

<b>Full name</b>	
<b>Role, grade, ward</b>	

West Suffolk Hospital has trialled Medic Bleep, a secure instant communication app with 1) Trauma and Orthopaedics and 2) Paediatrics, Midwives and Community Midwives. This questionnaire aims to learn about your experience during the pilot.

MEDIC BLEEP				
<b>Which device(s) did you use Medic Bleep on? Please circle:</b>				
Trust Desktop / WOW	Trust iPad	Trust iPod Touch	My Android Phone	My Apple Phone
<b>Was it easy to complete the registration process?</b>				
Yes	No	If 'no', please explain why and what would have made it better:		
<b>How was your training? Please circle the words that best describe it:</b>				
Helpful	Quick	Sufficient	Other comments:	
Not helpful	Long	Not sufficient		
<b>Have you found it easy to adopt and use Medic Bleep in your working day?</b>				
Yes	No	If 'no', please explain why and what would have made it easier:		
<b>What do you like about Medic Bleep?</b>				
<b>What do you not like about Medic Bleep?</b>				
<b>What were your 3 main uses of Medic Bleep?</b>				
1				
2				
3				

<b>Would you recommend Medic Bleep to your colleagues?</b> <i>Please circle from 1-10:</i>												
<i>Not likely to recommend</i>		1	2	3	4	5	6	7	8	9	10	<i>Extremely likely to recommend</i>
<b>Do you want to use Medic Bleep after the pilot?</b>												
Yes	No	<i>Please explain why you have said 'yes' or 'no':</i>										

COMMUNICATION WITH COLLEAGUES IN YOUR BASE WARD			
<b>Number in order the communication methods you used during the pilot</b> 1: communication most used - 5: communication least used			
	Medic Bleep		Wait for team member to return to ward
	Pager		WhatsApp
	In person		Other: .....
<b>Using Medic Bleep, how long on average did it take to get a response back from the individual you contacted?</b> <i>Please select:</i>			
	0-5 min		I give up
	5-15 min		Use indirect information
	15-30 min		I refer to my colleague to follow up
	> 1 hour		Other: .....
<i>Please circle:</i> <b>Medic Bleep is</b> faster than / the same as / slower than <b>using the pager to get a response back</b>			
<b>Using Medic Bleep, how long on average did you wait for a response before you could complete your patient's management/discharge plan? Please select:</b>			
	0-5 min		30-60 min
	5-15 min		> 1 hour
	15-30 min		I refer to my colleague to follow up
<i>Please circle:</i> <b>Medic Bleep is</b> faster than / the same as / slower than <b>using the pager to get a response before I can complete my patient's management/ discharge plan</b>			
<b>Has Medic Bleep improved communication between you and your colleagues during the day?</b> <i>Please circle:</i>			
Greatly improved	<i>Please explain why:</i>		
Improved			
Same			
Worsened			
Greatly worsened			

**IMPACT OF COMMUNICATION****Has using Medic Bleep had an impact on your productivity?** *Please circle the statements which are relevant to you:*

I am less distracted in my workflow

I can prioritise my work better

It is helpful to communicate in a message to a colleague so I don't have to remember in the back of my mind what I need to say

I spend less time waiting by a phone for a response

*Please describe other impacts you experienced:***Has using Medic Bleep had an impact on patient care?** *Please circle the statements which are relevant to you:*

I can escalate care earlier

I can see more patients

I have more time with patients

TTOs are completed more quickly

*Please describe other impacts on patient care:***PILOT PROGRAMME****How did you find out about the Medic Bleep trial?** *Please select from below:*

Manager

Medic Bleep Team

Colleague

Patient information leaflet

Email

Other: .....

**Did you receive sufficient and timely communication:****\*Before the trial****\*During the trial***If 'no', please explain why and what would have made it better:*

Yes

No

Yes

No

*Please circle below the statement relevant to you. The information provided, namely the faq's and user guidance was:*

Very helpful

*Please explain why:*

Helpful

Not helpful

Did not receive it

**Were you happy with the support provided during the pilot?**

Yes

No

*If 'no', please explain why and what would have made it better:***Did you have any challenges or concerns during the pilot?**

Yes

No

*If 'yes', please explain why and what would have made it better:*



West Suffolk NHS Foundation Trust  
Medic Bleep Pilot Program

<b>How have patients and relatives responded to you and your colleagues using Medic Bleep?</b> <i>Please circle below the statement(s) relevant to you:</i>		
With comfort and ease - they understood I was using Medic Bleep for work purposes	<i>Please explain why, in particular if you selected 'not with comfort or ease':</i>	
With happiness - they experienced an improvement in their care because of the faster communication		
Not with comfort or ease		
<b>After the pilot, how do you feel about using your own device?</b>		
Comfortable	<i>Please explain why:</i>	
Not Comfortable		
<b>What advice would you give colleagues about using their own device?</b>		
<b>What advice would you give the Trust about using your own device?</b>		