MANNERS.NET

NEONATAL USER FEEDBACK SURVEY REPORT

December 2007

Summary

A user survey was conducted in October 2007, 6 months after implementation of the Neonatal application of MANNERS.net

Results revealed

> **General satisfaction**. The majority of respondents were satisfied with the system in terms of its ease of use, usefulness, responsiveness and reliability.

> **Look and feel'**: 50% of respondents thought the software to be good or very good and a further 41% rated it average.

> **Helpdesk**: 89% of problems logged by users were solved as a result of a call made to the Helpdesk based at the Perinatal Institute.

> **Data entry**: There were many comments relating to the increased amount of data needed to record activity based episodic care, which is now a national requirement. This was a particular concern in units without dedicated data entry staff and suggests the need for additional resources in this area.

Background

The new MANNERS.NET (Neonatal) has been launched across the West Midlands in April 2007. As part of ongoing quality assurance of the software, a short user survey (see Appendix I) was sent out in October 2007, i.e. 6 month after the roll-out

The aims of the survey were to:

- Obtain feedback about the system from its users;
- Provide an opportunity these users to make suggestions for further improvement.

Units across the West Midlands who use the system were provided with sufficient numbers of forms to receive feedback from every user who has used the new system more than once. A prize draw for all completed surveys received by the Institute was arranged as incentive.

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Frequency of system use
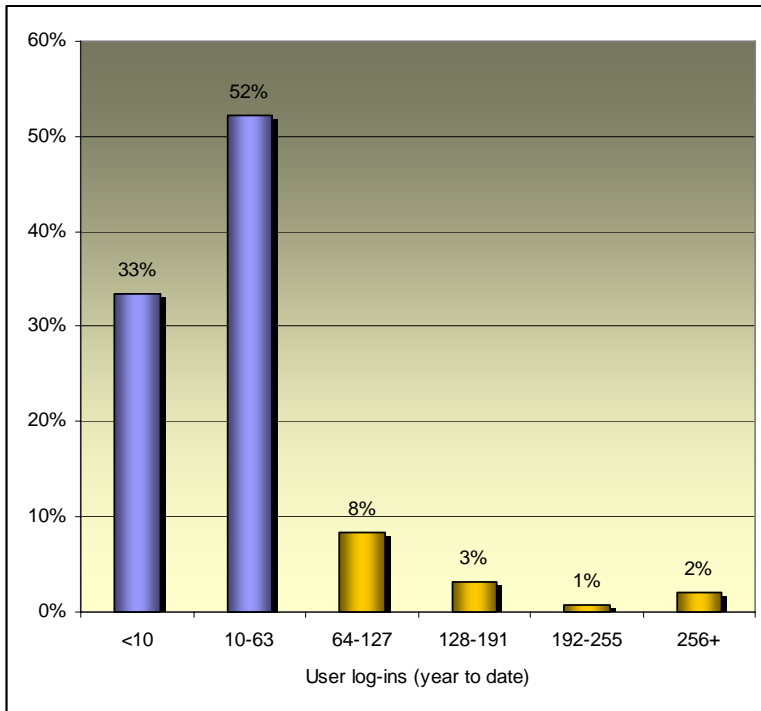
Prior to analysing the survey, a frequency distribution was generated of all log-ins to the system for the first 32 weeks since its deployment in April 2007.

A large proportion of people have logged-in 10 times or less.

There is a cohort of 40 people (shown in yellow in the graph above) who are regular users (regular being defined as having used the new system on average twice a week since its deployment). These 40 users equate to 14% of all users granted a password.

Response rate
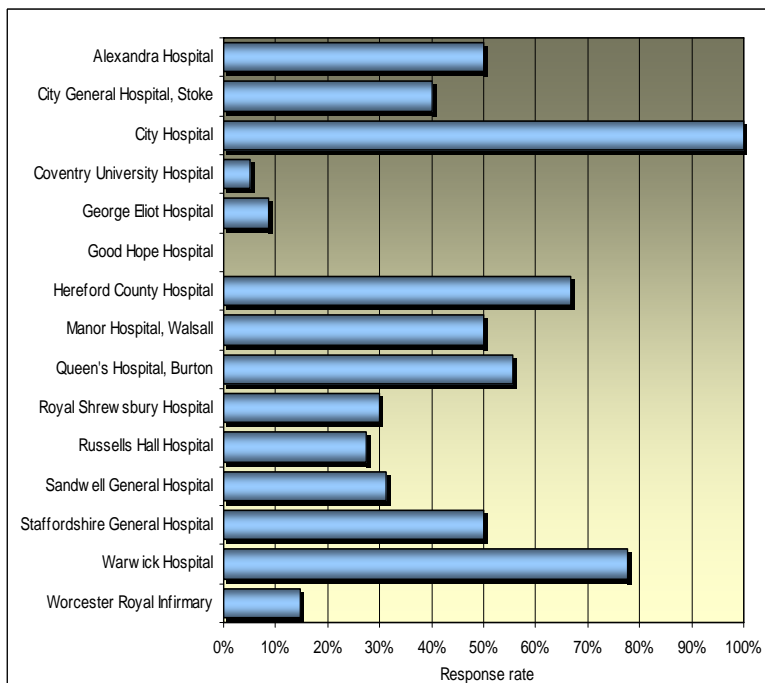
Those who responded to the survey tended to be regular users of the system. The response rate for this group of users was 50%.

A completed survey was received from the highest user (as measured by the number of log-ins) in 11 out of the 15 units (73%) surveyed. The *total* respondents to the survey accounted for more than 40% of *all* log-ins to the new system.

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Q1. Please indicate which staff group best describes your role

72% of those who replied to the survey were nursing / ANNP staff with the remainder spread across other staff groupings.
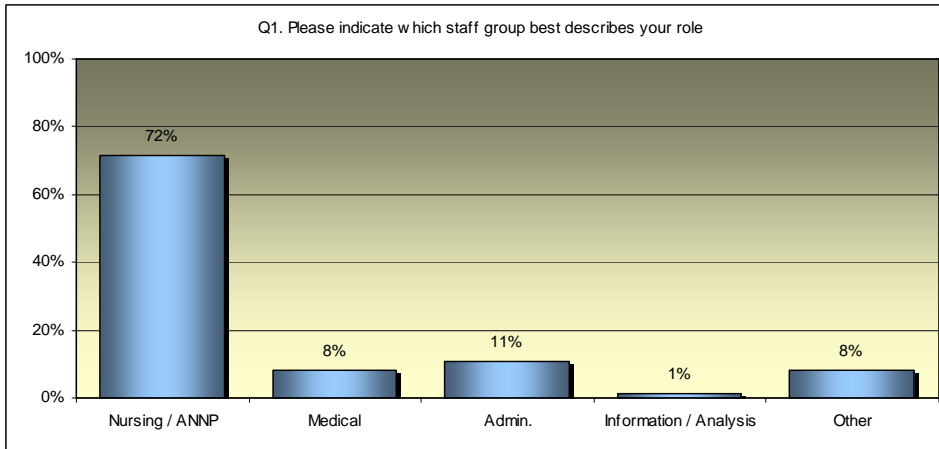

Q2. How often do you use the new MANNERS.NET Neonatal system per week?

72% of all respondents reported that they used the system at least every 2-3 days per week.
44% of all respondents reported that they used the system 4 or more days per week. Those who used the system infrequently were in the minority and were not restricted to any one specific staff group.
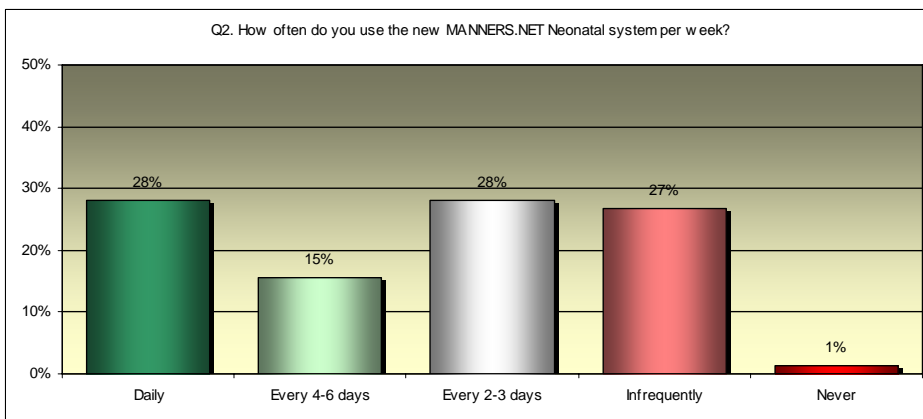
**Q3. How many times have you had to contact the Helpdesk regarding the new software?**

7% of users said that they had had to contact the Helpdesk more than 5 times.
37% of users had never felt the need to contact the Helpdesk.
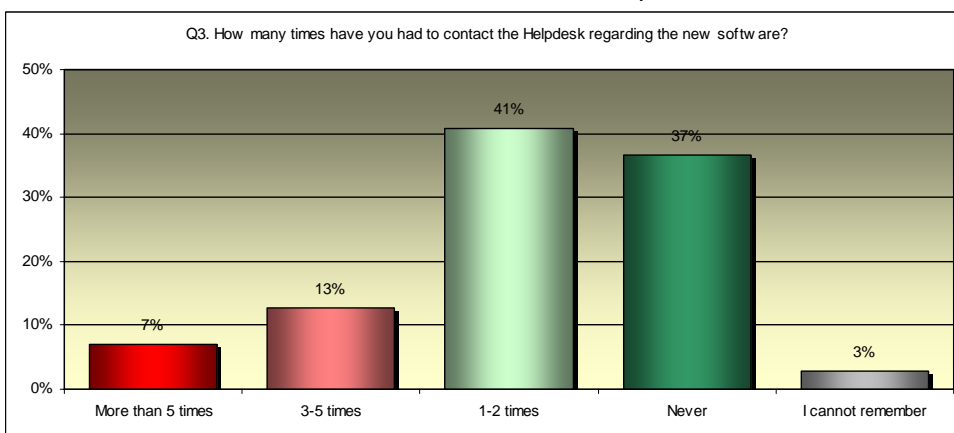
Q4. When speaking to a person on Helpdesk how would you rate their a) friendliness, b) professionalism and c) willingness to solve your problem?

The majority of users were pleased with the level of support provided by the Helpdesk. Over 87% of all users rated the friendliness, professionalism and willingness to solve the problem as good.
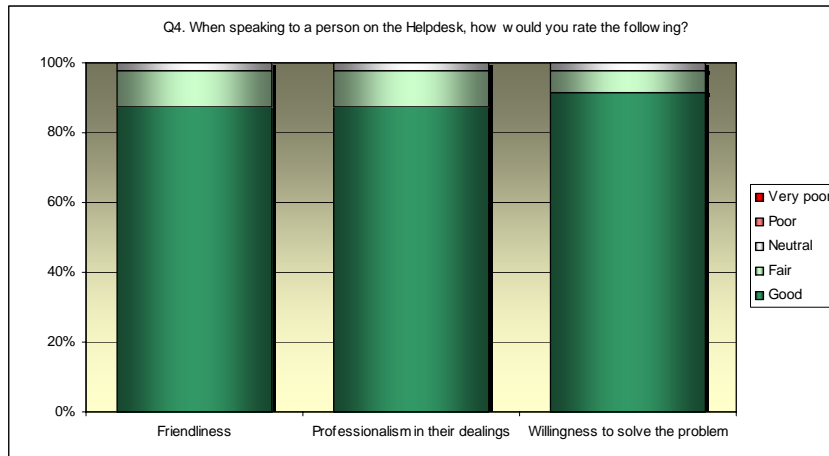

Q5. When solving your problem, how would you rate the help and information that the Helpdesk provided?

95% of respondents who had used the Helpdesk had found the information provided to be sufficient to solve their problem or better.
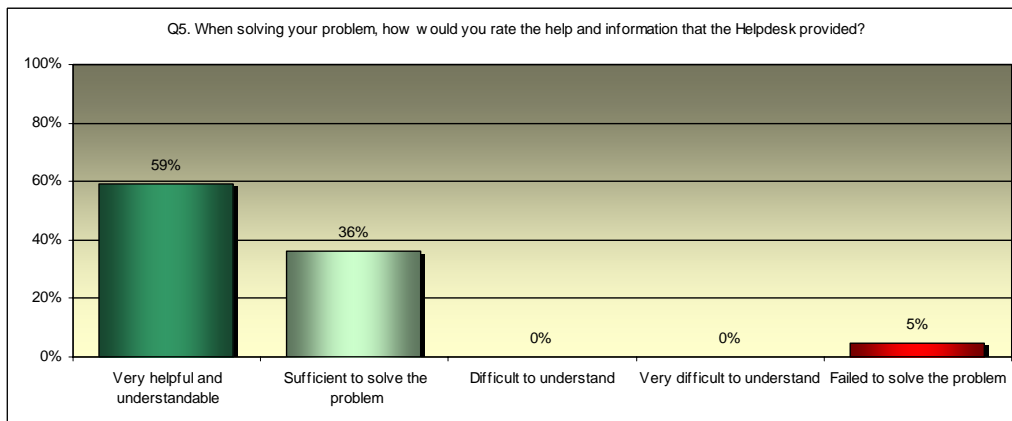
Q6. Was your problem solved as a result of any calls you have made?

89% of problems logged by end users were solved as a result of a call made to the Helpdesk based at the Perinatal Institute.
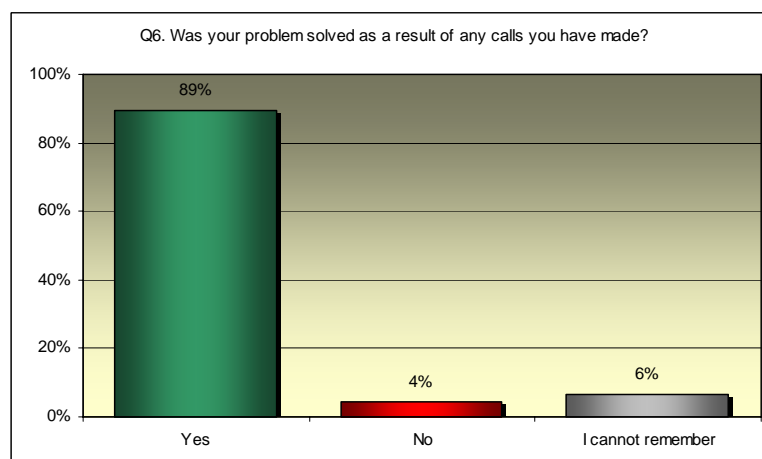
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Q7. How would you rate the quality of the new system in terms of its overall look and feel?

91% of survey users rated the new software as average or better in terms of its overall look and feel. Less than one in ten (8%) of users thought the system was worse than average.
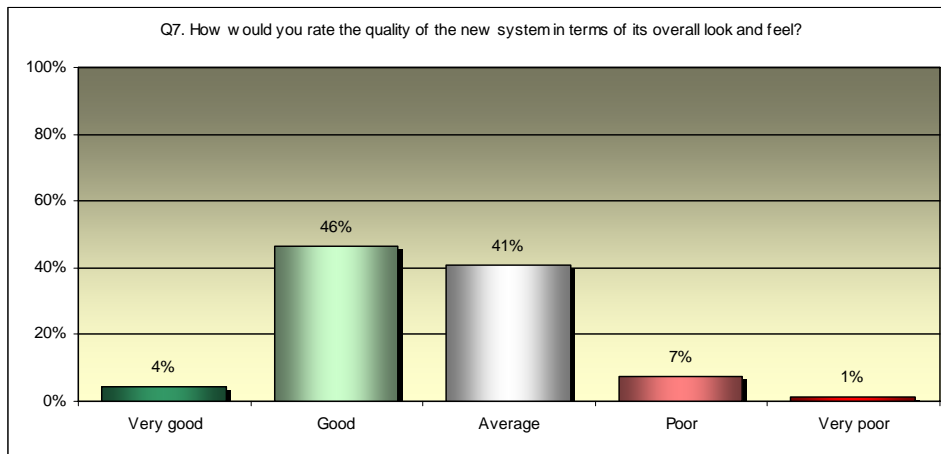

Q8. How satisfied are you with the new MANNERS.Net Neonatal system in terms of its a) ease of use, b) usefulness, c) responsiveness and d) reliability?

More than 50% of users were either satisfied or very satisfied with the system in terms of its ease of use, usefulness, responsiveness (speed) and reliability (downtime). The area where people expressed the most dissatisfaction was that of its ease of use.
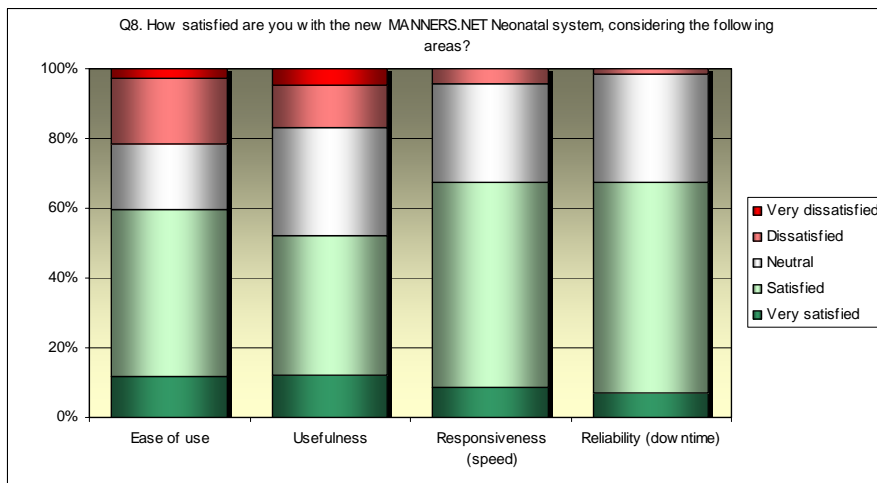
Q9. From whom did you receive your training for the new MANNERS.NET Neonatal system?

64% of respondents had received formal training either a representative from the Perinatal Institute or a local key trainer. 3% had received no training and 6% were self-taught.
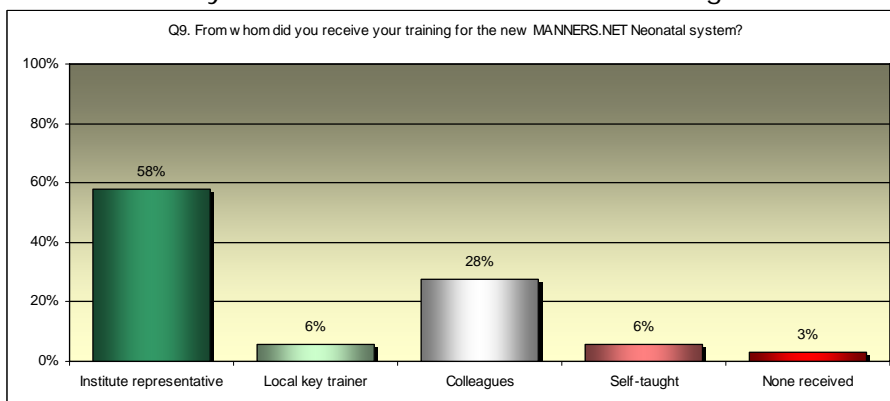
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Q10. Overall, how would you rate the new MANNERS.NET Neonatal system?

Over half (58%) of all respondents rated the system as either good or very good.
Those users who had received training from the Institute, local key trainers or colleagues rated the system far better overall to those users who were self-taught or who had received no training. This highlights the necessity of training for *all* users of the new system.
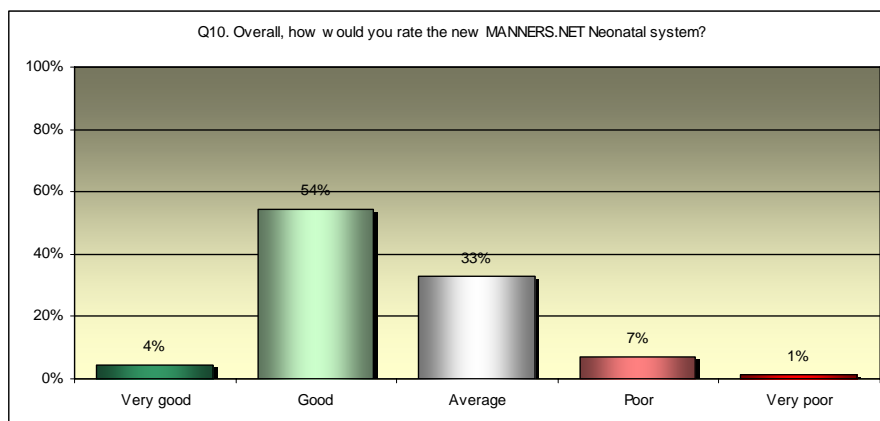
Overall satisfaction

A composite satisfaction index was calculated for each completed user survey. This was based on the answers given to the questions relating to the following areas of the system: Look and feel; Ease of use; Usefulness; Responsiveness (speed of the system); Reliability (downtime); and Overall Impression

A 'good' overall rating was given a score of 5 with 'very good' being given a 10. Conversely a 'poor' rating was scored as -5 and 'very poor' being -10. A neutral (or average) rating was scored zero. The mean of this index was then calculated for each unit, the results of which can be seen below:

Almost all units reported a positive (or better than average) experience with the new system. Nursing and medical staff generally rated the system lower than administrative and information staff. This could possibly be explained by the extra burden felt by nursing and medical staff of having to enter data into a system *in addition* to providing patient care.

The poor feedback from University Hospital, Coventry is largely due to the application regularly crashing at the unit. This is due to factors completely outside the control of the Perinatal Institute and relates to bandwidth and connectivity issues between the hospital and *NHSnet*. This currently being investigated by the IT Department within the Trust.

Suggested areas for improvement

At the end of the survey, users were asked for feedback and suggestions for improvements. The most frequent comments related to

1. Amount of data

There were many comments relating to the increased amount of data needed to record baby-centred, episodic-based activity. This is a change from that which was recorded using the old system but is now a national requirement – it appears that this has not been sufficiently well communicated to users.

The additional data are required as part of the National Neonatal Critical Care Minimum Dataset (DSCN 14/2006) which has been developed to support the costings of Healthcare Resource Groups (HRGs) under *Payment by Results.*

> ➢ The burden of data entry was a particular concern in units without dedicated data entry staff and suggests the need for additional resources in this area.

2. Ease of use

The issues area where people expressed the most dissatisfaction was that of the system's ease of use. This could be due to users making a comparison between the new patient-based system, which collects a far more complex dataset, and the old unit-centric application which it replaced.

> ➢ A much improved warnings and validation screen has recently been developed which users are finding of great help.

3. Other suggestions included

- A means of pulling-up all the babies on the system for the unit
- The addition of an option of 'no steroids given' in the antenatal steroids section
- Special care to be a start-stop event rather than staff having to enter it daily

> ➢ Each of these functionalities is already being worked on and should be available shortly

Appendix I

MANNERS.NET Neonatal
User Feedback Questionnaire

To help us improve the software that we currently develop within the Perinatal Institute, we are looking for feedback from *all* users of our new MANNERS.NET Neonatal system. Your views and comments are vital to us and *will* be used to inform decisions about how best develop the software.

Please complete the following questionnaire by clicking on the check-box of your choice if you have an electronic copy of this form, or put a cross in a box if you have a print-out. The questionnaire should take no more than 5 minutes of your time to complete.

All surveys returned to us before 17th of November 2007 will be entered into a prize draw offering the chance of winning £25 in Marks & Spencer gift vouchers. There is a limit of ONE entry per person.

Your name: ....
(Your name is required solely for purposes of winner identification in the prize draw. Questionnaires without a name cannot be entered into the draw.)

Your Trust / Unit: ....

Q1. Please indicate which staff group best describes your role:

☐ Nursing / ANNP	☐ Medical	☐ Administration / ward or data clerk etc	☐ Information / analysis	☐ Other

Q2. How often do you use the new MANNERS.NET Neonatal system per week?

☐ Daily	☐ Every 2-3 days	☐ Every 4-6 days	☐ Infrequently	☐ Never

Q3. How many times have you had to contact the Helpdesk regarding the new software?

☐ More than 5 times	☐ 3-5 times	☐ 1-2 times	☐ Never (Go to Question 7)	☐ I cannot remember

Q4. When speaking to a person on the Helpdesk, how would you rate the following?

a. Friendliness	*b. Professionalism in their dealings*	*c. Willingness to solve your problem*
☐ Friendly	☐ Professional	☐ Very willing
☐ Fairly friendly	☐ Fairly professional	☐ Fairly willing
☐ Neutral	☐ Neutral	☐ Neutral
☐ Fairly unfriendly	☐ Fairly unprofessional	☐ Fairly unwilling
☐ Unfriendly	☐ Unprofessional	☐ Very unwilling

Q5. When solving your problem, how would you rate the help and information that the Helpdesk provided?

☐ Very helpful and understandable	☐ Sufficient to solve the problem	☐ Difficult to understand	☐ Very difficult to understand	☐ Failed to solve the problem

Q6. Was your problem solved as a result of any calls you have made?

☐ Yes	☐ No	☐ I cannot remember

PTO/...

Q7. How would you rate the quality of the new system in terms of its overall look and feel?

☐ Very good	☐ Good	☐ Average	☐ Poor	☐ Very poor

Q8. How satisfied are you with the new MANNERS.NET Neonatal system, considering the following areas?

a. Ease of use	*b. Usefulness*	*c. Responsiveness (speed)*	*d. Reliability (downtime)*
☐ Very satisfied	☐ Very satisfied	☐ Very satisfied	☐ Very satisfied
☐ Satisfied	☐ Satisfied	☐ Satisfied	☐ Satisfied
☐ Neutral	☐ Neutral	☐ Neutral	☐ Neutral
☐ Dissatisfied	☐ Dissatisfied	☐ Dissatisfied	☐ Dissatisfied
☐ Very dissatisfied	☐ Very dissatisfied	☐ Very dissatisfied	☐ Very dissatisfied

Q9. From whom did you receive your training for the new MANNERS.NET Neonatal system?

☐ Perinatal Institute representative	☐ Local key trainer	☐ Colleagues	☐ Self-taught	☐ None received

Q10. Overall, how would you rate the new MANNERS.NET Neonatal system?

☐ Very good	☐ Good	☐ Average	☐ Poor	☐ Very poor

*Q11. If you could make **one** change to the system what would it be?*

My one suggested change is:

Q12. Please provide feedback as to how we can further improve the new MANNERS.NET Neonatal system. We would especially welcome your comments if you have answered any question with a low (or poor) rating.

My feedback is:

Thank you for completing this questionnaire. Your views and opinions are very valuable to us.

If you have completed the survey electronically please email it to us at: office@pi.nhs.uk.

If you have received a printed copy please return it to your unit manager. Alternatively you could fax it back to us directly on 0121 687 3401.

Remember, to enter the prize draw we must receive your survey before 17th November 2007.