

SafeQuest



About SafeQuest

- This questionnaire has been designed to measure perceptions of safety climate in primary care.
- It is intended for *all members of the primary care team*, whether they have clinical or non-clinical roles and whether they are based in a practice or in the community.
- The questionnaire contains *thirty items* that are grouped into *five sections*: 1. Workload 2. Communication 3. Leadership 4. Teamwork and 5. Safety systems.
- Practice teams have the option to register free of charge at hf.gpsafetyclimate.com. This allows the survey to be distributed and completed electronically. An additional benefit of registration is that a *safety climate report* can be generated for the team.

Guidance for completion

- Please indicate the extent to which each item applies to or characterises your usual general medical practice by *selecting and marking a number* from 1=not at all to 7=to a very great extent.
- Some questionnaire items have purposefully been phrased in the *negative* to improve the reliability of the results.
- The survey is *confidential* and you will remain anonymous.
- Most people will take *less than ten minutes* to complete the questionnaire.

Definitions of some terms used in SafeQuest

- **Practice:** The general medical practice in which you are based, attached to or that is undertaking this survey.
- **Significant event:** Any event thought by anyone in the team to be significant to the care of patients or the conduct of the practice.
- **Team members:** Any members of the practice team, i.e. all types of general practitioners, GP registrars, practice staff, practice nurses, social work staff and practice managers, regardless of their working pattern.
- **Attached team members:** Community health nurses, community nurses in the home (district nurses), social workers, public health nurses (health visitors), and other such staff.
- **Practice leadership:** Senior GPs and/or GP partners and practice managers.

SafeQuest:

Measuring perceptions of safety climate in primary care

| | 7. to a very great extent | | | | | | |
|----------------------------------------------------------------------------------------------------------------------------------|-----------------------------|---|---|---|---|---|---|
| | 6. to a great extent | | | | | | |
| | 5. to a considerable extent | | | | | | |
| | 4. to a moderate extent | | | | | | |
| | 3. to a limited extent | | | | | | |
| | 2. to a very limited extent | | | | | | |
| | 1. not at all | | | | | | |
| 1. Workload | | | | | | | |
| a) The performance of team members is impaired by excessive workload. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| b) Team members always have enough time to complete work tasks safely. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| c) The level of staffing in the practice is sufficient to manage the workload safely. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| d) When pressure builds up, team members are expected to work faster even if it means taking shortcuts. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 2. Communication | | | | | | | |
| a) Team members feel free to question the decisions of those with more authority. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| b) Team members are comfortable in expressing concerns to the practice leadership about the way things are done in the practice. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| c) There is open communication between team members across all levels in the practice. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| d) Team members are kept up to date about practice developments. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| e) The practice leadership communicates its vision for the development of the practice. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 3. Leadership | | | | | | | |
| a. The hierarchy in the practice is a barrier to effective working. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| b. Highlighting a significant event will likely result in negative repercussions for the person raising it. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| c. The practice leadership does not deal effectively with problem team members. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| d. When team members suggest ways to improve how things are done, the practice leadership does not take this seriously. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| e. There is a low level of trust between practice team members. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| f. Practice team members frequently disregard rules, protocols and procedures. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

| Please read each item below and circle the number that best represents the extent to which each statement applies to or characterises your practice. Don't take too long over your replies. Your immediate reaction to each item will more likely be accurate than a long, thought-out response. | 7. to a very great extent | | | | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-----------------------------|-------------------------|------------------------|-----------------------------|---------------|---|
| | 6. to a great extent | 5. to a considerable extent | 4. to a moderate extent | 3. to a limited extent | 2. to a very limited extent | 1. not at all | |
| 4. Teamwork | | | | | | | |
| a) Team members treat each other with respect. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| b) Team members always support one another. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| c) Disagreements within the practice team are resolved appropriately. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| d) Team members work well together at all levels within the practice. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| e) The practice is a good place to work. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| f) Team members are generally satisfied with their jobs. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| g) The need to work well as a team is promoted by the practice leadership. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 5. Safety Systems & Learning | | | | | | | |
| a) All team members are encouraged to highlight significant events that happen in the practice. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| b) Practice procedures help to prevent significant events from happening. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| c) Decision-making relating to the development of practice protocols uses input from all team members. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| d) The practice takes the time to formally assess risks (e.g. to patients, to team members and to the practice). | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| e) All team members have the opportunity to participate in the analysis of significant events. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| f) The quality and safety of patient care in the practice is taken seriously. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| g) The practice supports the continuing educational development of all team members. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| h) The practice encourages learning from the ideas and concerns of team members at all levels. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

Please add any comments regarding your practice's safety climate in the space below:

Background Information

Please tell us about yourself by placing a cross next to the applicable option:

| Please indicate the option that best describes your position in the practice: | |
|--------------------------------------------------------------------------------------|--|
| Practice manager | |
| Medical Doctor | |
| Practice nurse | |
| District nurse | |
| Health visitor | |
| Administration/Reception | |
| Phlebotomist | |
| Pharmacist | |
| Allied Healthcare Professional | |
| Other (please specify) | |

| How long have you worked in this position in your practice? | |
|--------------------------------------------------------------------|--|
| < 1 year | |
| 1 – 5 years | |
| 5 – 10 years | |
| 10 – 20 years | |
| > 20 years | |

| How long have you worked overall in primary care in any job or practice? | |
|---------------------------------------------------------------------------------|--|
| < 1 year | |
| 1 – 5 years | |
| 5 – 10 years | |
| 10 – 20 years | |
| > 20 years | |

| Please select your work pattern | |
|----------------------------------------|--|
| Full time | |
| Part time | |
| Locum | |

| Please indicate your gender | |
|------------------------------------|--|
| Male | |
| Female | |

Thank you for your time and participation

If you have any further questions regarding SafeQuest, please direct them to the following contact:

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