

# National Guardian Freedom to Speak Up

## National Guardian's Office - Case Review Pilot Evaluation Survey

### \* 1. Has your case review referral been...

- Accepted
- Rejected

### 2. How did you hear about the case review process? Please tick all of the boxes that apply.

- From NGO website
- From consultation engagement events on the case review pilot by the NGO
- From regulatory bodies (for e.g., NHS Improvement or the Care Quality Commission) (please specify in the comment box below)
- From social media
- From local press
- From trade press
- From a Freedom to Speak Up Guardian
- Other (please specify)

### 3. The NGO provides a range of information to explain the purpose of case reviews and the case review process. Please indicate which of the following documents you are aware of. Please tick all of the boxes that apply.

- Case review summary
- Case review frequently answered questions
- Case review referral guidance
- Case review referral form

#### 4. How helpful did you find these sources of information?

- Very helpful
- Helpful
- Not so helpful
- Not at all helpful

#### 5. What other information might help referrers with the referral process?

#### 6. Why did you make your referral? Please tick all of the boxes that apply.

- To identify learning so that speaking up may be handled differently in the future
- For intervention from the NGO to support your case
- Other (please specify)

#### 7. How would you describe the process of making a case review referral?

- The process was very simple
- The process was quite simple
- The process was neither simple nor difficult
- The process was quite difficult
- The process was very difficult

Please give further information to explain your response.

8. How would you describe the speed with which we acknowledged your referral?

- My referral was acknowledged very quickly
- My referral was acknowledged quickly
- My referral was acknowledged neither quickly nor slowly
- My referral was acknowledged slowly
- My referral was acknowledged very slowly

Please give further information to explain your response.

9. How would you describe the speed with which a decision was made to accept or reject your referral?

- The decision was made very quickly
- The decision was made quickly
- The decision was made neither quickly nor slowly
- The decision was made slowly
- The decision was made very slowly

Please give further information to explain your response.

10. What was your experience of being kept up-to-date with the progress of your referral?

- I was given too many updates on progress
- I was kept sufficiently up-to-date with progress
- I would have preferred more regular updates
- I wasn't updated at all

Please give further information to explain your response.

11. How would you describe the NGO's explanation of its decision to accept or reject your case?

- Very clear
- Quite clear
- Quite unclear
- Very unclear

Please give further information to explain your response.

12. Did you feel that the NGO properly protected your confidentiality?

- Yes
- No

Please give further information to explain your response.

13. Do you have any other comments?