

Questionnaires



Category	Focus	Activity	Why?	Prep Time	Activity Time
Involving People	Existing space	Questionnaires	Collects information on a large scale, fairly quickly. Allows for statistical analysis.	3 - 4 hours	15 mins

Written questionnaires are printed or digital documents that ask different individuals a combination of open and closed questions about healthcare environments.

Materials and resources

- You may do questionnaires online or in physical format; as with postcards, a combination will support inclusivity.
- Physical questionnaires are cheap and easy to produce. You will need a clear place to keep them and a collection box.
- For online questionnaires, consult your employer about data security and processing. You may need specific software for this.
- For access to online questionnaires, you may wish to use a QR code, or provide access to a tablet for participants. The latter is more resource intensive, as it requires a member of staff to facilitate the questionnaire process.

Step-by-step Instructions

1. Title your questionnaire

- The title is more important than you may think! You also need to ensure that people do not confuse your initiative with a satisfaction survey asking about staff performance or services.

- Think about the ultimate goal of this questionnaire: the title needs to be clear about its purpose, and appealing to potential participants.

- Make clear how the feedback will be used. For example, "Help us to re-design our waiting room by answering a few questions."

2. Come up with a set of questions

- Make sure your questions are simple, clearly worded, and easy to understand.

- Questions with either a selection box for answers, or a sliding scale for "how much do you agree with these statements?" will make the results easier to analyse, and will be quicker and easier to complete.

- Make sure your questions are considerate and inclusive, and do not make assumptions.

- Make sure your questions are to the point and (for this work) specific to the senses.

- If you want to ask for suggestions in your questionnaire, make sure that the options are presented by respondents.

- Include a section where participants could write some general comments – there might be some problem areas of which you are not even aware.

3. Set up the system

- If you are doing this online, create a mailing list or make use of outgoing email announcements. Ask IT about the possibility of adding the link to the institutional website.

- If you are doing this on site using digital means, create a QR code to link to your questionnaire. Communicate with other departments to identify where the QR code can be made available (e.g., posters/announcements on hospital walls, patient/visitor information forms). Ask colleagues to direct potential participants to the QR code.

- If you are doing on-site questionnaires using print, identify where the forms can be given out and collected. Create a collection schedule – for example, empty the collection box at the end of each week.

4. Share the questionnaire

- Written questionnaires can be presented to patients and visitors during and after hospital stays/visits and can be completed on-site or online. Think carefully about how and when patients and staff might be most receptive. If your questionnaire is for patients, you might ask staff with whom they have a good/existing relationship to share them, for example. With materials such as posters or pamphlets, make sure that people are aware of their right to participate in the sensory design process and that these questionnaires are one way of exercising that right. Make it clear that this is on a voluntary basis and do not pressure them to provide feedback or participate.

5. Make sense of the information being communicated to you (see 'Generating Themes' later in this document).

Method in Use

An example of a simple questionnaire used as part of a site improvement at Royal Derby Hospital.

COMBINED DAY UNIT, ROYAL DERBY HOSPITAL
 We are planning some improvements to our chemotherapy bays. Please let us know what you think about the rooms in their current state by answering the questions below.

Which room are you in today? _____

Today's date _____

Are you answering this BEFORE treatment
 AFTER treatment

Please rate your treatment room:
 Visual Appeal (from very appealing to not at all appealing)

Atmosphere (from very restful to not at all restful)

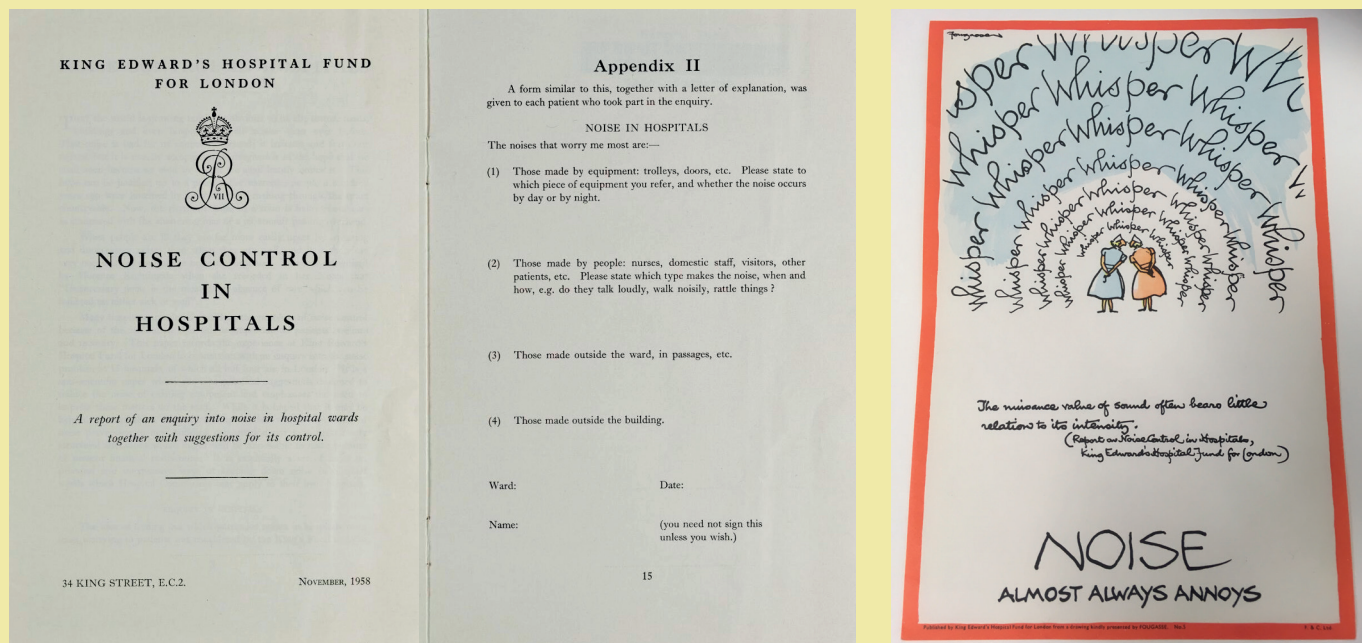
Please rate how you feel:
 Engagement (from feeling engaged to very bored)

Mood (from very calm to very anxious)

Do you have any other feedback or comments about the rooms in CDU?

Thank you for taking the time to complete this questionnaire!

The below is an historic example, to show that these methods have been used successfully for a long time. It describes a project from start to finish, including outcomes. In the 1950s-1970s, the King's Fund sent out surveys to English hospitals, hoping to understand the problem of noise. It was a very short and simple questionnaire, which elicited high response rates. In the first round, in 1956, the survey was sent to more than 2,000 patients. Below, you can see the questions that were asked, which were published in an influential report about noise in hospitals. The report pulled out shared issues and concerns, and noted how many noise problems could be resolved by behaviour changes rather than new design. It then commissioned a number of posters to remind people to stop making noise.



Noise Control in Hospitals images reproduced with thanks to The King's Fund, full text available at: https://archive.kingsfund.org.uk/concern/published_works/000002912. 'Noise Almost Always Annoys' poster reproduced by kind permission of the Estate of C.K. Bird.