



An Roinn Sláinte  
Department of Health

# **National Review of Specialist Cardiac Services (NRSCS)**

## **Public Consultation Questionnaire**

## **Introduction**

The Minister for Health, Simon Harris TD, established the National Review of Specialist Cardiac Services late 2017 under the independent chairmanship of Professor Philip Nolan of Maynooth University. A Steering Group of key stakeholders, including patient representatives met for the first time at the end of January 2018 and agreed a programme of work for the National Review. This public consultation is an important element of the National Review and will be a key influence in regard to what is recommended as a blueprint for future services. This National Review is being supported by the Clinical Effectiveness Unit of the National Patient Safety Office located in the Department of Health, which provides patient safety policy leadership. Patient safety is at the core of our health service and is a key priority for the Department of Health (see further detail on the work of the National Patient Safety Office (NPSO) at <http://health.gov.ie/national-patient-safety-office/>).

## **Aim and Scope of the National Review**

The aim of the National Review of Specialist Cardiac Services is to achieve optimal patient outcomes at population level with particular emphasis on the safety, quality and sustainability of the services that patients receive by establishing the need for an optimal configuration of a national adult cardiac service. The scope of the National Review is broad and national. It will examine services for adults that address elective, urgent and emergency need for hospital-based diagnosis and treatment of cardiac disease, including diagnostic and interventional cardiac procedures and the associated interdependent services. Patient outcomes, patient safety and ensuring public confidence in cardiac services are central to the Review and as such this public consultation is an essential element of the Review

## **Specialist Cardiac Services**

Specialist Cardiac Services mainly refers to the treatment of patients with heart attacks, heart failure and abnormal heart rhythms, but also covers a range of other conditions (e.g. adult congenital heart disease) and includes the full range of diagnostic, treatment, rehabilitation and prevention services related to heart disease. For the purposes of the National Review, the focus is on adult specialist cardiac services.

## **Your Opinion Matters**

This public consultation takes the form of an online survey that you may answer as an individual or on behalf of an organisation. Please note that if you are responding on behalf of an organisation, the response should be signed off at the appropriate management level. If you are responding as an individual, with your permission and in the interest of transparency, your name will be published as a contributor to the consultation.

In addition, all submissions received by the Department are subject to the Freedom of Information (FOI) Act, 2014 and may be released in response to an FOI request. The Department publishes the text of FOI requests on FOI disclosure logs on the Department's website.

## **Completing the Questionnaire**

A number of questions within the questionnaire are compulsory. These compulsory questions are those which offer you a choice of options or which ask you to confirm that you understand certain statements. Other questions will ask you for your opinions or experiences in your own words - we call this free text. The free text answers are not compulsory which means you can skip them if you

desire. When answering in free text, you need to write as concisely as possible as there are word limits on the amount of text that is available. These word limits have been put in place to allow for the thorough consideration of all responses. If you are completing the consultation online, please press submit when you have finished answering the questions.

For those who wish to respond as Gaelige, you are required to download the Irish PDF version, complete it and return by post by **1 p.m. on Friday 17<sup>th</sup> August** to:

**National Review of Clinical Services  
11th Floor Hawkins House  
Hawkins Street  
Dublin, D02 VW90**

You can also download an English language PDF version and return by post to the same address if you desire. Please note that a submission will be considered obsolete and not included in the analysis if it contains offensive language or abusive comments about identified individuals.

**Closing date**

The public consultation is open until **1 p.m. on Friday 17<sup>th</sup> August**. Once closed, the facility to submit will not be available.

## Section 1 – Respondent Information (to be completed by all)

**Q1** The information shared by you in this consultation will be used solely for the purposes of policy development and handled in accordance with data protection legislation. An analysis of submissions received as part of the public consultation may be published online, to include a list of organisations and representative bodies that responded. Comments submitted by individuals may be used in the final consultation report but these will be anonymised. All personal data is securely stored and subject to data protection laws and policies. For more information, see <http://health.gov.ie/data-protection/>. Please tick below to confirm you understand.

I understand the above statement

**Q2** Are you making this submission:

as an individual?

on behalf of a group/organisation? *(if selected, please go straight to Q7)*

**Q3** Please provide your full name below:

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**Q4** Do you consent to having your name published as a contributor in the National Review of Specialist Cardiac Services? If not, your name will not be published but your answers will be included in the analysis.

Yes

No

**Q5** Are you making this individual submission based on your:

personal experience (i.e. you or a close family member - mother/father/brother/sister/adult son or adult daughter) of specialised cardiac services?

*(if selected, please go straight to Q11)*

experience as a healthcare professional/worker?

other (please specify below) \_\_\_\_\_

**Q6** If you are a healthcare professional/worker, please tick the job title which best describes your current role:

- Nurse, specialising in cardiology or an element of cardiology
- Nurse, not specialising in cardiology
- Doctor, specialising in cardiology or an element of cardiology
- Doctor, not specialising in cardiology
- Cardiac physiologist
- Dietician, specialising in cardiology
- Dietician, not specialising in cardiology
- Physiotherapist, specialising in cardiology
- Physiotherapist, not specialising in cardiology
- Pharmacist, specialising in cardiology
- Pharmacist, not specialising in cardiology
- Occupational Therapist
- Psychologist
- Midwife
- Other (please specify)\_\_\_\_\_

***Please go straight to Q19 if you have completed this question***

**Q7** Please tick the term which best describes your group/organisation:

- Service User/Patient Representative Body
- Specialised Cardiac Services Provider (e.g. Hospital, Private Clinic etc.)
- Healthcare Professional/Worker Representative Organisation
- Academic Institution
- Charity
- Other (please specify) \_\_\_\_\_

**Q8** The names of all groups/organisations that make a submission to this consultation process will be published. You will be asked for the name of your group/organisation in the next question. Please tick below to continue.

- I understand that the name of the organisation I provide in response to the following question will be published as part of the National Review of Specialised Cardiac Services

**Q9** Please provide the name of your group/organisation

\_\_\_\_\_

**Q10** Please provide your full name below (*then go straight to Q19*)

*Please note that only the name of the group/organisation will be published. Your name will not be published and will simply be used for reference purposes by the Department of Health in the event that we need to follow-up with your group/organisation.*

\_\_\_\_\_

## Section 2 – Personal Experience

**Q11** Please tick the county in which you (or your close family member) lived at the time of receiving specialised cardiac care.

- |                                |                                 |
|--------------------------------|---------------------------------|
| <input type="radio"/> Carlow   | <input type="radio"/> Longford  |
| <input type="radio"/> Cavan    | <input type="radio"/> Louth     |
| <input type="radio"/> Clare    | <input type="radio"/> Mayo      |
| <input type="radio"/> Cork     | <input type="radio"/> Meath     |
| <input type="radio"/> Donegal  | <input type="radio"/> Monaghan  |
| <input type="radio"/> Dublin   | <input type="radio"/> Offaly    |
| <input type="radio"/> Galway   | <input type="radio"/> Roscommon |
| <input type="radio"/> Kerry    | <input type="radio"/> Sligo     |
| <input type="radio"/> Kildare  | <input type="radio"/> Tipperary |
| <input type="radio"/> Kilkenny | <input type="radio"/> Waterford |
| <input type="radio"/> Laois    | <input type="radio"/> Westmeath |
| <input type="radio"/> Leitrim  | <input type="radio"/> Wexford   |
| <input type="radio"/> Limerick |                                 |
| <input type="radio"/> Wicklow  |                                 |

**Q12** What type of specialised cardiology service did you (or your close family member) use and where was it delivered?

*Please note that you can tick more than one box per service e.g. if you had procedures in both public and private hospitals, please tick both.*

	Public Hospital	Private Hospital or Clinic	Healthcare/Primary Care Centre
Chest Pain Clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Test or Procedure in a Catheterisation Laboratory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Test or Procedure in a Cardiac Theatre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Test or Procedure not in a Catheterisation Laboratory or Cardiac Theatre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treatment on a cardiac inpatient ward	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rehabilitation Programme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cardiology Outpatient Clinics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**Q13** What health professionals/workers did you (or your close family member) interact with when using specialised cardiac services?

*Please note that you can tick more than one box*

- Consultant Cardiologist and their team
- Non-cardiologist consultant doctor and their team
- General practitioner
- Ward nurse
- Clinical nurse specialist or advanced nurse practitioner
- Cardiac Technician
- Dietician
- Physiotherapist
- Occupational Therapist
- Pharmacist
- Psychologist
- Other \_\_\_\_\_

**Q14** When you (or your close family member) had an issue or query relating to your (or their) treatment, were you clear on who you should contact?

- Yes
- No

**Q15** What mode of transport did you (or your close family member) use when accessing specialised cardiac services?

*Please note that you can tick more than one box e.g. if you used an ambulance for both emergency and routine treatment, please tick both.*

	Emergency Treatment	Routine Treatment
Ambulance	<input type="checkbox"/>	<input type="checkbox"/>
Car	<input type="checkbox"/>	<input type="checkbox"/>
Public Transport	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

**Q16** Please indicate your level of agreement/disagreement with the following statements in regard to your preferences (or those of your family member):

	Strongly Disagree	Disagree	Neither Agree or Disagree	Somewhat Agree	Agree
Would prefer to be treated at the local or nearest hospital even if a specialised cardiac team was not available to treat me (them)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Would prefer to have follow-up care with the specialised cardiac team that treated me (them) originally, even if that was in a private hospital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Would prefer to travel beyond the local or nearest hospital so as to be treated in a centre of excellence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Would prefer to travel beyond the local or nearest hospital in order to get diagnosed or receive treatment more promptly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Would prefer more information about what to do once back at home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Would prefer to wait for follow-up care from the specialised cardiac team that treated me (them) rather than attend another healthcare professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q17** If you (or a close family member) have been treated in an Irish **public** hospital/clinic, how would you rate the specialised cardiac care you (or your close family member) received under the following headings?

	Very Good	Good	Acceptable	Poor	Very Poor
Quality of care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information on services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Choice of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opening hours for services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waiting times for services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Proximity/travel time between your home and the services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information on self-care e.g. diet, exercise, medication etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education on what to do in a cardiac emergency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q18** If you (or a close family member) have been treated in an Irish **private** hospital/clinic, how would you rate the specialised cardiac care you (or your close family member) received under the following headings?

	Very Good	Good	Acceptable	Poor	Very Poor
Quality of care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information on services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Choice of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opening hours for services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waiting times for services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Proximity/travel time between your home and the services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information on self-care e.g. diet, exercise, medication etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education on what to do in a cardiac emergency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Section 3 – Opinions on the future

**Q19** Before answering this question, please take note of the following definitions:

**Patient safety** – Preventing errors associated with healthcare and where possible reducing the effect of errors that have occurred.

**Efficient use of resources** - Ensuring patient requirements are met while also seeking to eliminate waste and reduce spending if possible.

**Patient Experience** - The quality of care and treatment, interaction with staff, provision of information, ward environment, admission/discharge from hospital etc.

**Clinical effectiveness** - Promoting healthcare that is up-to-date, effective and consistent by integrating best evidence into the provision and process of service delivery.

**Proximity/travel times** - Minimising the distance that an individual would have to travel in order to access services.

**Opening hours** – Increasing flexibility in regard to the hours in which a patient can access services.

**Choice of services** - Increasing choice in regard to how and where a patient can access services.

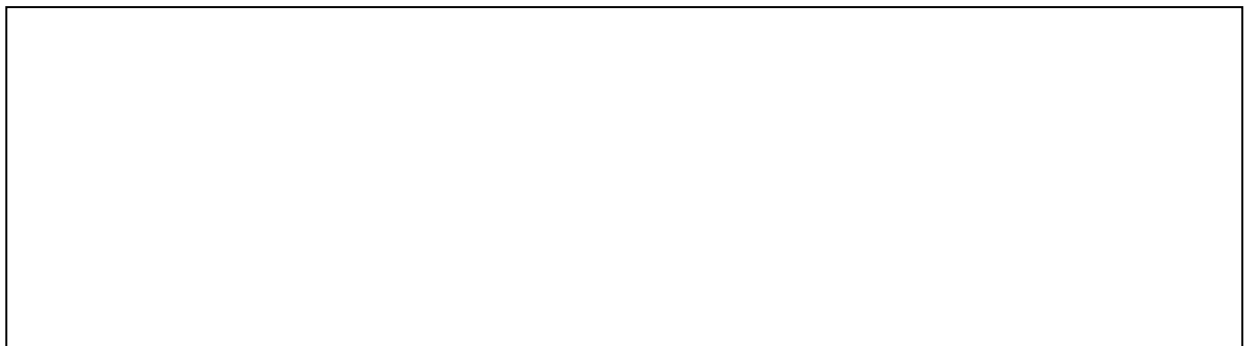
In regard to the planning or redesigning of specialist cardiac services, please rank the following terms from 1 to 7 in the order of importance that you would attach to them (1 is most important, 7 is least important):

- \_\_\_\_\_ Patient safety
- \_\_\_\_\_ Efficient use of resources
- \_\_\_\_\_ Patient experience
- \_\_\_\_\_ Clinical effectiveness
- \_\_\_\_\_ Proximity/travel times
- \_\_\_\_\_ Opening hours
- \_\_\_\_\_ Choice of services

**Q20** Apart from the issues mentioned in the previous question (i.e. patient safety; efficient use of resources; clinical effectiveness; proximity/travel times etc.), what other considerations should be taken into account when planning or redesigning how specialised cardiac services are provided?



**Q21** What is working well in Ireland's specialised cardiac services?



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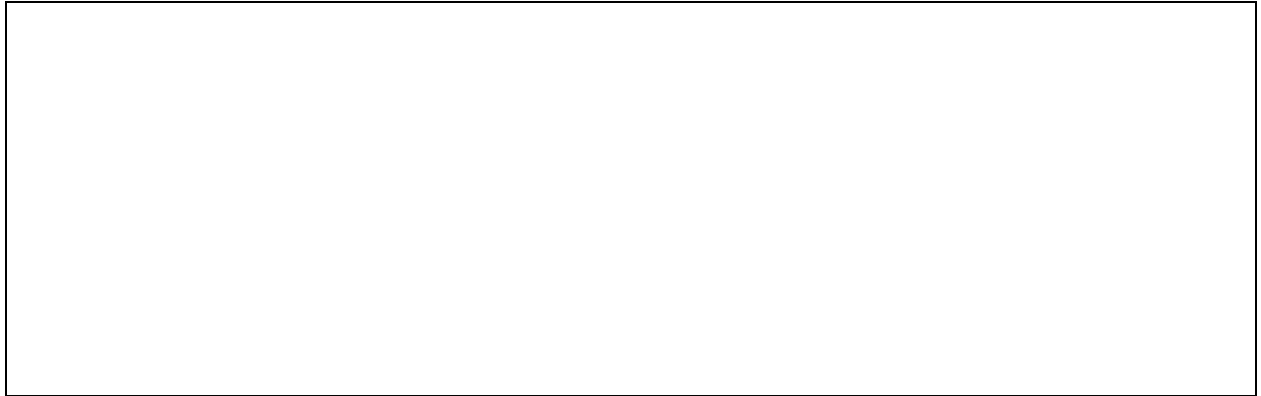
**Q22** What is not working well in Ireland's specialised cardiac services?

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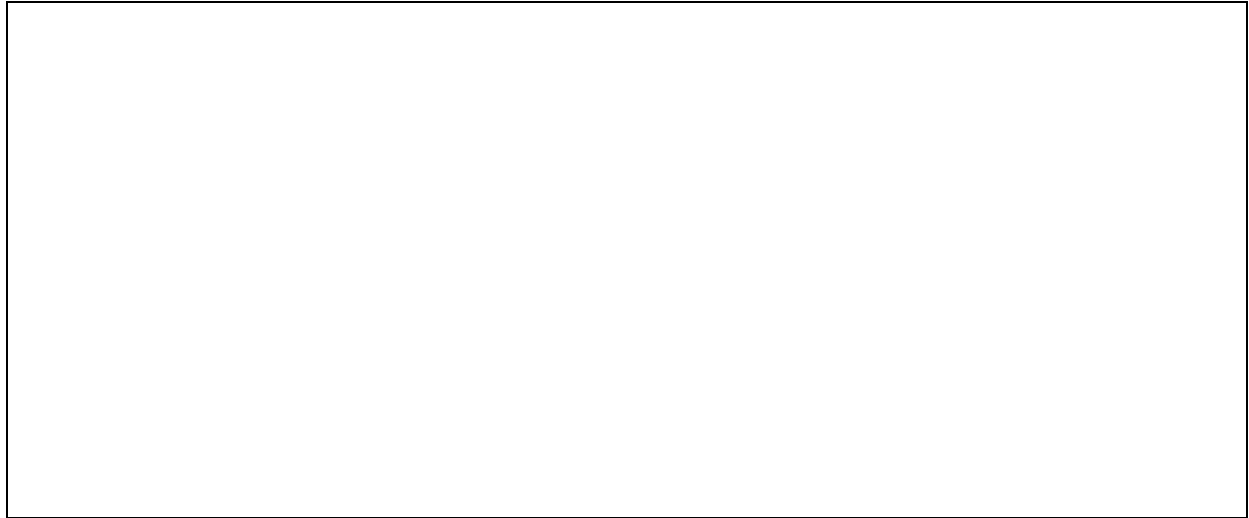
**Q23** What are the most important changes that could be made to improve Ireland's specialised cardiac services?



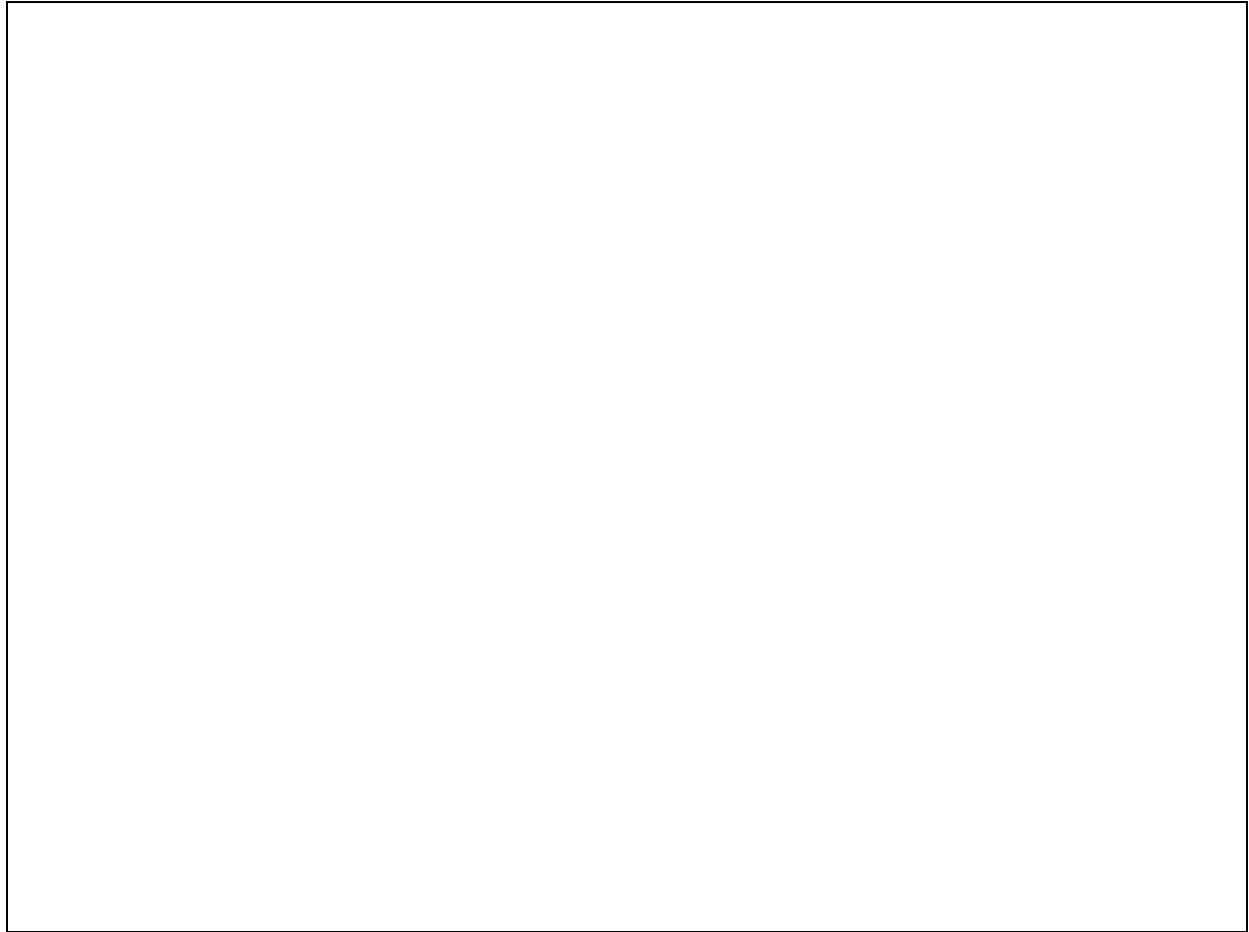
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**Q24** What information and support should be provided to patients and the public to make the most informed decisions on their specialised cardiac care?


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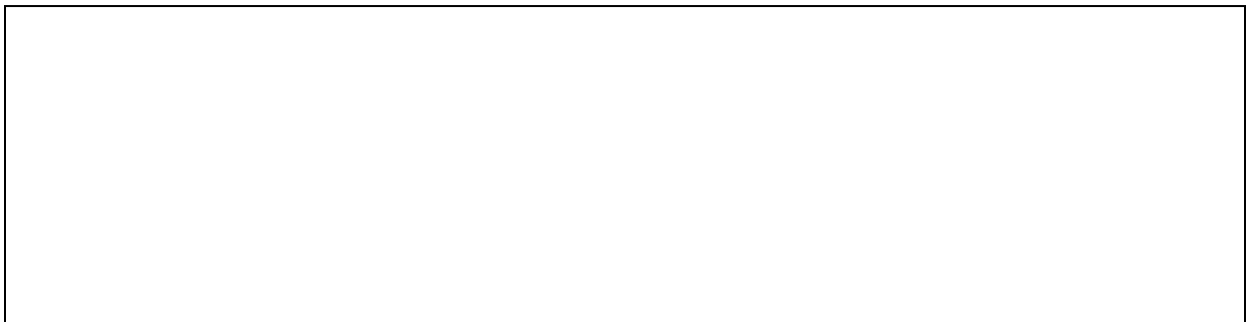
**Q25** What measures can be undertaken to enhance safety within specialised cardiac services?

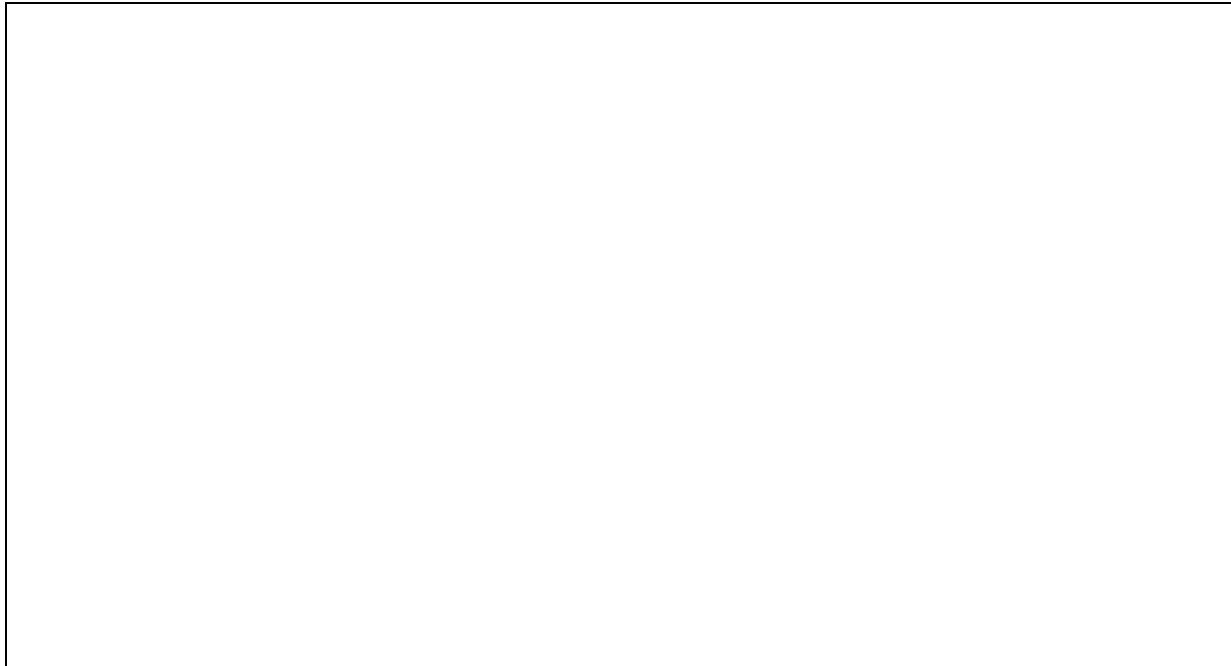


**Q26** How can we ensure that specialised cardiac care is centred on the needs of the population and the patient?

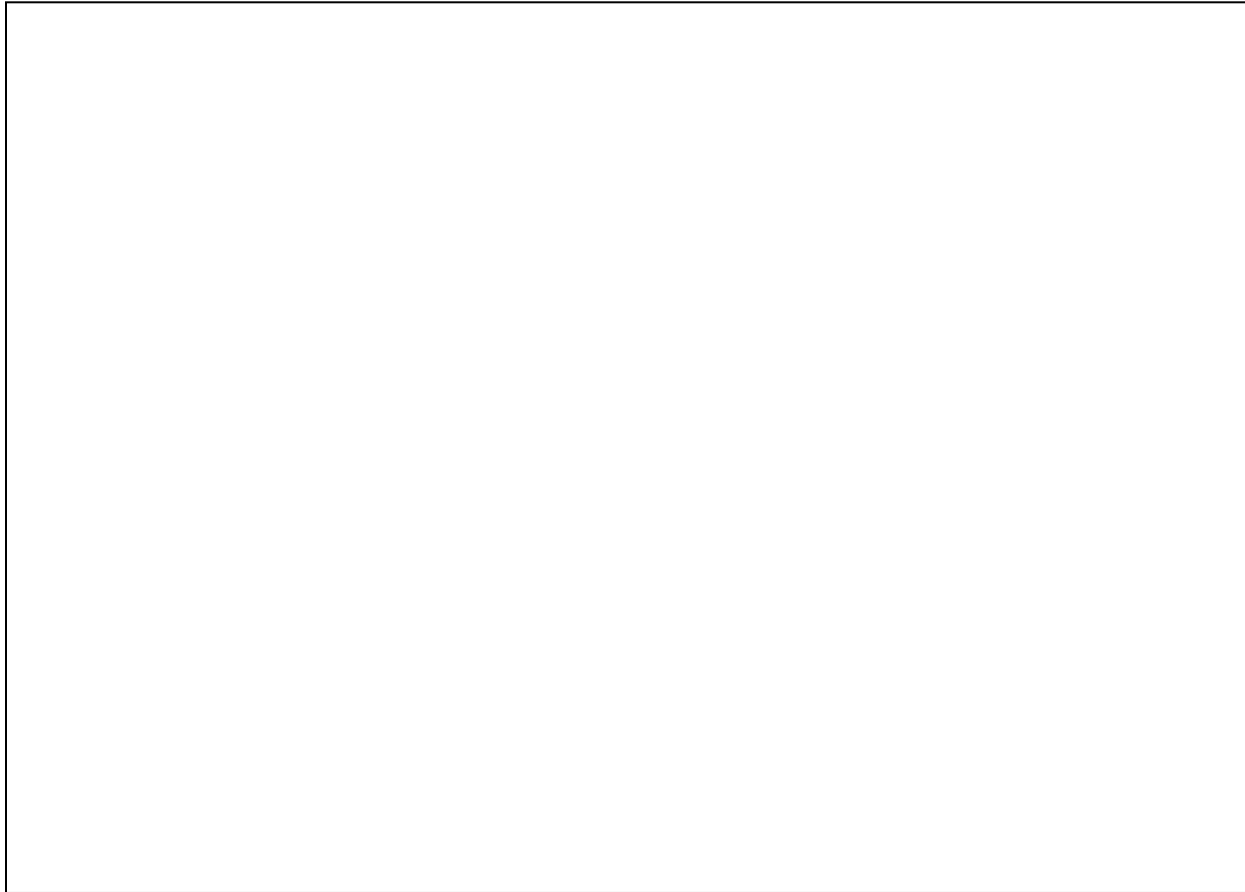


**Q27** How can access to specialised cardiac services be facilitated for all patients no matter where they live, at the same time as ensuring that the healthcare professionals delivering those services deal with sufficient numbers of patients to develop and maintain their skills and practice safely?

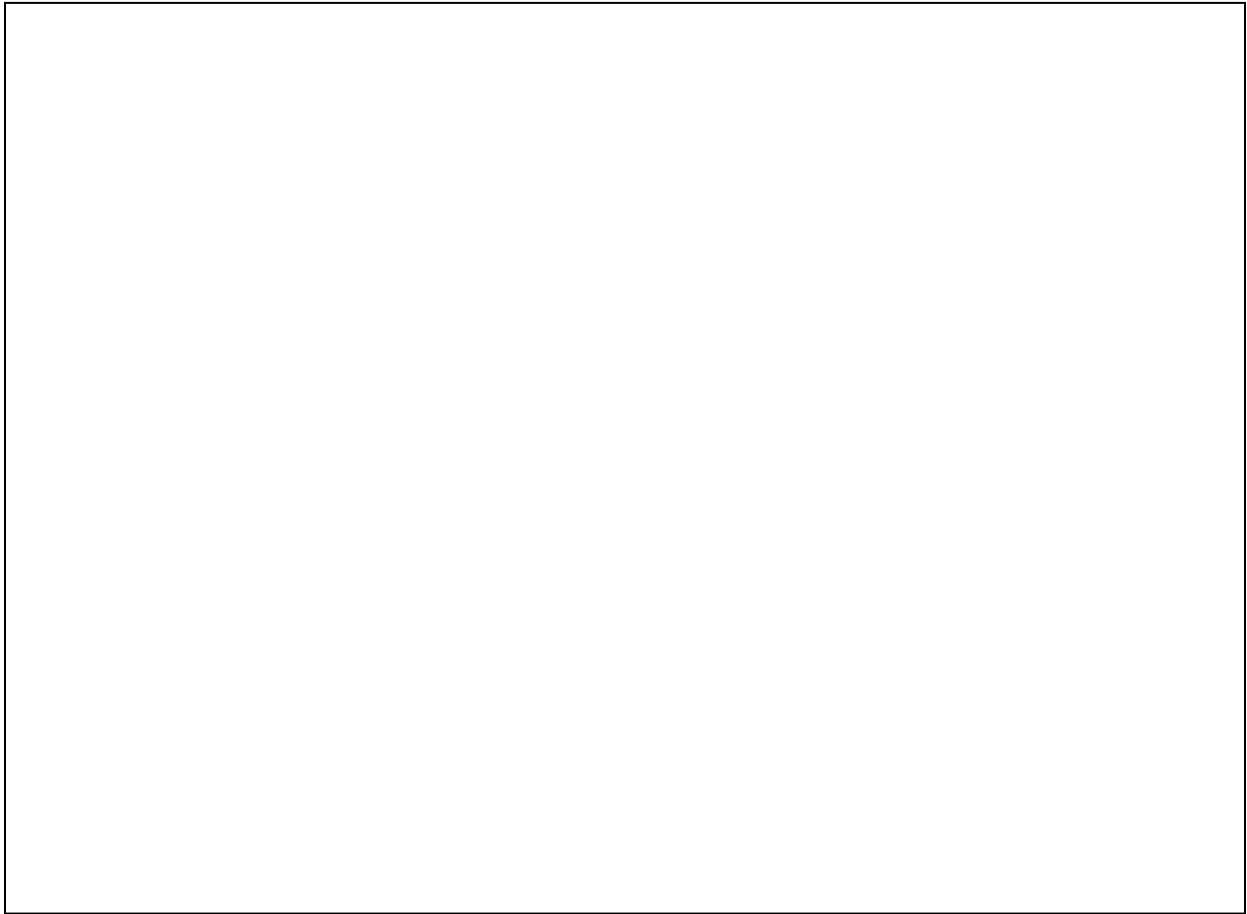




**Q28** How can the full potential and capabilities of all healthcare workers within specialised cardiac care be realised?



**Q29** How can teamwork between healthcare workers be enhanced, both within their own discipline and across disciplines?



**Q30** How can we ensure that best practice is applied consistently across all services providing specialised cardiac care?

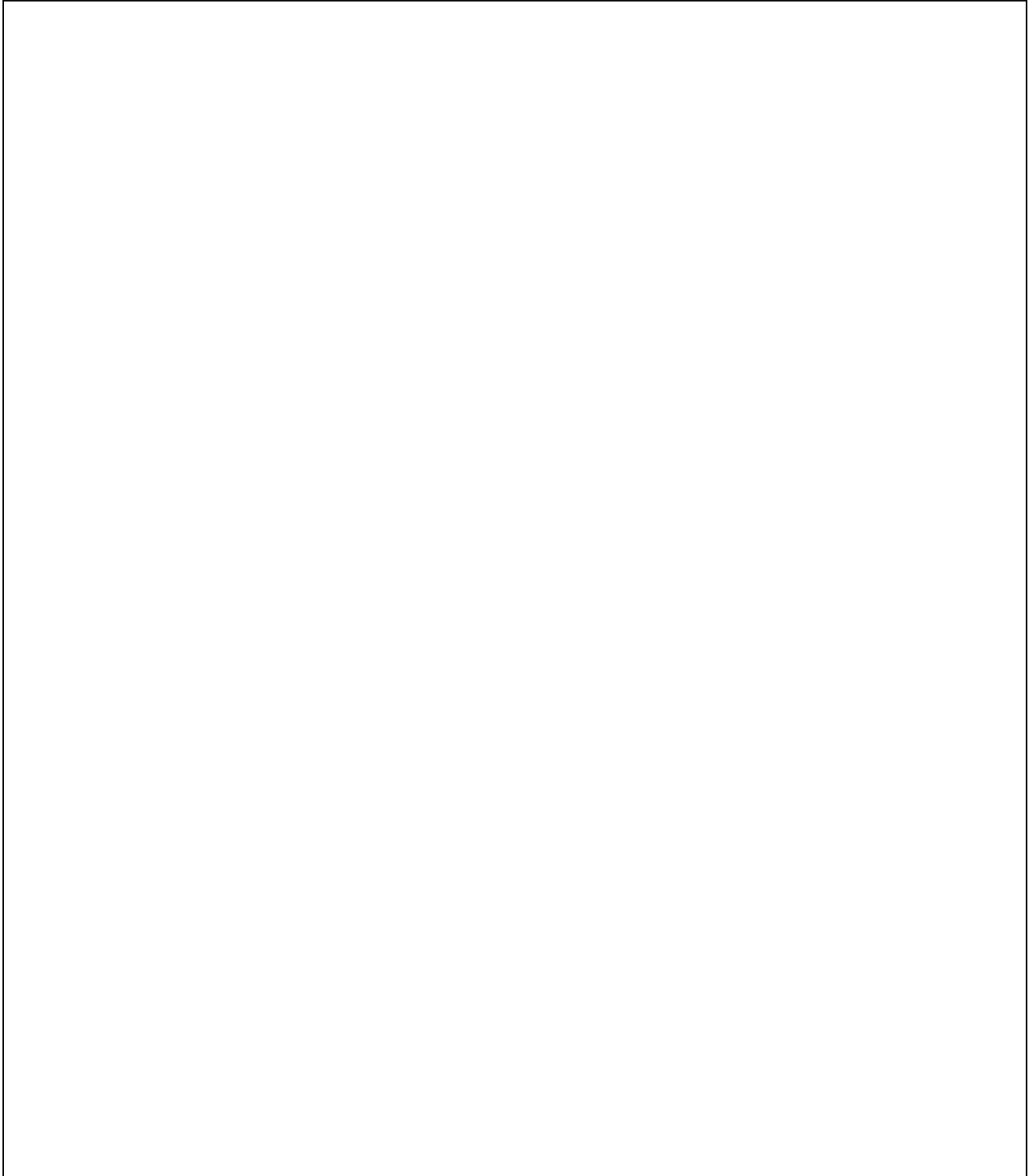


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**Q31** How can governance\* of specialised cardiac services be improved? *\*Essentially how services are led, managed and monitored*

A large, empty rectangular box with a thin black border, intended for a response to the question above.

**Q32** If there is anything else you would like to add, please provide detail below.

A large, empty rectangular box with a thin black border, intended for the respondent to provide additional details or comments.

**THANK YOU FOR COMPLETING THIS QUESTIONNAIRE**