



Version 1.7 (PHASE 3) Questionnaire Processing Instructions 03/10/14

Completing these instructions and the questionnaire log ensures that:

A: Questionnaires are only sent to appropriate patients, and patients that have declined, moved, deceased or deemed unsuitable do not receive one.

B: Only your practice staff see identifiable patient information until a patient has consented to take part.

C: The research team can link anonymised questionnaire data to anonymised routine (SAIL) data **without** identifying individuals.

D: Invoices can be processed rapidly (all steps need to be completed correctly)

1. Read through these instructions before starting and have the PHASE 3 questionnaire log to hand (should be stored in PRISMATIC site file Section 2b).

Ensure you are using the PHASE 3 form

Study No – match with the study no on the PRISMATIC patient sample page

PRISMATIC questionnaire log PHASE 3 Distribution							Practice Name: _____	Form Completed by (initials) _ _ _				2B
<i>use label or write in</i>												
Study No.	NHS Number	Forename	Surname	M/F	Deceased/moved	Excluded by GP	Questionnaire Date sent DD/MM/YY	Returned (tick)	Reminder Date sent DD/MM/YY	Reminder Returned (tick)	Patient Refusal (tick as appropriate)	Did not reply
					Deceased <input type="checkbox"/>	Reason (tick - see site pack instructions) 1 2 3 4	---/---/---	<input type="checkbox"/>	---/---/---	<input type="checkbox"/>	In surgery <input type="checkbox"/>	<input type="checkbox"/>
					Moved <input type="checkbox"/>	Other (write in) _____	---/---/---	<input type="checkbox"/>	---/---/---	<input type="checkbox"/>	Advised by Uni <input type="checkbox"/>	<input type="checkbox"/>
					Deceased <input type="checkbox"/>	Reason (tick - see site pack instructions) 1 2 3 4	---/---/---	<input type="checkbox"/>	---/---/---	<input type="checkbox"/>	In surgery <input type="checkbox"/>	<input type="checkbox"/>
					Moved <input type="checkbox"/>	Other (write in) _____	---/---/---	<input type="checkbox"/>	---/---/---	<input type="checkbox"/>	Advised by Uni <input type="checkbox"/>	<input type="checkbox"/>
W98619_1010												

2. Registered Prism user prints the PRISMATIC patient sample pages
 - a. log into Prism (WRPS) from an NHS network machine at <https://prism.wales.nhs.uk/default.aspx>
 - b. On login you should find the PRISMATIC patient sample page: 70 patients randomly identified from your practice list
 - c. Print two copies of this patient list (i.e. press Ctrl P, or select File, Print in Internet Explorer). **Confirm printing** to prismatic@swansea.ac.uk.
3. Place one copy of the patient list in site file Section 11, in the appropriate plastic wallet (18 month = PHASE 3) so there is a spare
4. Using the second copy of the list. Use the details on the patient list (e.g. NHS number) to check your practice system for recent deceased/movers so that they can be excluded from the questionnaire distribution. Tick or cross on

the questionnaire log, **next to the corresponding Study No (number)** any that are deceased or have moved (or transferred out).

5. [must be done by a GP] Questionnaire Suitability Screening - Check appropriateness of each individual to receive questionnaire (use instructions below). If the patient needs to be excluded from receiving a questionnaire tick the appropriate exclusion box on the log using the categories below or note the reason for exclusion under 'other'.

Excluded (reason)	
Deceased	<input checked="" type="checkbox"/>
Moved	<input type="checkbox"/>
Other (write in below)	

Questionnaire Suitability Screening Advice for GPs

GPs from participating practices should assess the suitability of patients to receive the PRISMATIC questionnaire. Most patients should receive a questionnaire and even those patients who lack capacity to complete the questionnaire themselves should not necessarily be omitted – they may have a family member able to help. Patients who lack both capacity and accessible support to complete the questionnaires should be excluded. This is likely to include some palliative care patients / nursing home residents. There may be other reasons why you feel it would be inappropriate to send a questionnaire to a particular patient – i.e. a recent bereavement in the household, an ongoing complaint, or you feel it may cause the recipient any distress. Use your judgement to decide if anyone should be excluded, recording the reason for each exclusion on the questionnaire log.

Exclusion categories:

- | | |
|-------------------------|--|
| 1 | Palliative/nursing home and unsuitable to receive questionnaire |
| 2 | Lack capacity/support |
| 3 | Recent Bereavement in household |
| 4 | Complaint |
| Other reason (write in) | |

6. [must be done by GP] Complete screening section of Practice *Delegation* Log – Section 2a in the site pack
7. Put aside the questionnaire packs that match the Study No's of those that have been excluded from the study (for later collection by study team).
8. Double check that the remaining questionnaire packs have the appropriate Study No's by cross referencing the log with the addresses on the packs.
9. Print patient labels for each remaining patient. 1 tube label with name and NHS number to affix to the questionnaire log (you may have to note gender manually) and 1 address label to affix to the appropriate envelope. NB if your practice does not have a patient label system, then write the details on to the form (NHS number, forename, surname, gender).
10. Affix the label with the name and NHS number to the questionnaire log, **next to the appropriate Study No**. Double check this is correct.

Excluded by GP	
Reason (tick - see site pack instructions)	
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
Other (write in)	

11. Affix the address label to the corresponding questionnaire pack (envelope) by **matching up the Study Nos.** These must match to allow anonymous linking of questionnaire responses with routine data.
12. Post to the approved patients and record the date sent for each patient on the questionnaire log.
13. EMAIL prismatic@swansea.ac.uk to confirm distribution and provide a list of study numbers that were excluded (just the number not the reason) so that the administration team do not make reminder packs for these people.
14. Make sure the completed questionnaire log is back in site pack (section 2b)
15. Complete Practice *Delegation Log* – Section 2a to confirm who administered the questionnaires (important for audit purposes).
16. Await details from the study team of who has returned questionnaires – to inform the reminder process.

IMPORTANT: If a patient approaches a practice staff member to request not to be included in the study, record this information on the log, by ticking the patient refusal 'in surgery' box. We recommend making all staff members aware of the questionnaires to ensure that patient requests are adhered to.

REMINDERS (they double response rates!)

After 2-3 weeks the study team will provide reminder questionnaire packs and details of who has returned or been excluded.

1. Update the questionnaire log by ticking returned boxes as appropriate
2. The study team will also supply Study Numbers of patients that have contacted the research team requesting not to take part. Record these on the log by ticking the patient refusal box (advised by uni) for the relevant Study Number.

Questionnaire Date sent DD/MM/YY	Returned (tick)	Reminder Date sent DD/MM/YY	Reminder Returned (tick)	Patient Refusal (tick as appropriate)
___/___/___	<input type="checkbox"/>		<input type="checkbox"/>	In surgery <input type="checkbox"/>
				Advised by Uni <input type="checkbox"/>

3. Put aside the packs of those that have returned questionnaires or declined to take part – so that they are not sent a 2nd copy.
4. Print address labels for those patients that have not returned their questionnaire and affix to the remaining envelopes – matching the Study Numbers with the log once more.

5. Post these reminder packs and record the reminder date sent for each patient on the questionnaire log.
6. CONFIRM DISTRIBUTION OF REMINDERS - email prismatic@swansea.ac.uk
7. After three weeks the study team will provide a list of Study Numbers of returned questionnaires, refused or did not reply. Update the questionnaire log by ticking the 'returned' box (reminder returned), the refusal box, or the 'did not reply' box against the appropriate Study Numbers.

Returned (tick)	Reminder Date sent DD/MM/YY	Reminder Returned (tick)	Patient Refusal (tick as appropriate)	Did not reply
<input type="checkbox"/>	--/--/--	<input type="checkbox"/>	In surgery <input type="checkbox"/> Advised by Uni <input type="checkbox"/>	<input type="checkbox"/>

8. Check your questionnaire log is complete i.e. that all 70 patients have either been marked as returned, excluded, refused or did not reply and that you have you have initialled each page of the log (top right of page).
9. Photocopy each page of the questionnaire log obscuring the patient information (NHS number, name and gender) using the laminated template in your Site Pack (Section 2c). Photocopy the completed delegation log.
10. Complete PHASE 3 invoice (site pack Section 3).
11. Send the copies of the logs and invoice to the research team using the envelope provided in your Site Pack (Section 11) or send scanned images to prismatic@swansea.ac.uk or fax to 01792 513425.
12. The research team will check your completed questionnaire log and process the payment.



Any queries please contact Mark Kingston on 01792 606844 or Sherry Jenkins on 01792 602346 or prismatic@swansea.ac.uk

Many thanks for your help with this research study which will help support future NHS decisions about risk prediction tools