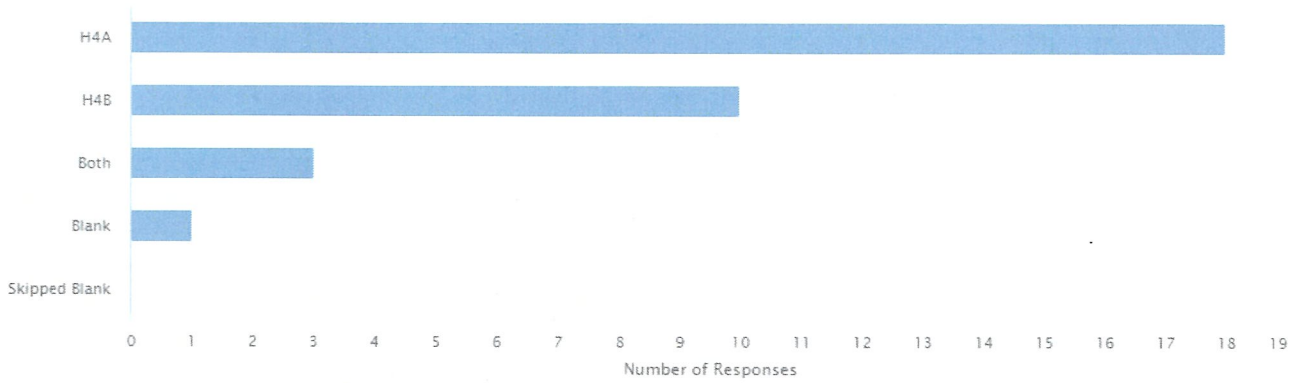


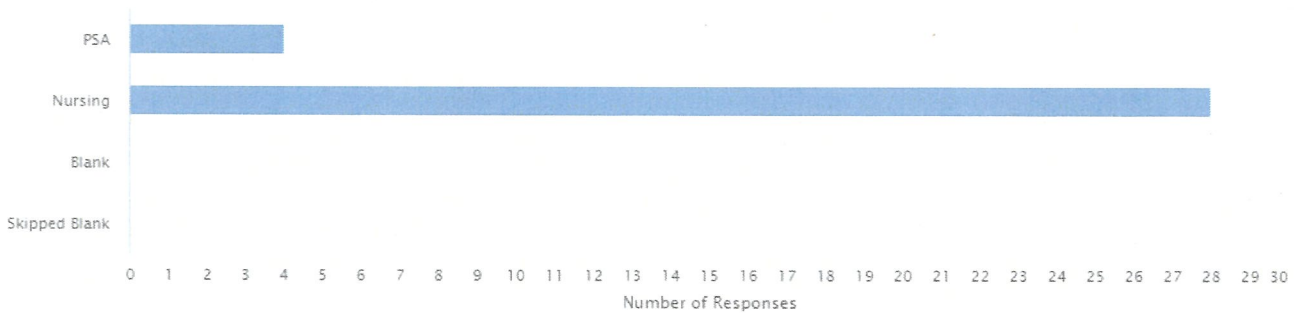
## Survey Report - 4A\_and\_4B\_CARPs\_Model\_Jan\_2024

### 1. Which department do you work in?



| # | Answer       | Frequency | Total %     | Valid %     |
|---|--------------|-----------|-------------|-------------|
| 1 | H4A          | 18        | 56.3%       | 58.1%       |
| 2 | H4B          | 10        | 31.3%       | 32.3%       |
| 3 | Both         | 3         | 9.4%        | 9.7%        |
|   | No Answer    | 1         | 3.1%        |             |
|   | <b>Total</b> | <b>32</b> | <b>100%</b> | <b>100%</b> |

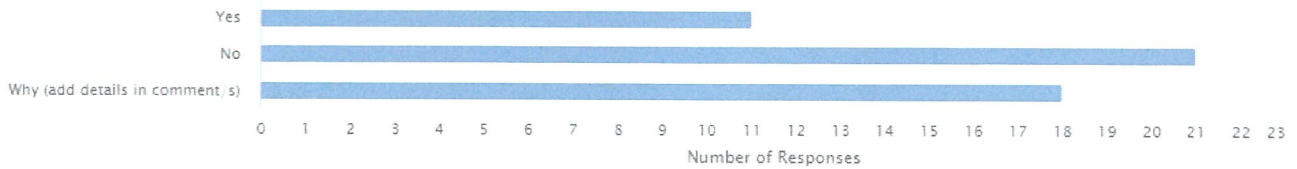
### 2. What is your role?



| # | Answer       | Frequency | Total %     | Valid %     |
|---|--------------|-----------|-------------|-------------|
| 1 | PSA          | 4         | 12.5%       | 12.5%       |
| 2 | Nursing      | 28        | 87.5%       | 87.5%       |
|   | No Answer    | 0         | 0.0%        |             |
|   | <b>Total</b> | <b>32</b> | <b>100%</b> | <b>100%</b> |

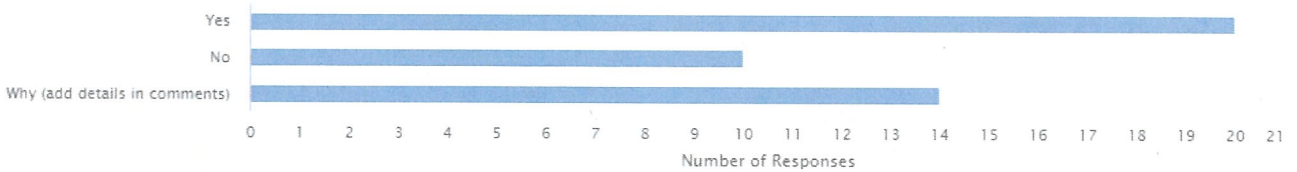
Survey Report - 4A\_and\_4B\_CARPs\_Model\_Jan\_2024

**3. In the ward would you prefer to work with the CARPs system?**



| # | Answer                         | Frequency | Total % |
|---|--------------------------------|-----------|---------|
| 1 | Yes                            | 11        | 34.4%   |
| 2 | No                             | 21        | 65.6%   |
| 3 | Why (add details in comment/s) | 18        | 56.3%   |

**4. In the ward do you prefer to work without the CARPs system?**



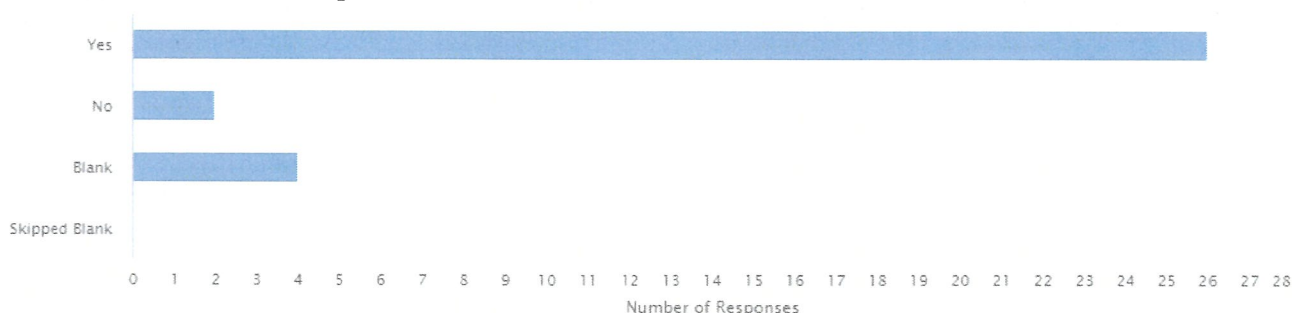
| # | Answer                        | Frequency | Total % |
|---|-------------------------------|-----------|---------|
| 1 | Yes                           | 20        | 62.5%   |
| 2 | No                            | 10        | 31.3%   |
| 3 | Why (add details in comments) | 14        | 43.8%   |

**5. Please rank the following questions with 5 =totally agree 3 =somewhat agree 0 =totally disagree.**

## Survey Report - 4A\_and\_4B\_CARPs\_Model\_Jan\_2024

|   | 5                                  | 4                                 | 3                                 | 2                                | 1                                | 0                                  | Total               |
|---|------------------------------------|-----------------------------------|-----------------------------------|----------------------------------|----------------------------------|------------------------------------|---------------------|
| I am clear about the role/scope of the Patient Services Assistant without CARPs.      | 23/32<br>Row%:71.9%<br>Col%: 24.2% | 5/32<br>Row%:15.6%<br>Col%: 18.5% | 2/32<br>Row%:6.3%<br>Col%: 8.3%   | 1/32<br>Row%:3.1%<br>Col%: 16.7% | 1/32<br>Row%:3.1%<br>Col%: 16.7% | 0/32<br>Row%:0.0%<br>Col%: 0.0%    | 32<br>Total%: 17.1% |
| From your point of view, working without CARPs on the ward has improved patient care. | 19/32<br>Row%:59.4%<br>Col%: 20.0% | 4/32<br>Row%:12.5%<br>Col%: 14.8% | 6/32<br>Row%:18.8%<br>Col%: 25.0% | 0/32<br>Row%:0.0%<br>Col%: 0.0%  | 1/32<br>Row%:3.1%<br>Col%: 16.7% | 2/32<br>Row%:6.3%<br>Col%: 6.9%    | 32<br>Total%: 17.1% |
| Working without CARPs has INCREASED my workload.                                      | 5/32<br>Row%:16.1%<br>Col%: 5.3%   | 3/32<br>Row%:9.7%<br>Col%: 11.1%  | 4/32<br>Row%:12.9%<br>Col%: 16.7% | 2/32<br>Row%:6.5%<br>Col%: 33.3% | 0/32<br>Row%:0.0%<br>Col%: 0.0%  | 17/32<br>Row%:54.8%<br>Col%: 58.6% | 31<br>Total%: 16.6% |
| Working without CARPs has DECREASED my workload.                                      | 7/32<br>Row%:25.0%<br>Col%: 7.4%   | 3/32<br>Row%:10.7%<br>Col%: 11.1% | 7/32<br>Row%:25.0%<br>Col%: 29.2% | 1/32<br>Row%:3.6%<br>Col%: 16.7% | 2/32<br>Row%:7.1%<br>Col%: 33.3% | 8/32<br>Row%:28.6%<br>Col%: 27.6%  | 28<br>Total%: 15.0% |
| Patient Support Assistants have integrated well into the ward team.                   | 23/32<br>Row%:71.9%<br>Col%: 24.2% | 5/32<br>Row%:15.6%<br>Col%: 18.5% | 3/32<br>Row%:9.4%<br>Col%: 12.5%  | 0/32<br>Row%:0.0%<br>Col%: 0.0%  | 1/32<br>Row%:3.1%<br>Col%: 16.7% | 0/32<br>Row%:0.0%<br>Col%: 0.0%    | 32<br>Total%: 17.1% |
| I have found the change to be beneficial.   | 18/32<br>Row%:56.3%<br>Col%: 18.9% | 7/32<br>Row%:21.9%<br>Col%: 25.9% | 2/32<br>Row%:6.3%<br>Col%: 8.3%   | 2/32<br>Row%:6.3%<br>Col%: 33.3% | 1/32<br>Row%:3.1%<br>Col%: 16.7% | 2/32<br>Row%:6.3%<br>Col%: 6.9%    | 32<br>Total%: 17.1% |
| <b>Total</b>  | <b>95</b><br>Total%: 50.8%         | <b>27</b><br>Total%: 14.4%        | <b>24</b><br>Total%: 12.8%        | <b>6</b><br>Total%: 3.2%         | <b>6</b><br>Total%: 3.2%         | <b>29</b><br>Total%: 15.5%         | <b>187</b><br>100%  |

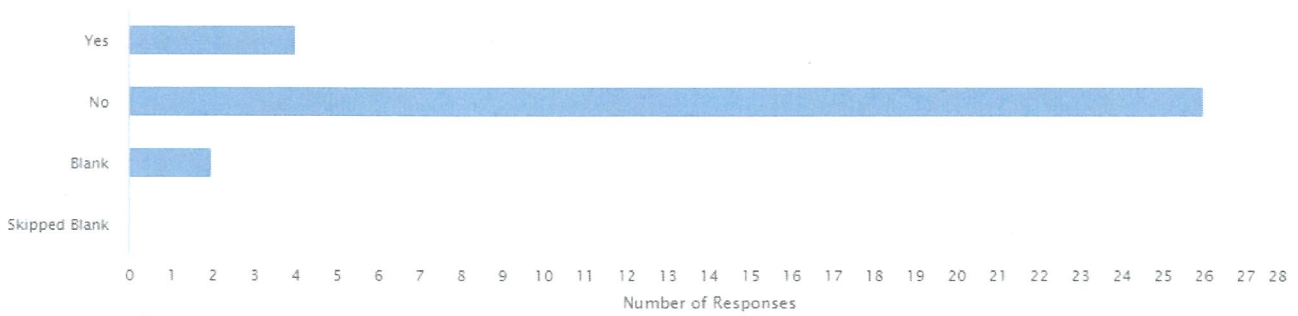
### 6. In H4A and H4B the PSA shifts changed to provide a morning and afternoon shift available in each ward. Has this been an improvement?



| # | Answer       | Frequency | Total %     | Valid %     |
|---|--------------|-----------|-------------|-------------|
| 1 | Yes          | 26        | 81.3%       | 92.9%       |
| 2 | No           | 2         | 6.3%        | 7.1%        |
|   | No Answer    | 4         | 12.5%       |             |
|   | <b>Total</b> | <b>32</b> | <b>100%</b> | <b>100%</b> |

### 7. Would you prefer the PSA shifts to return to pre-project shift times? Three PSAs across H4A and H4B and one PSA for the afternoon shift covering both wards.

## Survey Report - 4A\_and\_4B\_CARPs\_Model\_Jan\_2024



| # | Answer       | Frequency | Total %     | Valid %     |
|---|--------------|-----------|-------------|-------------|
| 1 | Yes          | 4         | 12.5%       | 13.3%       |
| 2 | No           | 26        | 81.3%       | 86.7%       |
|   | No Answer    | 2         | 6.3%        |             |
|   | <b>Total</b> | <b>32</b> | <b>100%</b> | <b>100%</b> |

### 8. Do you have any further comments on the change regarding the use of of CARPs?

pilot(6)  
more(6) psa(8) as(8) ward(7) for(8)
carps(15)
care(5)  
it(9) on(10)

#### Most Recent Answers (max. 10)

- No - loving it actually.
- I have much preferred working without CARPs. Best way to put it would be we have too many chiefs not enough Indians. It makes it hard to ask for ...
- A great new system.
- Reverting back to the way it used to be pre-CARPs.
- No.
- Or introduce a call system so we can call PSA and he can come to help.
- Unclear instructions on when to use CARPs.
- -CARPS phone to ring ward PSA-better introduction / name on who working-more PSA ? another to stock / organise
- CARPs should be wiped for good. The old PSA system always worked well. We need the same PSAs on the ward and not swapping staff out daily.
- I would welcome a permanent PSA to all wards. CARPs was never as good.