

Safety of Handover Questionnaire

Section 1 — About you

1

How would you describe your main clinical role?

Nurse
Doctor
Administrator or manager
Midwife
Other allied health professional
Pharmacist
I don't work in a clinical environment
Paramedic or ambulance worker
Therapist
Prefer not to answer
Other

2

How would you describe the level of your main clinical role?

Senior level medical or nursing or other clinical leader
Junior clinician, junior manager or junior ward staff
Middle grade clinician, middle manager or ward level leader
Senior manager or leader (e.g. CEO, COO)
Prefer not to answer
Other

3

In what areas do you practice?

Hospital based medical specialities
General practice or family medicine
Emergency or urgent care services
Hospital based surgical specialities or OR
Community or social care
Mental health provision
Prefer not to answer
Other

4

In which country do you primarily work?

[List of countries]

5

In which healthcare sectors do you work?

- Private or independent healthcare
- Government funded services
- Prefer not to answer
- Other
- Charitable or NGO

6

How many years, in total, have you worked in healthcare?

- More than 15 years
- 10 - 14 years
- 5 - 9 years
- 1 - 4 years
- Less than 1 year
- I don't work in healthcare
- Prefer not to answer

Section 2 — Peer-to-peer handover

7a

Are you personally involved in peer-to-peer handover?

- Yes
- No

7b

Overall, how well performed is the peer-to-peer handover in your organisation?

- 1
- 2
- 3
- 4
- 5

7c

In your opinion, what would improve peer-to-peer handover in your organisation?

- More dedicated time to complete peer-to-peer handover tasks
- Improved communication systems
- Training for staff members
- Improved electronic information systems
- More physical space to allow for face-to-face discussions
- Training for clinical leaders
- I don't know
- Prefer not to answer
- Other

7d

What systems are used for peer-to-peer handover in your organisation?

- Electronic patient record systems (EPR/EHR/PAS)
- Face-to-face discussions
- Hand-written notes or paper-based systems
- Telephone calls
- Emails
- Office documents (Word, Excel or similar)
- Other specific electronic handover systems
- Electronic whiteboards or displays
- Unofficial messaging apps (e.g. WhatsApp, Signal)
- Authorised clinical messaging apps (e.g. Hospify, Siilo)
- Manual whiteboards or noticeboards
- Taped or recorded handover messages
- I don't know
- Prefer not to answer
- We don't use any systems for peer-to-peer handover
- Other

7e

Does your peer-to-peer handover currently take place in the presence of the patient or service-user?

- Yes - always with them
- No - always in a separate place
- Both - in a separate space initially, then afterwards with them
- Sometimes - it varies
- I don't know
- Prefer not to answer
- Never - we use online or phone-based systems

7f

How often do safety incidents or near misses occur during the peer-to-peer handovers in your organisation due to errors, omissions or problems?

- Rarely (less than once a year)
- Occasionally (more than once a year)
- Sometimes (more than once a month)
- Never (I have not experience this)
- Often (more than once a week)
- Very often (every day)
- I don't know
- Prefer not to answer
- Other

7g

If safety incidents have occurred as a result of your peer-to-peer handover, what has been the worst outcome in your experience ?

- Low harm - little harm was caused to the patients
- No patient safety incidents have occurred in my experience
- No harm came to the patients
- Moderate harm - the patients were harmed, but not severely
- Severe harm - they have caused Serious Incidents
- I don't know the outcome
- Prefer not to answer

7h

In your opinion, what level of safety risk exists during the peer-to-peer handovers in your organisation?

- Low risk
- Moderate risk
- High risk
- I don't know
- No risk at all
- Very high risk
- Prefer not to answer

Section 3 — Internal referrals

8a

Are you personally involved in internal referrals?

- Yes
- No

8b

Overall, how well performed are internal referrals in your organisation?

- 1
- 2
- 3
- 4
- 5

8c

In your opinion, what would improve internal referrals in your organisation?

- Improved communication systems 54.8%
- Improved electronic information systems
- More dedicated time to complete internal referral tasks
- Training for staff members
- More physical space to allow for face-to-face discussions
- Training for clinical leaders
- I don't know
- Prefer not to answer
- Other

8d

What systems are used for internal referrals in your organisation?

- Electronic patient record system (EPR/EHR/PAS)
- Telephone calls
- Face-to-face discussions
- Hand-written notes or paper-based systems
- Emails
- Other specific electronic handover systems
- Office documents (Word, Excel or similar)
- Authorised clinical messaging apps (e.g. Hospify, Siilo)
- Unofficial messaging apps (e.g. WhatsApp, Signal)
- Electronic whiteboards or displays
- Manual whiteboards or noticeboards
- Taped or recorded handover messages
- Prefer not to answer
- I don't know
- We don't use any systems for internal referrals
- Other

8e

How often do safety incidents or near misses occur during internal referrals in your organisation due to errors, omissions or problems?

- Rarely (less than once a year)
- Occasionally (more than once a year)
- Sometimes (more than once a month)
- Never (I have not experience this)
- I don't know
- Very often (every day)
- Often (more than once a week)
- Prefer not to answer
- Other

8f

If safety incidents have occurred in your organisation as a result of internal referrals, what has been the worst outcome in your experience?

- Low harm - little harm was caused to the patients
- No harm came to the patients
- Moderate harm - the patients were harmed, but not severely
- No patient safety incidents have occurred in my experience
- I don't know the outcome
- Severe harm - they have caused serious incidents
- Prefer not to answer

8g

In your opinion, what is the level of safety risk in your internal referrals ?

- Low Risk
- Moderate Risk
- High Risk
- No Risk At All
- I don't know
- Prefer not to answer
- Very high risk

Section 4 —Discharges and transfers between organisations

9a

Are you personally involved in discharges and transfers between organisations?

- Yes
- No

9b

In your organisation, how well performed are discharges and transfers between organisations overall?

- 1
- 2
- 3
- 4
- 5

9c

In your opinion, what would improve discharges and transfers in your organisation?

- Improved communication systems
- More dedicated time to complete discharge and referral tasks
- Improved electronic information systems
- Training for staff members
- Training for clinical leaders
- More physical space to allow for face-to-face discussions
- Prefer not to answer
- I don't know
- Other

9d

What systems are used for these discharges and transfers between organisations?

- Electronic patient record systems (EPR/EHR/PAS)
- Handwritten notes or paper-based systems
- Telephone calls
- Face-to-face discussions
- Other specific electronic handover systems
- Emails
- Office documents (Word, Excel or similar)
- Authorised clinical messaging apps (e.g. Hospify, Siilo)
- Electronic whiteboards or displays
- Unofficial messaging apps (e.g. WhatsApp, Signal)
- Taped or recorded handover messages
- Manual whiteboards or noticeboards
- Prefer not to answer
- I don't know
- We don't use any systems for discharges transfers
- Other

9e

How often do safety incidents or near misses occur in your organisation due to errors, omissions or problems with discharges and transfers between organisations?

- Rarely (less than once a year)
- Occasionally (more than once a year)
- Never (I have not experience this)
- Sometimes (more than once a month)
- Often (more than once a week)
- I don't know
- Very often (every day)
- Prefer not to answer
- Other

9f

If safety incidents have occurred in your organisation as a result of discharges and transfers between organisations, what has been the worst outcome in your experience?

- Low harm - little harm was caused to the patients
- No harm came to the patients
- Moderate harm - the patients were harmed, but not severely
- No patient safety incidents have occurred in my experience
- I don't know the outcome
- Severe harm - they have caused serious Incidents
- Prefer not to answer

9g

In you opinion, what is the level of safety risk in your organisation with regard to discharges and transfers between organisations?

- Low risk
- Moderate risk
- High risk
- No risk at all
- Prefer not to answer
- I don't know

Section 5. — Leading and improving handover

10a

Are you in a leadership position which makes you responsible for the quality of handover?

Yes

No

10b

Overall, how well performed are the handover processes in your remit as a leader?

1

2

3

4

5

10c

Have you personally tried to improve the quality of the handover processes in your organisation?

Yes

No

10d

How successful have your efforts been to improve handover processes?

1 Very Poor

2

3

4

5

6

7 Excellent

10e

What would make it easier for you to improve handover processes in your organisation?

- Better electronic systems
- Training and simulation for staff
- Better motivation among staff
- Improved knowledge among staff
- Better access to patient information
- More leadership commitment
- Better physical layout of clinical areas
- More of my own management time
- Prefer not to answer
- I don't know
- Other

10f

Which of the below have you identified as measures of improvement in handover processes in your organisation?

- Improvements in staff efficiency
- Improvements to patient outcomes
- Reduction in patient safety incidents
- Improvements in patient flow
- Prefer not to answer
- I have not measured improvements
- Other

Section 6 —Final Questions

11

Would you like to be involved in more detailed research into clinical handover and patient safety, or to receive the results of this survey?

- Yes
- No

12

If you would like to receive the results of this survey — or to be involved in further research — please provide your email address.

[Validated email answer]

13

Finally, we would be delighted if you could share any comments, stories or other information on the subject of clinical handover.

[Open text answer]