

# A guide for Staff using



R-Outcomes are unique in being a family of measures that can be used in combination to measure a wide range of things that matter most for patients, carers and staff.

This guide has been designed to support staff who are collecting feedback from carers within their service.

More information can be found at <http://www.r-outcomes.com>

## Introducing R-Outcomes

R-Outcomes is a family of simple, easy to use tools and services to capture and track patient, staff and carer perceptions of their health, wellbeing, confidence and experience.

They have been developed to record what matters most to people – how happy you are and how you feel about your health, your care and your job. These measures can help you improve your service and can ensure that commissioners, regulators and patients are aware of the quality of the service you provide.

These validated research-based tools are:

- **Generic** – apply to all people
- **Short** – quick and easy to use
- **A family** of measures – all work in the same way

## R-Outcomes for Carers

Three measures for carers capture different aspects of their perspective of the service and their role. The measures are:

**R-outcomes**  
**Carers Surveys**

Tool	What does it measure?
Carer howRwe	Carers perception of the service provided including kindness, listening and explaining, promptness and organisation.
Carer Confidence	Carers confidence to do their job, including knowledge, self-management, access to help and involvement in decisions.
Carer Wellbeing	Carer wellbeing including job satisfaction, worthwhileness, happiness and anxiety.

**Example: Carer howRwe**

**Carer Experience**  
How are the health and care services doing?  
Choose one item on each line

	Excellent	Good	Fair	Poor
Treat us kindly	😊	🙂	😐	😞
Listen and explain	😊	🙂	😐	😞
See us promptly	😊	🙂	😐	😞
Well organised	😊	🙂	😐	😞
Services talk to each other	😊	🙂	😐	😞

**These short generic surveys apply across all health and social care, irrespective of condition or type of care.**

## Designing the survey that is best for your service

Key questions we can help you answer:

- Which measures are the right ones for your service?
- What is the best way to collect responses from people?
- Who are the contact points for supporting this in your service and in the R-Outcomes team?

There are several ways to collect responses. The most common methods are:

- Paper questionnaire. You hand them out, help people complete them if required, collect them in and enter them into the computer.
- An internet weblink lets people to give their responses on-line, saving you time.

## Asking people to complete the survey

The key to success is to ask carers to complete them – and you are likely to be one of the most important people doing this.

It is natural that some people will find it easier to ask people to complete the survey than others. Remember that tens of thousands of people have done this already and most people are pleased to be asked their views and to give them.

The following tips are based on feedback from many other members of staff experience from using R-Outcomes PROMs and Carers surveys:

1

### Introduce yourself

Introduce yourself and explain that you would like them to answer a few questions about themselves and what they think

2

### Reassure

Reassure them that this information will only be used to support and improve the care you provide

### Frequently asked questions

3

### Explain

Explain that everyone is being asked these questions, that answering the questions is voluntary and the results will be anonymous. Ask them how many questions as possible. If people do not wish to answer some questions it is OK to leave them blank

4

### Offer help

When should we ask the questions? Ask them if they need help in completing the survey and help them if they need it (e.g. read it to them, record their responses)

Do what seems most natural – however we have found that asking R-Outcomes questions near the start of a session can raise issues that may be clinically relevant.

What do we say if people ask us to explain what a question means? The wording is sometimes deliberately vague. For example 'a little' pain can mean either low intensity or some of the time or both. There are no right or wrong answers. Try to avoid explaining exactly what the questions are asking.

The R-Outcome

Are the questions different on a patient's first visit?

No. Although the main focus of the survey is on the service you provide, on a first visit people will only be able to talk about the service they have had previously.

How much data should we collect?

The more data that is collected the more accurate the picture will be of the service.

s team are here to help and will be in regular contact with the nominated link person in your service. Ask your manager if you're not sure who this is.

**Notes.**

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