at the Gosport War Memorial Hospital. You had an important input into the report during the process.

My purpose in writing to you is to seek your help. CHI is a learning organisation and is committed to learning and improving from each piece of work we undertake. It would be incredibly helpful to us to improve our investigation process if you were able to take the time to complete the attached questionnaire. I have included a Freepost envelope.

You are not obliged to complete the questionnaire and do not have to give your name. All responses will be reported in a confidential way. Could you please send me your completed forms by **Friday 2 August 2002**.

Many thanks for reading this letter and for completing the questionnaire. If you would like to talk through any of your comments, please do telephone me.

Yours sincerely

Code A**Rosie Newbigging**
*Investigations Manager*Encs. Evaluation Questionnaire
Freepost Envelope



COMMISSION FOR HEALTH IMPROVEMENT

GOSPORT WAR MEMORIAL HOSPITAL INVESTIGATION EVALUATION QUESTIONNAIRE FOR STAKEHOLDERS

Target audience: Stakeholders (contact by phone/letter)

Timing: After publication of the report

SECTION A

Please tick the appropriate box

1. I had a clear understanding of what the investigation was about	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Arrangements for contacting the investigation team were clear	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. I had problems arranging to speak to the investigations manager	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. My concerns were treated sensitively by the investigations team manager	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. The written information I had from CHI was clear and helpful	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. I now have a better understanding of CHI's role	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7.	Strongly	Agree	Neither	Disagree	Strongly



A copy of the report was sent to me	Agree		Agree nor Disagree		Disagree
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. The report is easy to read and understand	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. The report structure, layout and content could be improved	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. The report paints a full picture of the patient/relatives perspective	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION B

Please write you comments in the space provided.

1. Is the report of any value to you?
Please explain:



2. What do you think about the ways in which the patients' experience were incorporated in the reports:

3. Did you learn anything from the report?



4. What suggestions do you have to improve the process for patients/relatives/stakeholders to contact CHI?

5. Any other comments?



6. Any other comments

Thank you for taking the time to complete this questionnaire.