

Introduction

Information Services Division (ISD Scotland), part of NHS National Services Scotland, is keen to gather customer feedback to help us improve our services.

We have sent you this survey because you have used or have been sent ISD information or newsletters in the last year and we would be grateful if you could spend a few moments completing this survey.

Responses are anonymous.

Please note, the ISD Website is presently being re-developed following feedback in previous surveys. We expect the new ISD Website to go live in Spring 2011

Thank you for your time.

ISD Customer Relations Group

The closing date for the survey is 15th December 2010

About you and your organisation

This section is about the organisation you work for, your role and if you work for a NHS Board, which one.

1. Please choose the group that best describes you:

Academia

Charity / Voluntary Sector

Local Government

Media

Member of the Public

NHS Health Board / Special Health Board

NHS National Services Scotland

NHS Primary Care / CHP / Secondary Care

Professional Body

Scottish Government

Other (please state)

About you and your organisation

2. If you work for an NHS Health Board / Special Health Board, can you please state which Board?

National Waiting Times Centre

NHS Highland

NHS 24

NHS Lanarkshire

NHS Ayrshire and Arran

NHS Lothian

NHS Borders

NHS Orkney

NHS Dumfries and Galloway

NHS Quality Improvement Scotland

NHS Education Scotland

NHS Shetland

NHS Fife

NHS Tayside

NHS Forth Valley

NHS Western Isles

NHS Grampian

Scottish Ambulance Service

NHS Greater Glasgow and Clyde

The State Hospital Board

NHS Health Scotland

About you and your organisation

3. Which of the following best describes your occupation?

Clinician

Director/Senior Manager

Information/Financial Analyst

Journalist/Communications Specialist

Other Health Professional

Policy or Performance Manager

Researcher

Other (please state)

Using Statistics

The next section is about your use of ISD statistics. If you do not use ISD statistics you will be directed to the next section of the survey.

* **4. Have you consulted or used any health and care statistics provided by ISD in the past year?**

Yes

No

5. In which ways do you access ISD statistics? (please tick as many as apply)

- Official statistics publications (e.g. ISD website)
- Information requests direct to ISD
- As a result of undertaking research using ISD data
- Management reports issued by ISD
- Via systems or databases managed by ISD
- Other (please specify)

Using statistics - Official statistics publications

6. How would you rate your overall satisfaction with using statistics published by ISD?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Overall satisfaction	100	100	100	100	100

7. Overall how do you rate the published statistics for the following aspects?

	Very good	Good	Neither good nor poor	Poor	Very poor
Overall breadth of coverage of topics	100	100	100	100	100
Consistency of presentation across topics	100	100	100	100	100
Getting a coherent interpretation across topics	100	100	100	100	100
Impartiality of content	100	100	100	100	100
Background information on ISD's statistics policies and procedures	100	100	100	100	100
Staying informed about new developments and changes	100	100	100	100	100
Accessing data for further analysis or re-use	100	100	100	100	100

8. How do you normally find out about the latest statistics?

(tick as many as apply)

- Forthcoming releases timetable
- Checking the website regularly
- ISD Customer Newsletter
- Media articles (e.g. newspaper or radio)
- Newslink alerts
- Scottish Government news releases
- SCOTSTAT mailing
- UK Publications Hub
- Other

(please state)

9. ISD publishes most statistics releases on the last Tuesday of each month. Do you have any comments on this approach?

	5
	6

10. What do you use the statistics for?

Tick any/all that apply

- Service planning/monitoring
- Quality improvement
- Research
- Campaigning
- Media
- Benchmarking
- Performance management
- Other (please state)

Using statistics

The following questions are about specific aspects of the different type of statistics that you have used in the past year.
Please respond for the statistics that you used principally.

Using statistics

11. Which of the following statistics have you consulted or used in the past year? (Please tick as many as apply.)

	Frequently (once or more per month)	Occasionally (less than once per month)
Cancer	<input type="checkbox"/>	<input type="checkbox"/>
Cancer screening	<input type="checkbox"/>	<input type="checkbox"/>
Child Health	<input type="checkbox"/>	<input type="checkbox"/>
Clinical Governance / Quality Improvement	<input type="checkbox"/>	<input type="checkbox"/>
Dental and Ophthalmics	<input type="checkbox"/>	<input type="checkbox"/>
General Practice	<input type="checkbox"/>	<input type="checkbox"/>
Health and Social Care (e.g. Delayed Discharges)	<input type="checkbox"/>	<input type="checkbox"/>
Heart Disease & Stroke	<input type="checkbox"/>	<input type="checkbox"/>
Maternity & Births	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health	<input type="checkbox"/>	<input type="checkbox"/>
Prescribing	<input type="checkbox"/>	<input type="checkbox"/>
Public Health	<input type="checkbox"/>	<input type="checkbox"/>
Resources and Costs	<input type="checkbox"/>	<input type="checkbox"/>
Secondary Care (e.g. Acute hospital statistics)	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Health	<input type="checkbox"/>	<input type="checkbox"/>
Substance Misuse	<input type="checkbox"/>	<input type="checkbox"/>
Waiting Times	<input type="checkbox"/>	<input type="checkbox"/>
Workforce	<input type="checkbox"/>	<input type="checkbox"/>

Using statistics

12. How well did the statistics meet your overall needs? (Please tick as many as apply.)

	Very good	Good	Neither good nor poor	Poor	Very poor
Cancer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cancer screening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clinical Governance / Quality Improvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental and Ophthalmics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General Practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and Social Care (e.g. Delayed Discharges)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heart Disease & Stroke	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maternity & Births	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescribing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resources and Costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Secondary Care (e.g. Acute hospital statistics)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance Misuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting Times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workforce	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Using statistics

13. How would you rate the presentation of data? (Please tick as many as apply.)

	Very good	Good	Neither good nor poor	Poor	Very poor
Cancer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cancer screening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clinical Governance / Quality Improvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental and Ophthalmics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General Practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and Social Care (e.g. Delayed Discharges)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heart Disease & Stroke	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maternity & Births	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescribing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resources and Costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Secondary Care (e.g. Acute hospital statistics)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance Misuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting Times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workforce	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Using statistics

14. How would you rate the background information and interpretation provided? (Please tick as many as apply.)

	Very good	Good	Neither good nor poor	Poor	Very poor
Cancer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cancer screening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clinical Governance / Quality Improvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental and Ophthalmics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General Practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and Social Care (e.g. Delayed Discharges)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heart Disease & Stroke	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maternity & Births	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescribing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resources and Costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Secondary Care (e.g. Acute hospital statistics)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance Misuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting Times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workforce	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Using statistics

15. How would you rate the timeliness (i.e. how up to date the figures are for your needs)?(Please tick as many as apply.)

	Very good	Good	Neither good nor poor	Poor	Very poor
Cancer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cancer screening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clinical Governance / Quality Improvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental and Ophthalmics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General Practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and Social Care (e.g. Delayed Discharges)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heart Disease & Stroke	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maternity & Births	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescribing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resources and Costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Secondary Care (e.g. Acute hospital statistics)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance Misuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting Times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workforce	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Using statistics

16. How would you rate the frequency of the statistics (i.e. how often they are released)? (Please tick as many as apply.)

	Very good	Good	Neither good nor poor	Poor	Very poor
Cancer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cancer screening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clinical Governance / Quality Improvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental and Ophthalmics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General Practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and Social Care (e.g. Delayed Discharges)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heart Disease & Stroke	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maternity & Births	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescribing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resources and Costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Secondary Care (e.g. Acute hospital statistics)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance Misuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting Times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workforce	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Do you have any further comments about the statistics published by ISD?

Customer service

18. If you have contacted ISD staff in the past year were they responsive to your business needs?

Yes

No

Not always

Have not contacted ISD directly

Any further comments

Customer service

19. Please rate our customer service in the following areas:

	Very good	Good	Neither good nor poor	Poor	Very poor
Professionalism	jñ	jñ	jñ	jñ	jñ
Efficiency	jñ	jñ	jñ	jñ	jñ
Helpfulness	jñ	jñ	jñ	jñ	jñ
Reliability	jñ	jñ	jñ	jñ	jñ

Any further comments

Media Monitoring

ISD operates a media monitoring service which provides a digest of Scottish health news.

* **20. Do you use the ISD Media Monitoring service?**

Yes

No

If no, would you like to register for the service? (please enter your email address below)

Media Monitoring

21. Please rate the media monitoring service.

Very good

Good

Neither good nor poor

Poor

Very poor

22. The Media monitoring service uses The Scotsman, The Herald, Evening News, Evening Times, Press and Journal, Daily Record, BBC News, STV News, Caledonian Mercury, The Courier and The Sunday Times as sources. Should any other titles be added?

Yes

No

If Yes (please specify)

23. We aim to include a maximum of ten news stories in each update. Is this?

Too many

About right

Too few

No opinion

24. We send out our updates twice a day, by 10:30am and 4.00pm. Are you happy with these timings?

Yes

No

If no please state suitable times

25. We presently use email to send out each update, and publish each story on the SHOW website. The website also offers an RSS feed. Would you like updates to be delivered in some other way (e.g. Twitter)

jn Yes

jn No

If yes please state

26. Do you have any other comments about ISD's Media Monitoring Service?

ISD Customer Newsletter

* 27. Do you receive a copy of the monthly Customer Newsletter by email?

Yes

No

28. What is your level of interest in the ISD Customer Newsletter?

- Read all
- Read some
- Skim
- Don't read

Other comments

29. Please rate the ISD Customer Newsletter on the following aspects:

	Very good	Good	Neither good nor poor	Poor	Very poor
Content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Design and layout	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30. Are there any topics that you would like to see covered in more detail in the ISD Customer Newsletter?

Please specify below:

Any other comments?

31. Do you have any other comments on ISD?

	5
	6

Finish Survey

Thank you for taking the time to complete this survey. If you have any queries or would like to discuss any aspect of ISD business please contact w.dunn@nhs.net