

Appendix

ED SHO Repeat subjective opinion questionnaire

What position do you hold in the ED team?

SHO

How effective is the formal morning handover?

Please rate from 0 – 10

7.5

How effective is the informal handover between shifts?

Please rate from 0 – 10

5.4

How accurate is the information handed over during informal handovers?

Please rate from 0 – 10

5.5

How comprehensive is the information handed over during informal handover?

Please rate from 0 – 10

5.2

How well is information documented for informal handovers?

Please rate from 0 – 10

3.5

How easy is it to handover patients at the end of your shift?

Please rate from 0 – 10

5.4

What are the barriers to handing over?

Time

Available doctors

Finding appropriate person to hand over to, everyone has multiple pt's, busy dept.

Patients needing referrals - difficult task to hand over when patient has not been examined by new doctor.

Time and the right doctor

Feeling unsure who to handover to

Staff too busy

Having a culture of having to have done everything outstanding e.g completed departs etc. Often causes you to leave late

Not enough doctors Sometimes difficult to find someone with time to accept a handover Lack of clarity re: process

Have you experienced any difficulties in caring for a patient due incomplete/inaccurate handover?

Yes 77.8

No 22.2

Often handover plans reliant on negative result with little plan in place if positive

Incomplete handover - no plans in place for different outcomes

Not informed of certain tests being sent or certain significant pieces of information

Incomplete examination documented - patient had to be re-examined prior to referral being accepted.

Wrong info given to make sense easier

Not having detailed enough history / plan

Sometimes the information/plan is unclear - can lead to having to essentially re-clerk the patient and rediscuss the plan with a senior

How safe do you think the current informal handover process is?

Please rate from 0 – 10

4.9