

This questionnaire is designed to assess what things your current work environment enables you to do to focus on the human aspects of care.

Please read over the following questions and consider each item in terms of, on average, how often your current work environment enables the following behaviours. Please then circle your answer on the scaled response between 1 – 5, e.g. with 1 being ‘always’ and 5 being ‘never’.

My work environment enables me to	Always, Most of the time, Some of the time, Rarely, Never				
	1	2	3	4	5
1) Attend staff development events	1	2	3	4	5
2) Ask the patient how they assess their own health	1	2	3	4	5
3) Remember small details about patient’s personal stories	1	2	3	4	5
4) Ask patients about their expectations of care and treatment	1	2	3	4	5
5) Make sure patients know your name and role	1	2	3	4	5
6) Give patients the confidence to manage their own conditions	1	2	3	4	5
7) Use non clinical language when talking with patients	1	2	3	4	5
8) Where safety concerns allow, adapt the environment to make it as homely/personal as possible	1	2	3	4	5
9) Use patients preferred name	1	2	3	4	5
10) Ask patients how it is going for them	1	2	3	4	5
11) Where possible offer patients choices about what happens to them next	1	2	3	4	5
12) Show patients you are pleased to see them when they arrive for treatment	1	2	3	4	5
13) Consider how the environment (e.g. noise, images, smells, friendliness) could make patients uncomfortable	1	2	3	4	5
14) Help patients to stay close to their own everyday routines	1	2	3	4	5
15) Ensure that the patient has a means of communication with a named health service provider on discharge	1	2	3	4	5
16) Try to involve significant others as the patient wants	1	2	3	4	5
17) Assure patients that they can always call for advice	1	2	3	4	5
18) Try to find out information that the patient wants on their behalf	1	2	3	4	5
My work environment enables me to	1	2	3	4	5
19) Be prepared to change direction if treatment is not working for the patient	1	2	3	4	5
20) Notice what can support patients to take a role in care and treatment decision making	1	2	3	4	5
21) Consider how the surroundings (e.g. noise, images, smells, friendliness) makes patients feel comfortable	1	2	3	4	5
22) Keep patients informed at regular intervals when they are awaiting results	1	2	3	4	5
23) Provide information about how the service works (meal times etc.)	1	2	3	4	5
24) Remember small details about patient’s personal care preferences	1	2	3	4	5

25) Notice barriers that can get in the way of patients feeling welcome	1	2	3	4	5
26) Consider how patient's future aspirations may be affected by their current treatment.	1	2	3	4	5
27) Show patients and family members the hospital complaints policy	1	2	3	4	5
28) Encourage patients to support each other, wherever possible and when wanted	1	2	3	4	5
29) Actively seek promotion	1	2	3	4	5
30) Give patients the skills to manage their own conditions	1	2	3	4	5
31) Ensure families and friends feel welcome	1	2	3	4	5
32) Understand the everyday consequences of treatments or care plans, which have to be carried out by the patients themselves	1	2	3	4	5
33) Update patients on treatments regularly	1	2	3	4	5
34) Consider how generic treatment pathways fit with the individual patient	1	2	3	4	5
35) Introduce patients to others who share their condition, when wanted	1	2	3	4	5
36) Notice what affects your patient's mood	1	2	3	4	5
37) Encourage other staff to introduce themselves by name and role	1	2	3	4	5
38) Help patients understand the changes that may be happening to them	1	2	3	4	5
39) Seek out how care could be adapted to suit the individual patient's situation	1	2	3	4	5
40) Encourage patients to complete patient satisfaction forms	1	2	3	4	5
41) Consider how the care setting we operate in can be initially unfamiliar to patients	1	2	3	4	5
42) Create a welcoming environment	1	2	3	4	5
	1	2	3	4	5
My work environment enables me to					
43) Notice barriers that can get in the way of families feeling welcome	1	2	3	4	5
44) Seek out flexibility in the system to respond to patients priorities	1	2	3	4	5
45) Offer support to patients moving through a system they are unfamiliar with	1	2	3	4	5
46) Recognise the importance of a regular review of care with the patient	1	2	3	4	5
47) Be able to set clear goals	1	2	3	4	5
48) Be able to support colleagues	1	2	3	4	5
49) Read a professional journal frequently	1	2	3	4	5
50) Show visitors how to use soap dispensers	1	2	3	4	5
51) Have the time to reflect on my own feelings	1	2	3	4	5
52) Consider how the environment (e.g. noise, images, smells, friendliness) could make patient's significant others feel uncomfortable	1	2	3	4	5
53) Show that you want to know about patients fear about their situation	1	2	3	4	5
54) Find ways to help patients stay in touch with important things from their everyday life	1	2	3	4	5

55) Consider the patients feelings about being isolated	1	2	3	4	5
56) Have a sense of a human connection with the patient	1	2	3	4	5
57) Ask patients how they are finding their journey through care	1	2	3	4	5
58) Be aware of the physical impact on me, of giving bad news	1	2	3	4	5
59) Show patients where they can find peaceful spaces	1	2	3	4	5
60) Explain to patients where there is no flexibility in the system and why	1	2	3	4	5
61) Take steps to put patients at ease	1	2	3	4	5
62) Focus on making the patient feel at home	1	2	3	4	5
63) Feel supported by colleagues	1	2	3	4	5
64) Help patients feel comfortable enough to ask questions	1	2	3	4	5
65) Check all equipment is accessible before seeing patients	1	2	3	4	5
66) Notice patients at particular risk of isolation	1	2	3	4	5
67) Support patients to have a say in their care or treatment	1	2	3	4	5
	1	2	3	4	5
My work environment enables me to					
68) Notice what makes the patient feel energised	1	2	3	4	5
69) Make sure patients are treated by a named or consistent member of staff?	1	2	3	4	5
70) Take an interest in what patients tell me about how they like things done	1	2	3	4	5
71) Be aware of the anxiety patients can experience when waiting for results	1	2	3	4	5
72) Regularly check that treatment is going okay from the patient's point of view	1	2	3	4	5
73) Frequently ask patients how they are	1	2	3	4	5
74) Consider the different responses patients can have to the same illness or condition	1	2	3	4	5
75) Provide care that is not only technical/task focused	1	2	3	4	5
76) Appreciate that how a patient sees the severity of their illness or condition may differ from my own	1	2	3	4	5
77) Gain experience treating a variety of cases	1	2	3	4	5
78) As far as possible facilitate contact with important people in the patient's life	1	2	3	4	5
79) Create a sense of calmness (when possible)	1	2	3	4	5
80) Try to see the person behind the illness or condition	1	2	3	4	5
81) Be aware of the personal meaning any bodily (physical) changes for the patient	1	2	3	4	5
82) Give patients time to talk about their emotional response to their illness/condition	1	2	3	4	5
83) Provide patients with information on peer support	1	2	3	4	5
84) Consider how the surroundings (e.g. noise, images, smells, friendliness) makes staff feel comfortable	1	2	3	4	5
85) Keep updated on the latest policies in your field	1	2	3	4	5
86) Understand what prevents patients asking for help/information	1	2	3	4	5
87) Be aware of the physical impact of bad news for the patient	1	2	3	4	5
88) Acknowledge, with each patient, the fear that can come with health conditions	1	2	3	4	5

89) Offer sensitive explanations on what is happening (now and in the future)	1	2	3	4	5
90) Focus on what is of concern to the patient (even if outside or unrelated to treatment)	1	2	3	4	5
91) Notice what makes the patient feel tired	1	2	3	4	5
My work environment enables me to	1	2	3	4	5
92) Show that you want to know 'what it's like' from the patient's perspective	1	2	3	4	5
93) Consider the emotional aspects of the patient's treatment or condition	1	2	3	4	5
94) Understand what prevents staff asking for help/information	1	2	3	4	5
95) Discuss each patient as a person (not just health condition or case) when sharing information with other health professionals	1	2	3	4	5
96) Notice how staff behaviours could create embarrassment, shame or vulnerability, during treatment	1	2	3	4	5
97) Update your training regularly	1	2	3	4	5
98) Be organised when booking annual leave	1	2	3	4	5
99) Consider how the surroundings (e.g. noise, images, smells, friendliness) makes families or significant others feel comfortable	1	2	3	4	5
100) Where possible, to help patients to have some meaningful possessions close at hand	1	2	3	4	5
101) Repeat information about what is happening to patients regularly	1	2	3	4	5
102) Care about the wellbeing of my colleagues	1	2	3	4	5
103) Build trusting relationships with patients and their significant others	1	2	3	4	5
104) Check that patients are comfortable	1	2	3	4	5
105) Encourage patients to ask what is happening and why	1	2	3	4	5
106) Think of the patient as a person and more than just a body	1	2	3	4	5
107) Make space to listen to the patients worries, even if they can not be resolved	1	2	3	4	5
108) Notice what makes the patient feel relaxed	1	2	3	4	5
109) Be aware of hospital dignity/health and safety/cleanliness (i.e. any type of policy) policy	1	2	3	4	5

Thank you for your time completing this questionnaire