

## Safe Staffing Safe Workload Questionnaire

All BDA members who were employed in the NHS in 2015 were invited to complete the following survey. This formed the basis for Safe Staffing Safe Workload Guidance

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## **BDA Safe Caseload and Safe Staffing 2015 Individual Clinicians Survey**

Welcome to The BDA's Safe Caseload Safe Staffing Survey 2015

**The Francis Inquiry and the Berwick reports outlined ways in which the NHS can improve care. Both reports raised the issue of staffing levels and attention to this remains high among the public, front line NHS staff and at national policy level. In a post Francis era, the drive to improve the fundamentals of care and quality comes at a time when the NHS is under substantial financial pressures.**

**In light of this, the BDA is working on a Safe Caseload and Safe Staffing project in recognition of the need for members to have an evidenced based resource to support workforce planning and local decision making. It is hoped that this work will link in with other documents highlighting safe staffing levels for other NHS professionals.**

**This questionnaire is to be completed by any BDA members(Dietitians or Dietetic Support Workers) who are employed by the NHS or who deliver against NHS contracts.**

**Thank you for taking the time to complete this short survey about safe staffing and safe caseload. It should take up to 20 minutes to complete.**

**You will be required to give information about your current workload and the amount of time you spend carrying out patient focussed activity and non-patient focussed activities. You will also be asked about how many new and follow-up direct contacts you have each week in both one-one and group settings. You may wish to reflect on this before completing the questionnaire.**

**If you work in a split post, please complete the questionnaire for just one of these posts initially. At the end you will have the opportunity to complete the questionnaire again for your other post.**

**BDA Safe Caseload and Safe Staffing 2015 Individual Clinicians Survey****1. Where are you based?**

- Acute hospital
- Community

**2. Do you mainly work with adults or children?**

- Adults
- Children

**3. Is your work mainly with inpatients or outpatients?**

- Inpatients
- Outpatients
- Both

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4. What pay band are you employed on?

- 2
- 3
- 4
- 5
- 6
- 7
- 8a
- 8b
- 8c
- 8d
- 9

5. For how many hours are you employed in (your main or only) post per week? (please choose nearest)

- 0.1 W.T.E (3.75 hours)
- 0.2 W.T.E (7.5 hours)
- 0.3 W.T.E (11.75 hours)
- 0.4 W.T.E (15 hours)
- 0.5 W.T.E (18.75 hours)
- 0.6 W.T.E (22.5 hours)
- 0.7 W.T.E (26.25 hours)
- 0.8 W.T.E (30 hours)
- 0.9 W.T.E (33.75hours)
- 1.0 W.T.E (37.5 hours)

6. Does your workload require you to work over and above your contracted hours?

Yes

No

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7. If 'yes' is this work paid or unpaid or is the extra work taken as time in lieu?

- Paid
- Unpaid
- Taken as time in lieu

8. If 'yes', on an average week, how much time does the work that is over and above your contracted hours equate to?

- Less than 5% extra
- 5-10% extra
- 10-15% extra
- 15-20% extra
- 20-25% extra
- 25-30% extra
- 30-35% extra
- 35-40% extra
- 40-45% extra
- 45-50% extra
- More than 50% extra

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*A range of activities are carried out by the Dietetic workforce; all are important in ensuring a high quality service. To ensure consistency across NHS professions, we are using terminology from NHS England in the table below. The table shows how dietetic activities can be defined; as patient focused "care contact time" (which includes both direct and indirect patient activities) and other dietetic activities which are non-patient focused. We have aligned the definition of direct patient contact with that of the NHS Benchmarking Network.*

	Type of activity	Definition
<b>PATIENT FOCUSED ACTIVITY (Care Contact Time)</b>	<b>Direct Patient Contact</b>	Any intervention or group of interventions that relates to a specific person's clinical care provided by the Dietetics service, this includes direct contact with a patient or their representative - usually face to face and including all the associated activities such as note writing etc. Contact method includes face to face, telephone, email, skype
	<b>Indirect Patient Activity</b>	Time spent in all other patient focussed activities that do not involve direct communication with the patient or their representative. This includes MDT meetings, case conferences, telephone conversations with other care professionals and all other patient related documentation.
<b>OTHER DIETETIC ACTIVITIES</b>	<b>Self Focussed Activity</b>	Activities for own CPD eg practice supervision, 1:1 and appraisal meetings, mandatory training, own training, journal clubs
	<b>Staff Focussed Activity</b>	Activities to support and develop other staff eg to develop and provide training for dietetic staff and students and to other health care professionals. Includes supervision and feedback as required.
	<b>Service Focussed Activity</b>	Team and departmental meetings, clinical governance (including audit), service development, service and staff management duties, non-patient related administration
<b>ALL OTHER TIME (unproductive time)</b>		Travel, waiting times eg for colleagues, IT failure

9. Of the TOTAL contracted hours that you work, please state what percentage of your time is spent on the following activities on average per week:

DIRECT PATIENT CONTACT (%)

INDIRECT PATIENT ACTIVITY (%)

SELF FOCUSSED ACTIVITY (%)

STAFF FOCUSSED ACTIVITY (%)

SERVICE FOCUSSED ACTIVITY (%)

ALL OTHER ACTIVITIES (%)

10. If you do additional UNPAID hours, what is the main activity that you do outside of your contracted hours? Please select 1 answer.

- DIRECT PATIENT CONTACT
- INDIRECT PATIENT ACTIVITY
- SELF FOCUSSED ACTIVITY
- STAFF FOCUSSED ACTIVITY
- SERVICE FOCUSSED ACTIVITY

OTHER (Please give details)



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11. The following questions relate to DIRECT PATIENT contacts only (includes face-face, email, skype, telephone (as per previous table). Please put a 0 (zero) if you do not see any.

On average...

How many NEW INPATIENTS do you see per week?

How many FOLLOW UP INPATIENTS do you see per week?

How many NEW OUTPATIENTS do you see per week (excluding group sessions)?

How many FOLLOW UP OUTPATIENTS do you see per week (excluding group sessions)?

How many group sessions do you do per week?

How many patients do you see per group session?

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12. Do you feel that your current workload is safe?

YES

NO

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13. If no, what are your main concerns? please select up to 3.

- Patients not seen in a timely manner
- Adverse impact on clinical outcomes
- Poor patient experience/ satisfaction
- Unable to fully complete documentation
- Reduced opportunities for MDT working (e.g. missing phone calls/ meetings/ case conferences)
- Lack of opportunity for CPD (including own training/ journal club/ appraisal/ peer review/ supervision e.t.c)
- Poor health at work (e.g. regular tiredness, stress or sickness)
- Unable to take mandatory training
- High staff turnover/ increased use of bank or agency staff
- High vacancy rate and lack of back fill
- Low staff morale
- Concerns regarding workload raised by staff
- Very little or no audit undertaken
- Limited guideline and policy development or updating of resources
- Unable to deliver sufficient training to others
- Unable to complete activities
- Frequent complaints
- Unacceptable number of clinical incidents or near misses
- Failing Audits
- Being asked to work outside scope of practice

Other (please specify)

14. Thank you for completing the questionnaire. Please leave any further comments here:

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15. If you wish to be entered into the prize draw for a chance to win one of 3 fantastic prizes (A Manual of Dietetic Practice, A CED course of your choice or vouchers) please leave your name and email address here. Please note that your name and email address will only be used for the prize draw and the data supplied in your answers will be treated anonymously.

If you work in a split post and wish to complete the questionnaire for your other post please use this link  
<https://www.surveymonkey.com/s/BDA2015SCSS>

Thank you for participating.

Further news from the BDA's Safe Caseload and Safe Staffing Project will be published in Members Monthly, Circulate, Dietetics Today and at [www.bda.uk.com](http://www.bda.uk.com)