

Appendix 3

Questionnaires used in the Independent Qualitative Evaluation

Evaluation of an enhanced, integrated multi-disciplinary respiratory team

Questions to ask PARTICIPATING practices

Name (including contact details)

- Role (professional)
- Practice Name and Size
- Respiratory Disease Register Numbers
 - Asthma
 - COPD
- What services can your patients with chronic respiratory disease receive from within your practice? Do you do any active case finding?
- Are you aware of the Integrated respiratory (IRT) multi-disciplinary team?
- How long have you been referring patients to the Integrated respiratory (IRT) multi-disciplinary team?
- How do you refer patients to the IRT eg phone call, written or electronic referral?
 - who can make the referral e.g. GP, practice nurse or other healthcare professional?
 - is there a protocol for referral and is this easy to use?
- What is the waiting time for patients to be seen by the IRT, in your experience?
- What information do you receive on the outcome your referrals to the IRT eg: appropriateness of referral, information about advice, support and/or treatment given? How do you receive this information?
- What is working well?
- What is not working so well?
- How does the IRT compare to the specialist respiratory services your patients received before?
- Any other comments?

Evaluation of an enhanced, integrated multi-disciplinary respiratory team

Questions to ask NON- PARTICIPATING practices

Name (including contact details)

- Role (professional)
- Practice Name and Size
- Respiratory Disease Register numbers
 - Asthma
 - COPD
- What services can your patients with chronic respiratory disease receive from within your practice?
- Where do you refer your patients, who have chronic respiratory diseases, for specialist care and advice?
- What type of service can patients access eg:
 - Respiratory outpatients – consultant medical advice and treatment
 - Specialist respiratory nurses – advice and treatment
 - Other healthcare professional input - e.g. physiotherapy, smoking cessation, psychological support
 - Any other combination?
- How do you refer patients to specialist respiratory care and advice eg:
 - phone call, written or electronic referral?
 - who can make the referral - GP, practice nurse or other healthcare professional?
 - is there a protocol for referral and is this easy to use?
 - do you know who to send the referral to?
- What is the waiting time for patients to be seen for specialist respiratory care and advice, i.e. what is your experience?
- What information do you receive on the outcome your referrals to specialist respiratory care and advice services eg: appropriateness of referral, information about advice, support and/or treatment given? How do you receive this information?
- What is working well for your patients with chronic respiratory disease?
- What is not working so well for your patients with chronic respiratory disease?
- How could specialist respiratory care and advice improve?
- Have you heard about the IRT, the integrated multi-disciplinary respiratory team?
- Any other comments?

Evaluation of an enhanced, integrated multi-disciplinary respiratory team

Questions to ask IRT team members

Name (including contact details)

- Role (professional)
- How long have you been involved with the team? What were you doing before?
- How do you get referrals from practices?
- What type of service do you provide?
- What is the waiting time for patients to be seen by you?
- What information do you provide to practices that refer to you?
- What feedback have you had about the new service – from patients or professionals?
- What is working well?
- What is not working so well?
- How could specialist respiratory care and advice improve?
- Any other comments?

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Questions to ask CCG/other stakeholders

Name (including contact details)

- Role (professional)
- Please describe the specialist respiratory services you commission?
 - Eg referrals
 - Waiting times
- What feedback have you had about services – from patients or professionals?
 - Existing service
 - IRT
- What is working well?
- What is not working so well?
- How could specialist respiratory care and advice improve?
- If not covered – what prompted the development of the IRT?
- Any other comments?

Evaluation of the new respiratory team in Oxfordshire

Patient Questionnaire

We have been asked to help to assess the services for people with lung conditions in Oxfordshire. We would be very grateful if you could tell us about your recent experience of care. Please could you take a few minutes to complete the questions below:

1. In the last 6 months, which health care staff have you seen for your breathing? Please list all the different types of staff you have seen, for example your GP, a stop smoking advisor, a specialist nurse or specialist doctor.

2. In the last 6 months, have there been any changes to your care, or to the health care staff you have seen?

3. Do you have any comments about the care you have received? For example:
 - What has worked really well?
 - Is there anything else that you would find helpful?