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DIGITAL CARE AND SUPPORT PLAN STANDARD

SURVEY RESULTS AND ANALYSIS

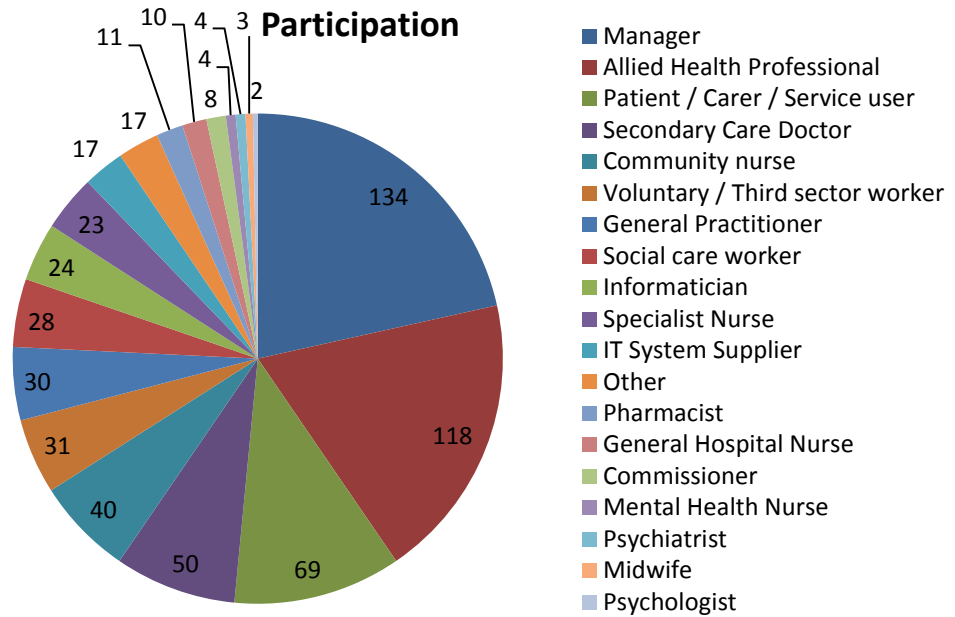
FEBRUARY 2018

Appendix D – Survey results and analysis

This appendix provides a summary of the quantitative and qualitative analysis of the online survey results.

Participation in the survey

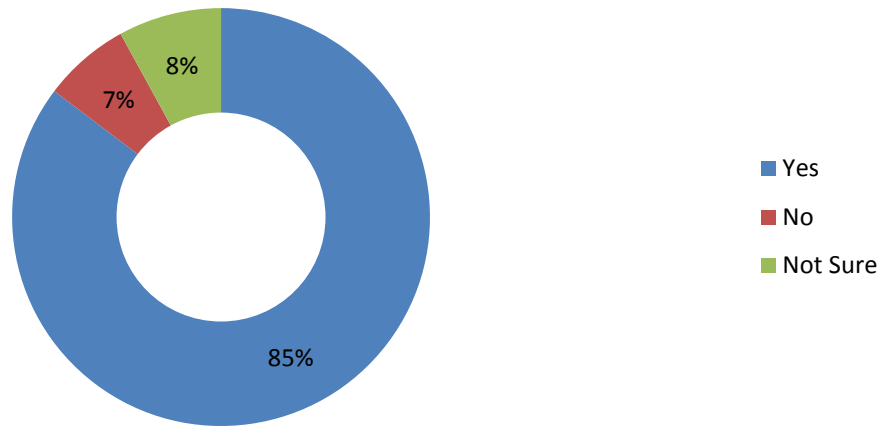
Profession/patient/carer	Number (n)	Percentage (%)
Allied Health Professional	118	19%
Commissioner	8	1%
Community nurse	40	6%
General Hospital Nurse	10	2%
General Practitioner	30	5%
Informatician	24	4%
IT System Supplier	17	3%
Manager	134	22%
Mental Health Nurse	4	1%
Midwife	3	0%
Patient / Carer / Service user	69	11%
Pharmacist	11	2%
Psychiatrist	4	1%
Psychologist	2	0%
Secondary Care Doctor	50	8%
Social care worker	28	4%
Specialist Nurse	23	4%
Voluntary / Third sector worker	31	5%
Other	17	3%



The respondents of the survey had experience of at least one of the following specialties/disciplines or service areas:

- | | | |
|---------------------------|-----------------------|------------------------|
| Acute Medicine | Haematology | Paramedic |
| Anaesthesia | Health visitor | Pharmacology |
| Anaesthetics | Integrated Care | Pharmacy |
| Assistive Technology | Intensive care | Phlebotomist |
| Audio vestibular Medicine | Learning Disabilities | Physiotherapy |
| Breast Surgery | Long Term Conditions | Psychiatry |
| Cardiology | Mental Health | Psychology |
| Chest Physician | Midwifery | Psychotherapy |
| Continence Care | Musculoskeletal | Rehabilitation |
| Data scientist | Neonatology | Renal Medicine |
| Dementia | Nephrology | Respiratory Medicine |
| Dermatology | Neurology | Rheumatology |
| Diabetes | Nursing/Care home | Sight and Hearing Care |
| Dietitian | Occupational Therapy | Social care |
| Domiciliary Care | Oncology | Speech and language |
| Emergency Medicine | Orthopaedics | Stroke Care |
| Gastroenterology | Paediatrics | Trauma Care |
| Geriatrics | Pain Management | |
| Gynaecology | Palliative Care | |

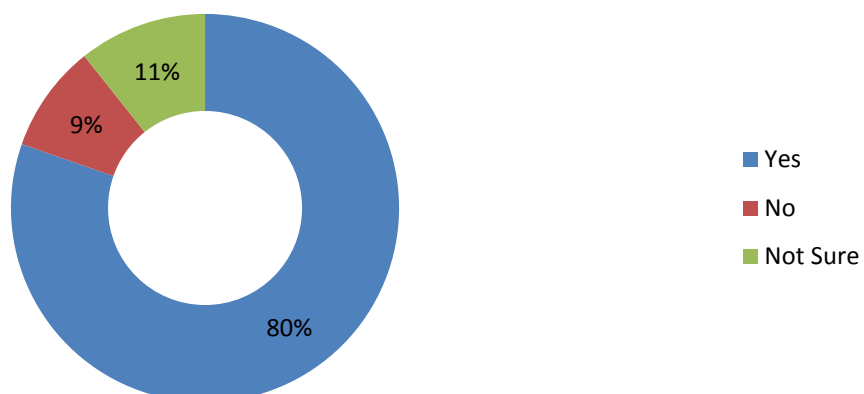
Is the heading 'About me' appropriate?



Is the heading 'About me' appropriate? (N=476)

Profession/patient/carer	Yes	No	Not sure
Allied Health Professional	78	5	2
Commissioner	6	1	
Community nurse	28	1	2
General Hospital Nurse	8	1	
General Practitioner	21	1	3
Informatician	13	2	3
IT System Supplier	10		1
Manager	88	5	10
Mental Health Nurse	3		
Midwife	2		
Other	9		1
Patient / Carer / Service user	47	7	7
Pharmacist	4	1	1
Psychiatrist	1		1
Psychologist	2		
Secondary Care Doctor	33	4	4
Social care worker	19	1	
Specialist Nurse	19	2	1
Voluntary / Third sector worker	15	1	2

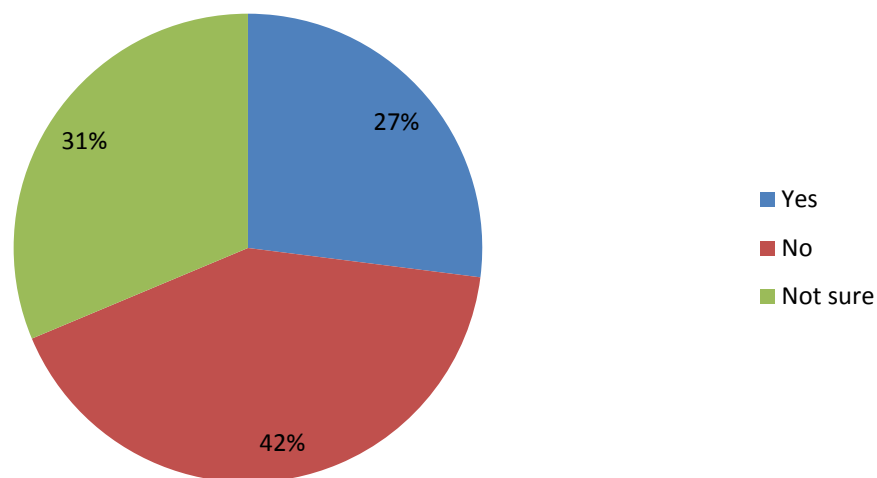
Is the definition for 'About me' Appropriate?



The definition for the heading 'About me' is: This is a record of the things that an individual feels it is important to communicate about their health and well-being to others providing support and care. This might include preferences, activities of daily living and other information vital to prevent harm to the individual. Is this definition appropriate?

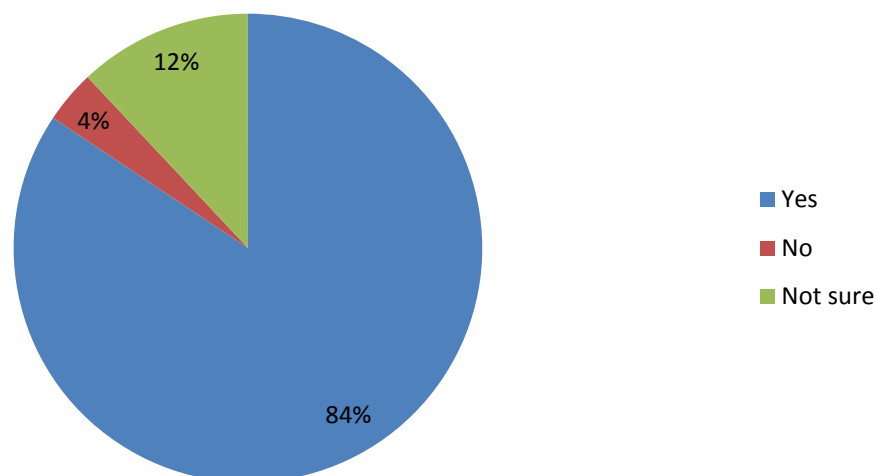
Profession/patient/carer	Yes	No	Not sure
Allied Health Professional	60	7	16
Commissioner	6		1
Community nurse	27	4	
General Hospital Nurse	8		1
General Practitioner	15	4	4
Informatician	13	2	2
IT System Supplier	9	1	
Manager	93	6	5
Mental Health Nurse	2		
Midwife	2		
Other	7	2	1
Patient / Carer / Service user	49	5	6
Pharmacist	2	2	2
Psychiatrist	2		
Psychologist	1		
Secondary Care Doctor	30	6	5
Social care worker	19		1
Specialist Nurse	18	1	3
Voluntary / Third sector worker	13	2	3

Should the heading 'About me' be structured?



Should the heading 'About me' be structured?			
Profession/patient/carer	Yes	No	Not sure
Allied Health Professional	17	40	26
Commissioner	1	4	2
Community nurse	5	11	15
General Hospital Nurse	2	5	2
General Practitioner	11	4	7
Informatician	5	7	5
IT System Supplier	5	2	3
Manager	27	47	26
Mental Health Nurse			2
Midwife	1	1	
Other	3	5	1
Patient / Carer / Service user	17	24	19
Pharmacist	2	2	2
Psychiatrist	1	1	
Psychologist		2	
Secondary Care Doctor	13	16	12
Social care worker	5	6	9
Specialist Nurse	8	8	6
Voluntary / Third sector worker	2	8	8

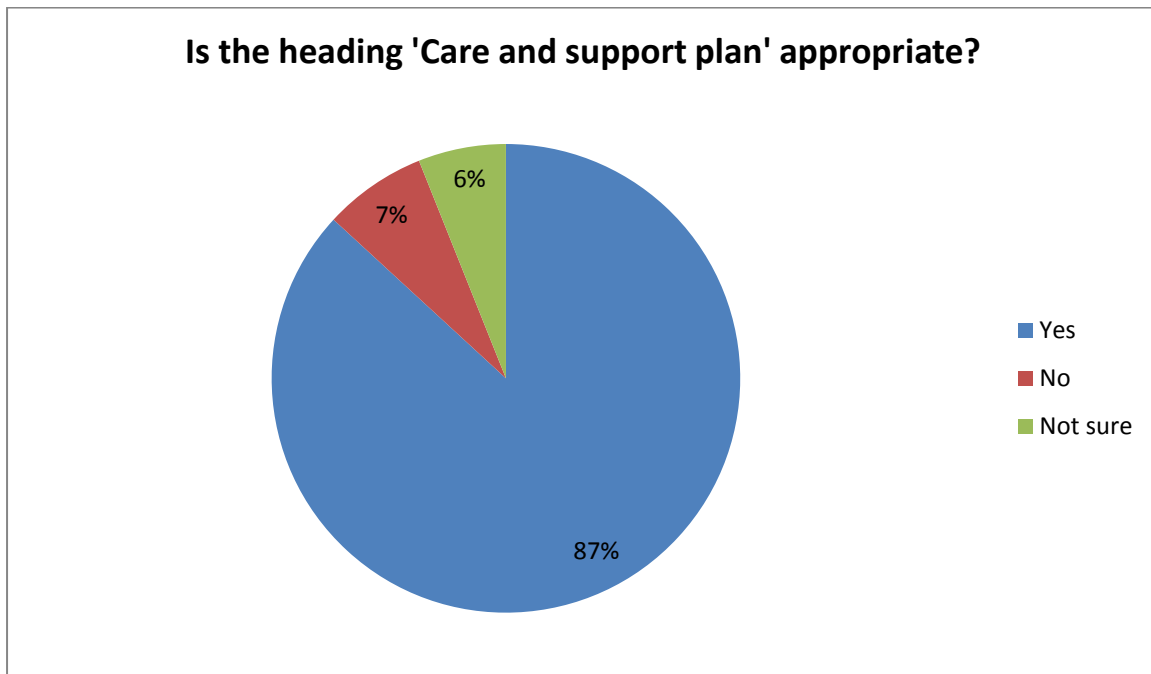
Do you think the heading 'About me' is useful?



Do you think the heading 'About me' is useful? (N=467)

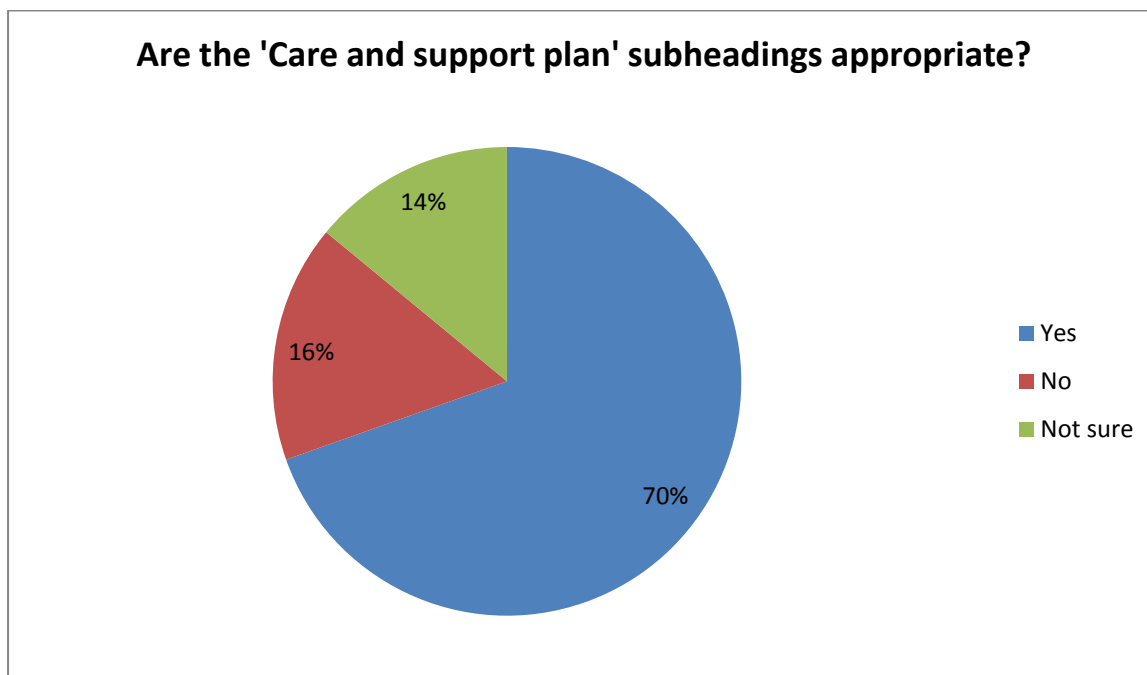
Profession/patient/carer	Yes	No	Not sure
Allied Health Professional	73	1	7
Commissioner	5		2
Community nurse	28	1	2
General Hospital Nurse	8	1	
General Practitioner	19	1	5
Informatician	14	1	2
IT System Supplier	9		1
Manager	91	3	10
Mental Health Nurse	2		
Midwife			2
Other	7	1	2
Patient / Carer / Service user	47	3	10
Pharmacist	4		2
Psychiatrist	2		
Psychologist	2		
Secondary Care Doctor	29	3	7
Social care worker	19		1
Specialist Nurse	19	1	2
Voluntary / Third sector worker	16	1	1

A significant majority of total survey respondents reported that both the heading and definition of 'About me' was appropriate and useful. Respondents provided numerous differing examples of how the section could be structured but emphasized the structure should not be mandatory. Information guidance suggests examples of how this section may be structured.



Is the heading 'Care and support plan' appropriate? (N=380)			
Profession/patient/carer	Yes	No	Not sure
Allied Health Professional	50	6	8
Commissioner	6	1	
Community nurse	20	2	1
General Hospital Nurse	6		
General Practitioner	20	1	2
Informatician	7	2	3
IT System Supplier	5	2	
Manager	76	3	3
Mental Health Nurse	2		
Midwife	1	1	
Other	6		
Patient / Carer / Service user	51	2	
Pharmacist	5		
Psychiatrist	2		
Psychologist	1		
Secondary Care Doctor	31	4	2

Social care worker	13		
Specialist Nurse	15	2	2
Voluntary / Third sector worker	13	1	2

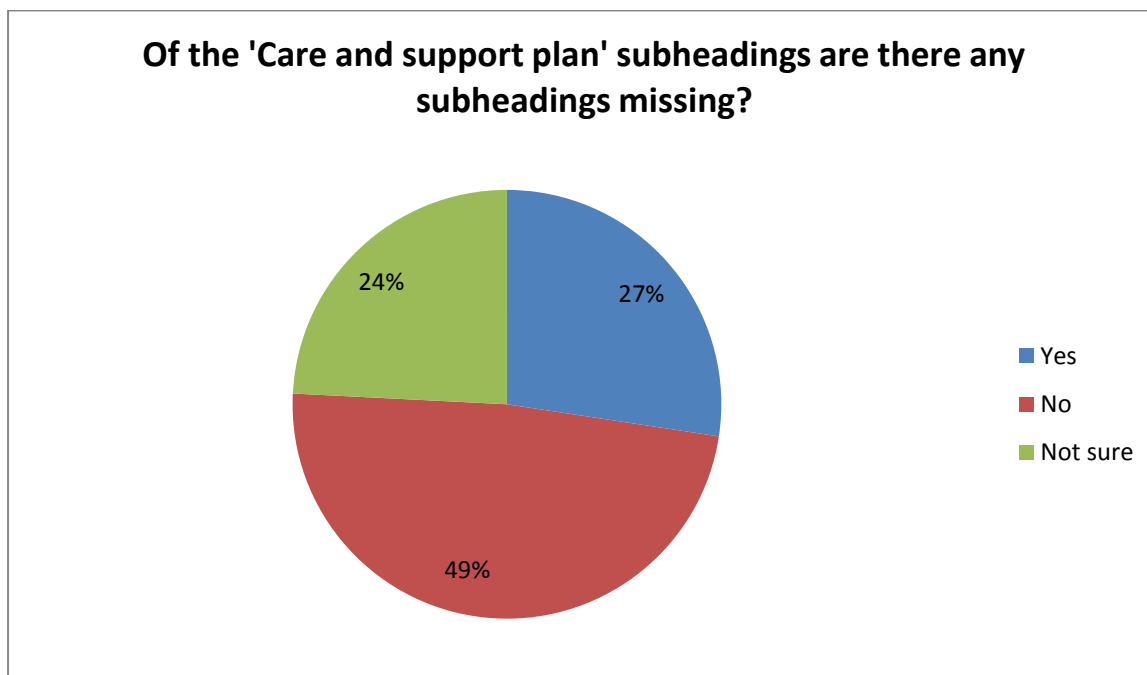


**The 'Care and support plan' subheadings are:
Overarching aim, Goals, Actions, Outcomes, Review date/interval, Responsibility for review**

Are these subheadings appropriate? (N=378)

Profession/patient/carer	Yes	No	Not sure
Allied Health Professional	54	5	7
Commissioner	4	1	1
Community nurse	17	2	5
General Hospital Nurse	5	2	
General Practitioner	11	5	7
Informatician	6	2	5
IT System Supplier	3	3	1
Manager	62	9	10
Mental Health Nurse	1		1
Midwife	2		
Other	4	2	
Patient / Carer / Service user	37	14	1
Pharmacist	3	1	1

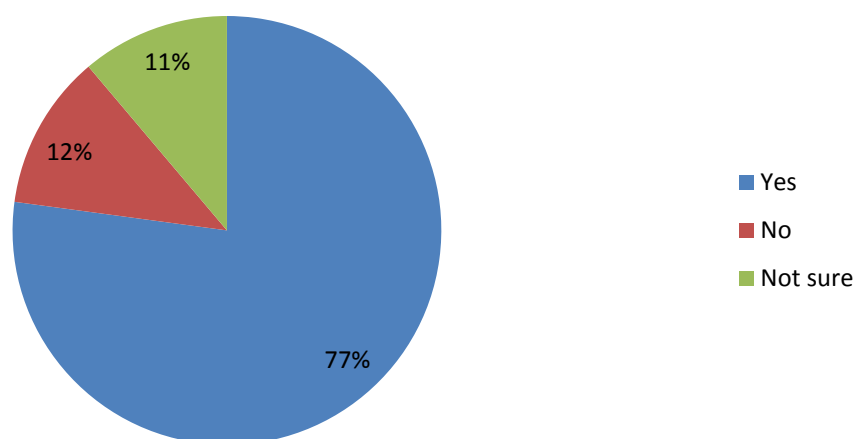
Psychiatrist	1	1	
Psychologist	1		
Secondary Care Doctor	23	9	3
Social care worker	7		4
Specialist Nurse	13	3	3
Voluntary / Third sector worker	9	3	4



Of the 'Care and support plan' subheadings are there any subheadings missing?			
Profession/patient/carer	Yes	No	Not sure
Allied Health Professional	15	36	15
Commissioner	1	3	1
Community nurse	8	9	7
General Hospital Nurse	3	4	
General Practitioner	8	9	3
Informatician	6	3	3
IT System Supplier	1	3	3
Manager	19	41	22
Mental Health Nurse		2	
Midwife	1		1
Other	2	3	1
Patient / Carer / Service user	13	23	17
Pharmacist	2	2	1

Psychiatrist	1	1	
Psychologist		1	
Secondary Care Doctor	13	16	7
Social care worker	3	7	2
Specialist Nurse	3	13	3
Voluntary / Third sector worker	4	6	5

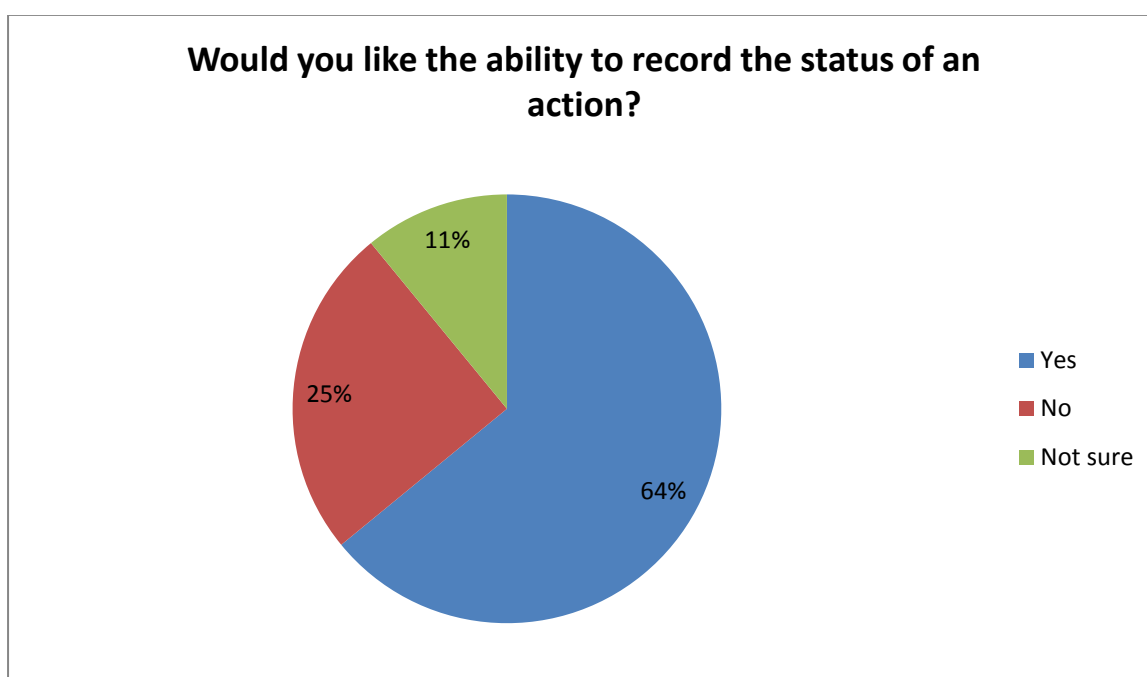
Are the definitions for each of the subheadings within the heading 'Care and support plan' appropriate?



Are the definitions for each of the subheadings within the heading 'Care and support plan' appropriate? (N=376)

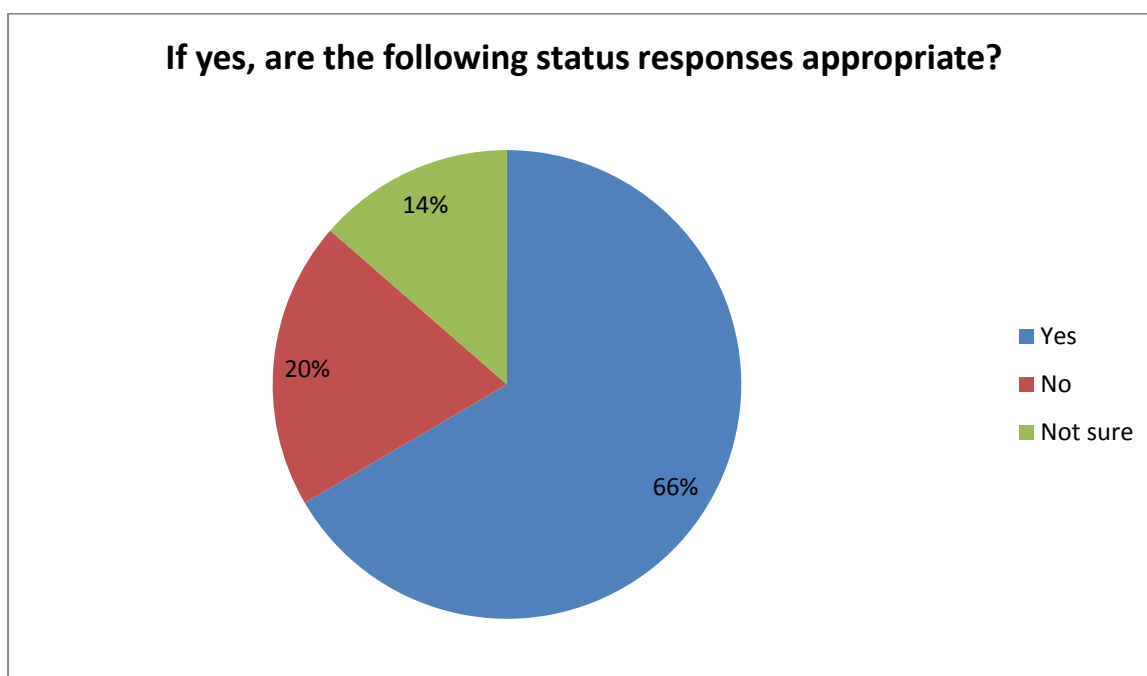
Profession/patient/carer	Yes	No	Not sure
Allied Health Professional	54	6	4
Commissioner	4	2	
Community nurse	18	2	4
General Hospital Nurse	7		
General Practitioner	14	7	1
Informatician	6	2	4
IT System Supplier	3	1	3
Manager	69	5	6
Mental Health Nurse	2		
Midwife	2		
Other	5		1

Patient / Carer / Service user	39	6	7
Pharmacist	4		1
Psychiatrist	2		
Psychologist	1		
Secondary Care Doctor	25	6	5
Social care worker	10	1	2
Specialist Nurse	14	3	2
Voluntary / Third sector worker	11	3	2



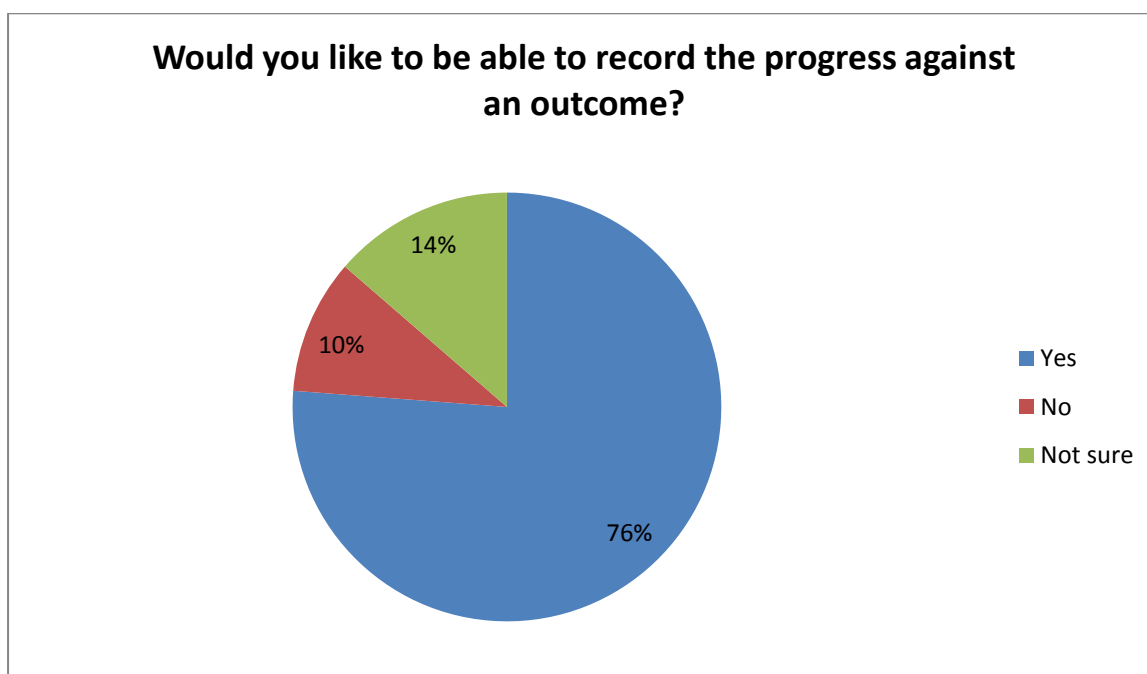
Would you like the ability to record the status of an action? e.g. Complete, not started etc. (N=377)			
Profession/patient/carer	Yes	No	Not sure
Allied Health Professional	58		8
Commissioner	5		1
Community nurse	22	1	1
General Hospital Nurse	6	1	
General Practitioner	14	4	4
Informatician	11		2
IT System Supplier	5		2
Manager	60	10	11
Mental Health Nurse	2		
Midwife	2		

Other	4	2	
Patient / Carer / Service user	46	2	4
Pharmacist	5		
Psychiatrist	2		
Psychologist	1		
Secondary Care Doctor	26	4	6
Social care worker	12	1	
Specialist Nurse	17	1	1
Voluntary / Third sector worker	12	1	



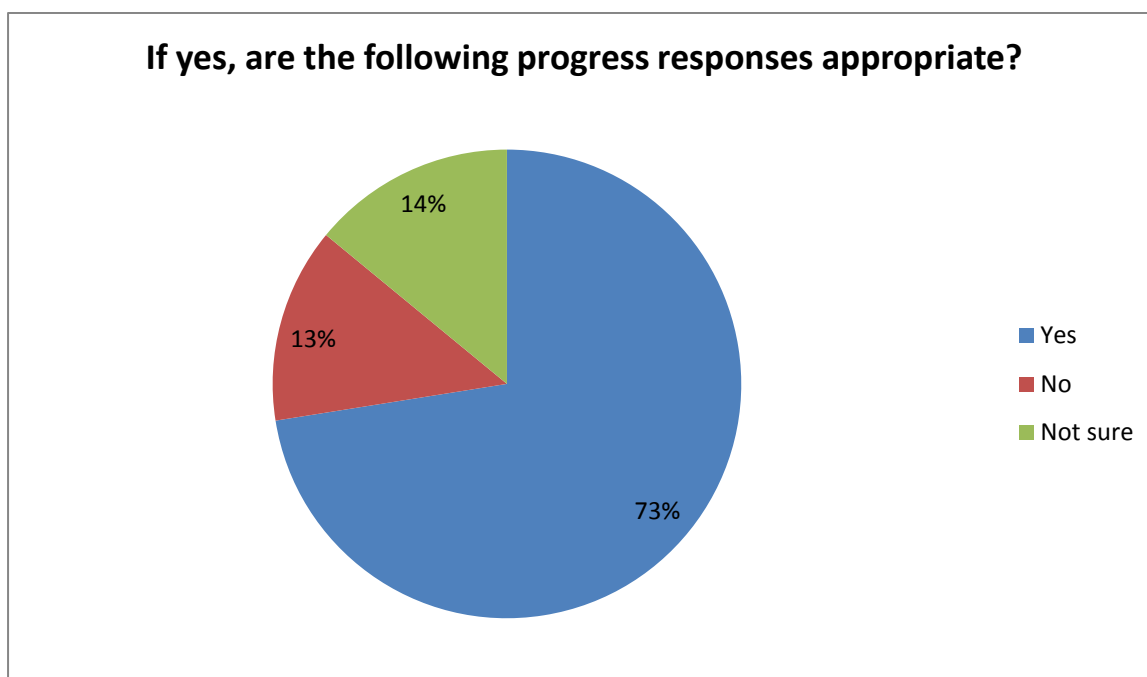
If yes, are the following status responses appropriate? Not started, Started, Complete, Not applicable (N=353)			
Profession/patient/carer	Yes	No	Not sure
Allied Health Professional	43	9	11
Commissioner	3	1	2
Community nurse	17	5	2
General Hospital Nurse	5		
General Practitioner	14	3	
Informatician	4	5	2
IT System Supplier	4	1	2
Manager	52	14	10
Mental Health Nurse	2		

Midwife	2		
Other	1	3	1
Patient / Carer / Service user	31	14	5
Pharmacist	3		2
Psychiatrist	1	1	
Psychologist		1	
Secondary Care Doctor	21	8	4
Social care worker	10		1
Specialist Nurse	12	3	4
Voluntary / Third sector worker	10	2	2



Would you like to be able to record the progress against an outcome? E.g Fully achieved, Not achieved (N=374)			
Profession/patient/carer	Yes	No	Not sure
Allied Health Professional	52	6	8
Commissioner	4		2
Community nurse	18	2	4
General Hospital Nurse	3		3
General Practitioner	12	3	5
Informatician	10		3
IT System Supplier	5	1	1
Manager	64	7	10

Mental Health Nurse	2		
Midwife	2		
Other	4	2	
Patient / Carer / Service user	43	4	5
Pharmacist	4	1	
Psychiatrist	2		
Psychologist		1	
Secondary Care Doctor	22	6	8
Social care worker	11	1	1
Specialist Nurse	17	2	
Voluntary / Third sector worker	10	2	1



If yes, are the following progress responses appropriate?			
Fully achieved, Not achieved, Partially achieved, No longer applicable (N=349)			
Profession/patient/carer	Yes	No	Not sure
Allied Health Professional	46	8	8
Commissioner	3		2
Community nurse	18	3	2
General Hospital Nurse	3	1	1
General Practitioner	13	1	3
Informatician	6	5	2
IT System Supplier	4		2

Manager	63	4	8
Mental Health Nurse	1		1
Midwife	2		
Other	2	1	2
Patient / Carer / Service user	36	8	6
Pharmacist	4		1
Psychiatrist	2		
Psychologist	1		
Secondary Care Doctor	18	9	5
Social care worker	10		1
Specialist Nurse	13	3	2
Voluntary / Third sector worker	8	4	3

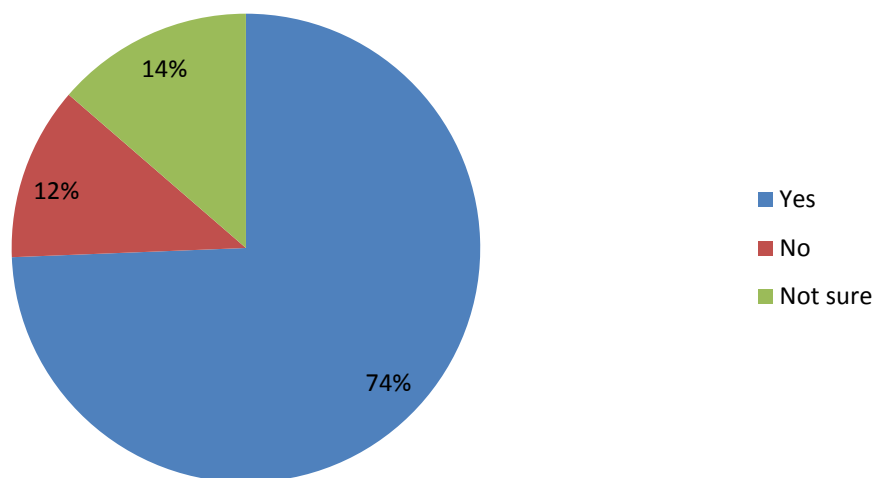
Quantitative analysis revealed that a significant majority of total survey respondents reported that the heading, sub-headings and definition of each sub-heading within the heading 'Care and support plan' was appropriate and useful. Majority of respondents also wanted the ability to record the status of an action and agreed with suggested status responses (not started, started, complete, not applicable).

Majority of responded wanted the ability to record the progress against an outcome and agreed with suggested progress responses (fully achieved, not achieved, partially achieved, no longer applicable).

A thematic analysis of the qualitative responses identified numerous suggestions for alternative heading names for each section. This revealed lack of commonality between terms and the way they are structured in different health and care settings. Implementation guidance includes a glossary of alternative terms for each sub-heading. Additional sub-headings were added for 'date this plan was last updated' and 'other care planning documents'.

In addition, consultation revealed that care and support plan should be textual document that can be shared, updated and version controlled as relationship between goals, actions and outcomes cannot be rigidly applied. This issue was further discussed at the expert reference group meeting to gain consensus.

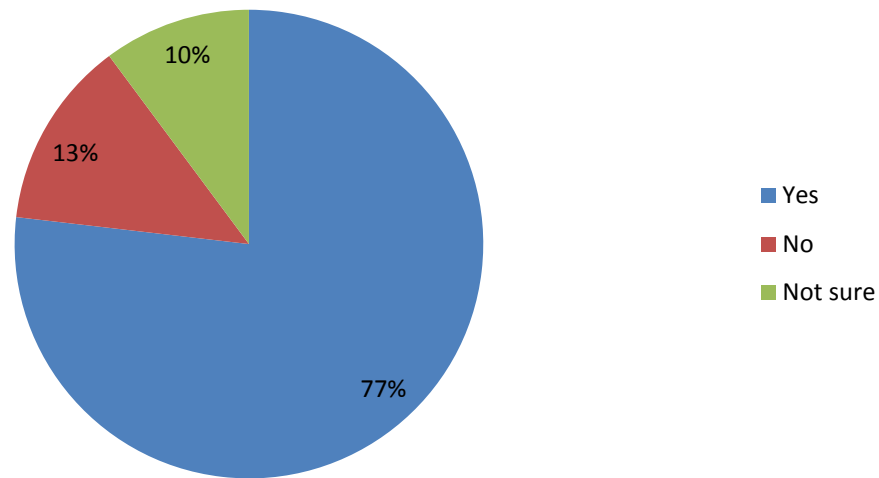
Is the heading 'Contingency plan(s)' appropriate?



Is the heading 'Contingency plan(s)' appropriate? (N=359)

Profession/patient/carer	Yes	No	Not sure
Allied Health Professional	49	5	10
Commissioner	3		2
Community nurse	14	2	7
General Hospital Nurse	6		1
General Practitioner	17	4	
Informatician	8	1	2
IT System Supplier	4	1	1
Manager	55	12	7
Mental Health Nurse	2		
Midwife	1		1
Other	5	1	
Patient / Carer / Service user	38	6	7
Pharmacist	2	1	1
Psychiatrist	2		
Psychologist	1		
Secondary Care Doctor	29	2	4
Social care worker	11	1	
Specialist Nurse	11	3	5
Voluntary / Third sector worker	9	4	1

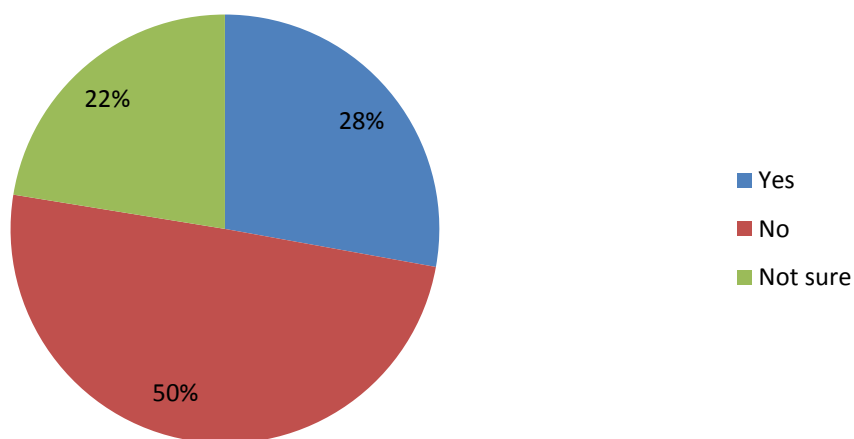
Are the contingency plan subheadings appropriate?



The 'Contingency plan(s)' subheadings are:
Suggested actions, Who needs to be contacted, Anticipatory medicines/equipment
Are these subheadings appropriate? (N=354)

Profession/patient/carer	Yes	No	Not sure
Allied Health Professional	48	8	8
Commissioner	4	1	
Community nurse	16	2	4
General Hospital Nurse	7		
General Practitioner	17	5	
Informatician	8	1	2
IT System Supplier	4	1	1
Manager	56	7	9
Mental Health Nurse	2		
Midwife	1		1
Other	6		
Patient / Carer / Service user	43	3	4
Pharmacist	3	1	
Psychiatrist	2		
Psychologist		1	
Secondary Care Doctor	26	6	2
Social care worker	6	4	2
Specialist Nurse	12	3	3
Voluntary / Third sector worker	11	3	

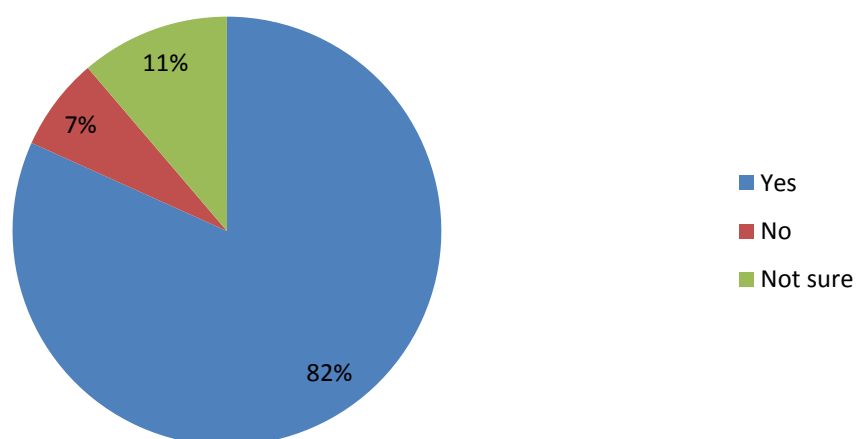
Of the 'Contingency plan(s)' subheadings are there any subheadings missing?



**Of the 'Contingency plan(s)' subheadings are there any subheadings missing?
(N=352)**

Profession/patient/carer	Yes	No	Not sure
Allied Health Professional	16	31	17
Commissioner	1	3	1
Community nurse	4	8	10
General Hospital Nurse	2	3	1
General Practitioner	6	12	3
Informatician	5	4	2
IT System Supplier	3	1	2
Manager	15	42	16
Mental Health Nurse		2	
Midwife		1	1
Other	3	3	
Patient / Carer / Service user	13	26	12
Pharmacist	4		
Psychiatrist		2	
Psychologist		1	
Secondary Care Doctor	14	15	5
Social care worker	4	2	4
Specialist Nurse	5	10	4
Voluntary / Third sector worker	3	9	1

Are the definitions for each of the subheadings within the heading 'Contingency plan(s)' appropriate?



Are the definitions for each of the subheadings within the heading 'Contingency plan(s)' appropriate? (N=356)

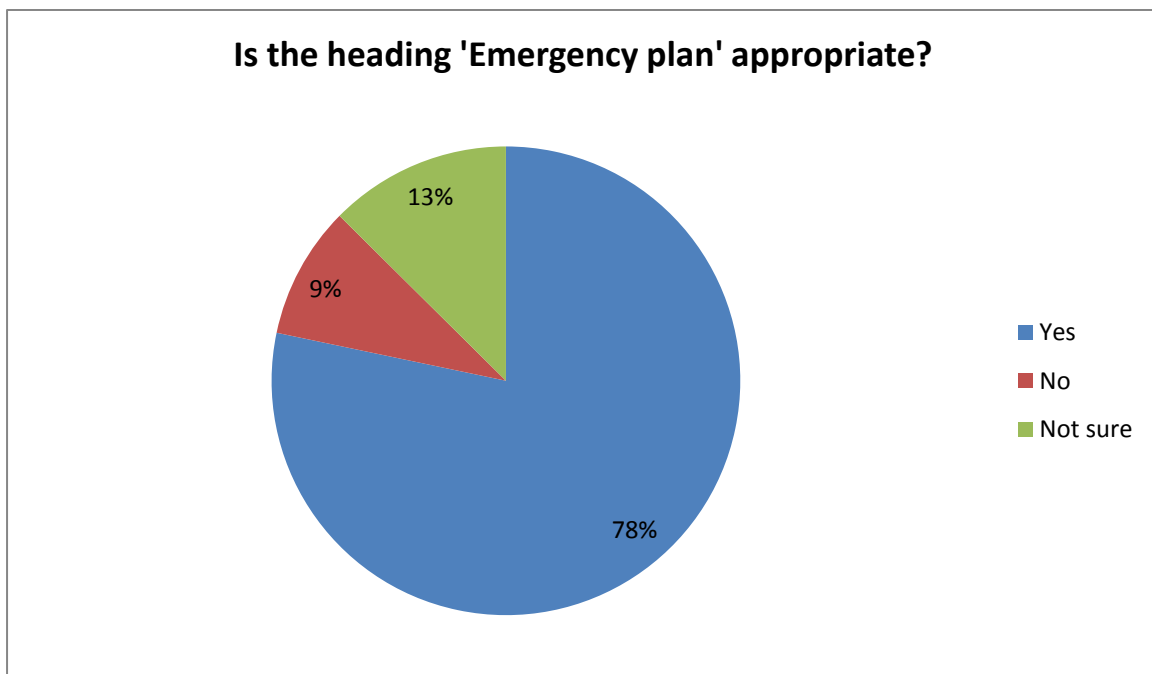
Profession/patient/carer	Yes	No	Not sure
Allied Health Professional	54	3	8
Commissioner	4		
Community nurse	20	1	2
General Hospital Nurse	7		
General Practitioner	17	2	3
Informatician	10		1
IT System Supplier	5		1
Manager	61	3	9
Mental Health Nurse	2		
Midwife	1		1
Other	5		1
Patient / Carer / Service user	38	6	5
Pharmacist	4		
Psychiatrist	2		
Psychologist	1		
Secondary Care Doctor	28	2	5
Social care worker	9	1	1
Specialist Nurse	14	3	2

Voluntary / Third sector worker	9	4	1
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Recommendation for 'Contingency plan'

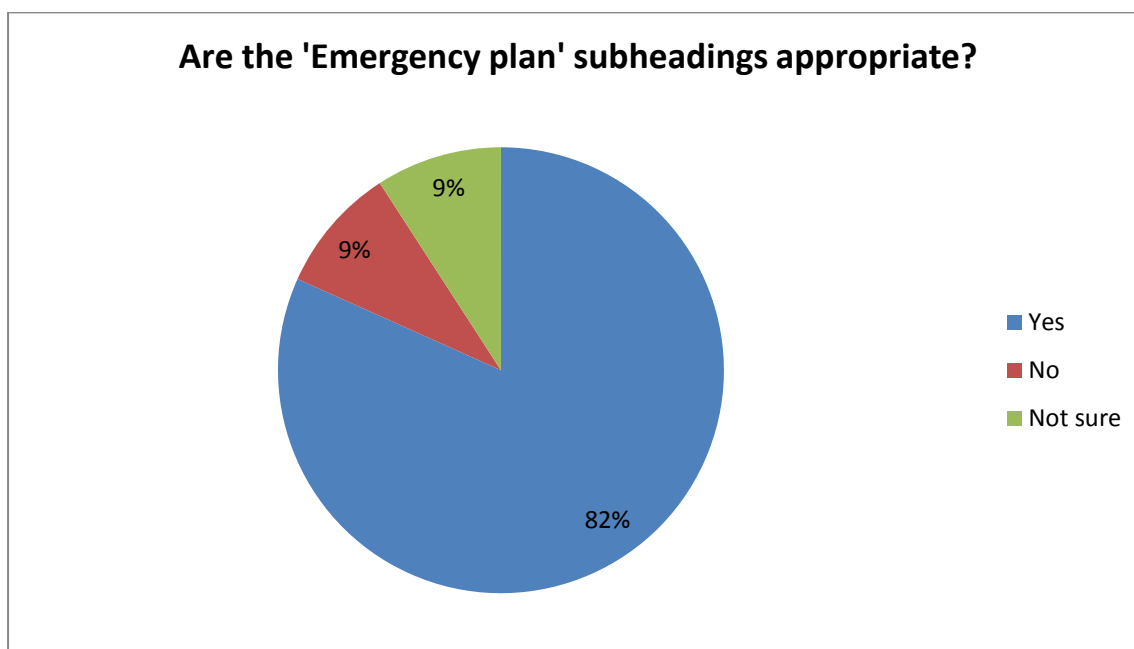
Implementation guidance includes a glossary of alternative terms for contingency plan heading. Additional sub-headings were agreed as necessary after a thematic analysis of qualitative responses:

- 'Trigger factors'
- 'Planned review date/interval'
- 'Date this plan was last updated'
- 'Responsibility for review'



Is the heading 'Emergency plan' appropriate? (N=350)			
Profession/patient/carer	Yes	No	Not sure
Allied Health Professional	55	4	3
Commissioner	2		3
Community nurse	21	1	1
General Hospital Nurse	3	1	2
General Practitioner	15	4	2
Informatician	5	2	4
IT System Supplier	4	1	1
Manager	53	7	11
Mental Health Nurse	2		

Midwife	2		
Other	4	1	
Patient / Carer / Service user	40	2	7
Pharmacist	3		
Psychiatrist	2		
Psychologist	1		
Secondary Care Doctor	29	4	3
Social care worker	9	1	2
Specialist Nurse	12	3	3
Voluntary / Third sector worker	12	1	2

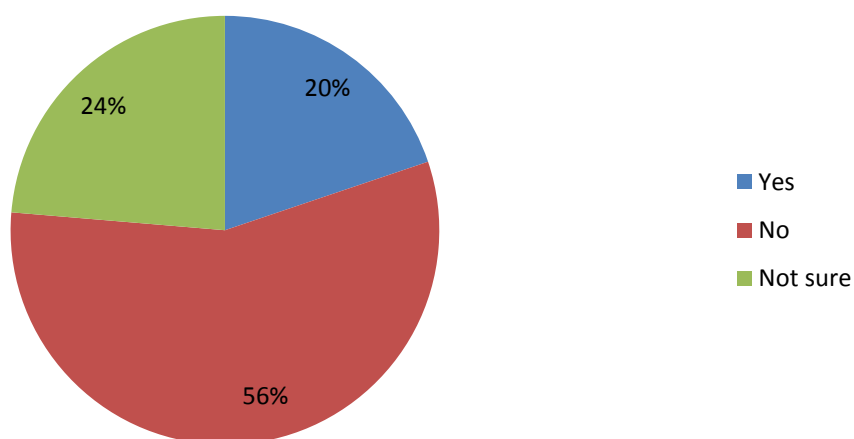


The 'Emergency plan' subheadings are: Preferences for care, Preferred place(s) of care, Clinical recommendations for emergency care and treatment, Cardio-pulmonary resuscitation (CPR) decision, Mental capacity assessment, Lasting power of attorney for personal welfare or court-appointed deputy (or equivalent), Other care planning documents, Emergency contacts, Responsible care professional, Review date, Responsibility for review . Are these subheadings appropriate? (N=339)

Profession/patient/carer	Yes	No	Not sure
Allied Health Professional	51	6	3
Commissioner	4		1
Community nurse	23		
General Hospital Nurse	5		1

General Practitioner	16	3	2
Informatician	8		2
IT System Supplier	4	1	1
Manager	56	6	9
Mental Health Nurse	2		
Midwife	2		
Other	4	1	
Patient / Carer / Service user	40	1	6
Pharmacist	3		
Psychiatrist	1		1
Psychologist			1
Secondary Care Doctor	26	8	
Social care worker	10		1
Specialist Nurse	13	3	1
Voluntary / Third sector worker	9	2	2

Of the 'Emergency plan' subheadings are there any subheadings missing?

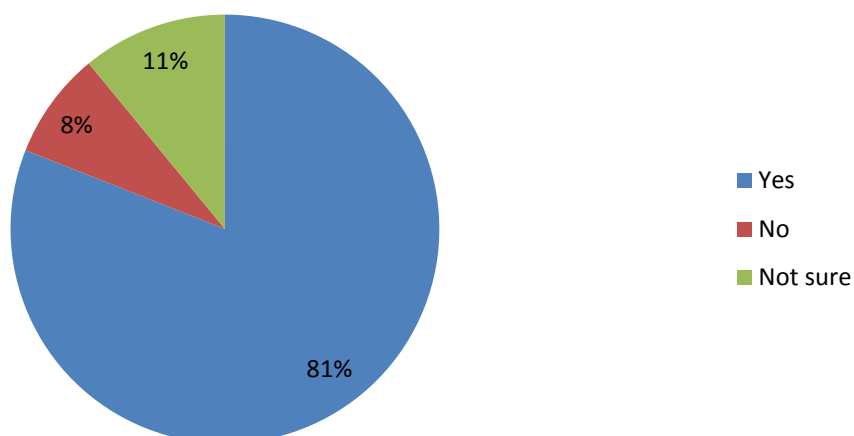


Of the 'Emergency plan' subheadings are there any subheadings missing? (N=338)

Profession/patient/carer	Yes	No	Not sure
Allied Health Professional	8	40	13
Commissioner		2	3
Community nurse	4	12	6
General Hospital Nurse	2	2	2
General Practitioner	4	13	4

Informatician	4	4	2
IT System Supplier	1	2	3
Manager	12	38	19
Mental Health Nurse		1	1
Midwife		1	1
Other	1	4	
Patient / Carer / Service user	9	28	9
Pharmacist	1	1	1
Psychiatrist	1		1
Psychologist		1	
Secondary Care Doctor	11	17	7
Social care worker	3	4	3
Specialist Nurse	4	11	3
Voluntary / Third sector worker	2	10	2

Are the definitions for each of the subheadings within the heading 'Emergency plan' appropriate?



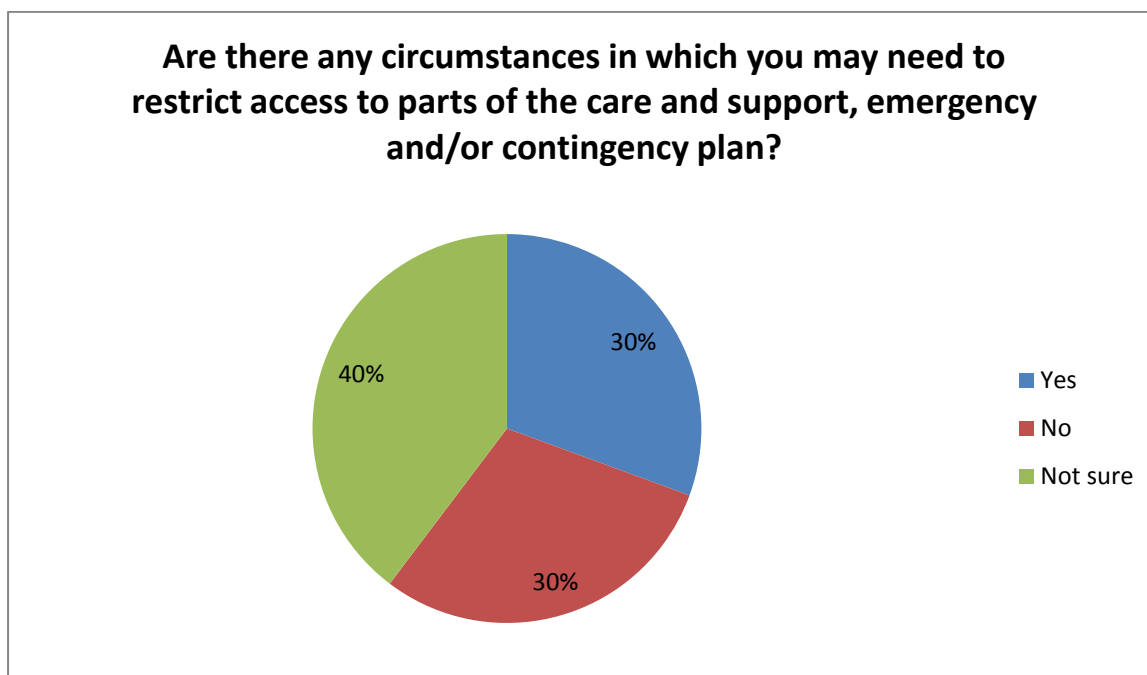
Are the definitions for each of the subheadings within the heading 'Emergency plan' appropriate? (N=347)

Profession/patient/carer	Yes	No	Not sure
Allied Health Professional	52	2	6
Commissioner	4		1
Community nurse	23		

General Hospital Nurse	6		
General Practitioner	14	5	2
Informatician	8		3
IT System Supplier	4		2
Manager	61	5	5
Mental Health Nurse	2		
Midwife	2		
Other	3	1	1
Patient / Carer / Service user	37	3	7
Pharmacist	3	1	
Psychiatrist	2		
Psychologist	1		
Secondary Care Doctor	25	5	6
Social care worker	11		1
Specialist Nurse	14	4	
Voluntary / Third sector worker	9	2	4

Recommendation for 'Emergency plan'

Thematic analysis of qualitative responses guided initial restructuring of this section. Further discussions were held to come to a consensus.



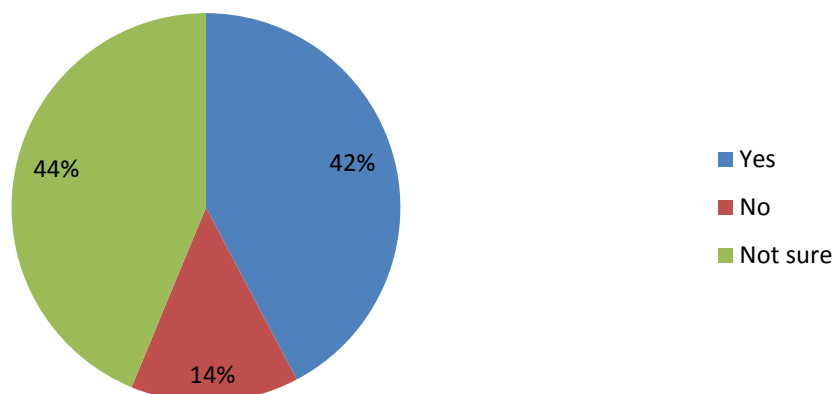
Are there any circumstances in which you may need to restrict access to parts of the care and support, emergency and/or contingency plan? (N=340)			
Profession/patient/carer	Yes	No	Not sure
Allied Health Professional	11	18	31
Commissioner		2	3
Community nurse	8	7	8
General Hospital Nurse	3	2	1
General Practitioner	11	5	6
Informatician	4	5	2
IT System Supplier	2		4
Manager	31	17	20
Mental Health Nurse		2	
Midwife	1		1
Other	2	1	2
Patient / Carer / Service user	6	22	22
Pharmacist			3
Psychiatrist	2		
Psychologist			1
Secondary Care Doctor	7	10	18
Social care worker	7	1	2
Specialist Nurse	6	5	6
Voluntary / Third sector worker	3	4	5

A thematic analysis of qualitative data showed that respondents suggest to restrict access to the care and support plan where the person does not consent to sharing and to prevent harm to person.

Recommendation

Implementation guidance suggests it should be possible to restrict access to the care and support plan.

Are there any circumstances in which you may need to link/point/direct to a specialist/specific plan from this care and support plan?



Are there any circumstances in which you may need to link/point/direct to a specialist/specific plan from this care and support plan? (N=336)

Profession/patient/carer	Yes	No	Not sure
Allied Health Professional	19	9	30
Commissioner	2		3
Community nurse	11	3	9
General Hospital Nurse	4		2
General Practitioner	14	1	7
Informatician	4		7
IT System Supplier	4		2
Manager	30	11	27
Mental Health Nurse	1	1	
Midwife	1		1
Other	4		1
Patient / Carer / Service user	10	9	31
Pharmacist	3		
Psychiatrist	2		
Psychologist	1		
Secondary Care Doctor	15	7	12
Social care worker	5	1	5
Specialist Nurse	10	1	6
Voluntary / Third sector worker	2	4	4

A significant majority of survey respondents reported that care and support plan should also link/point/direct to and hold a specialist care plan.