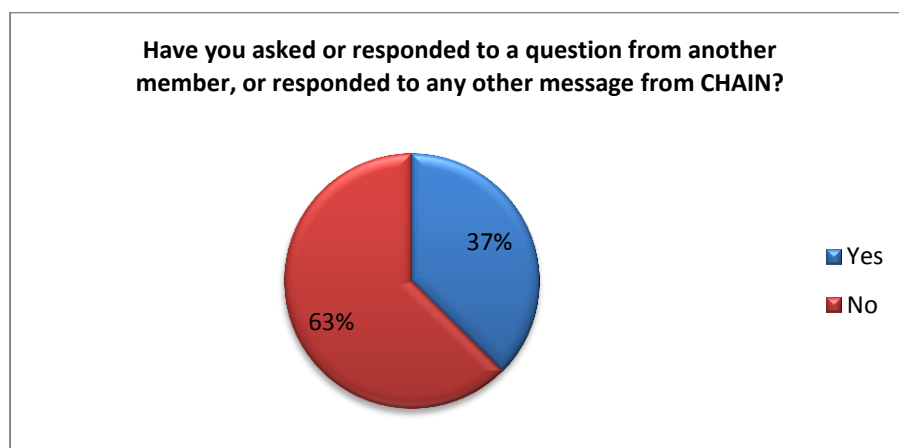
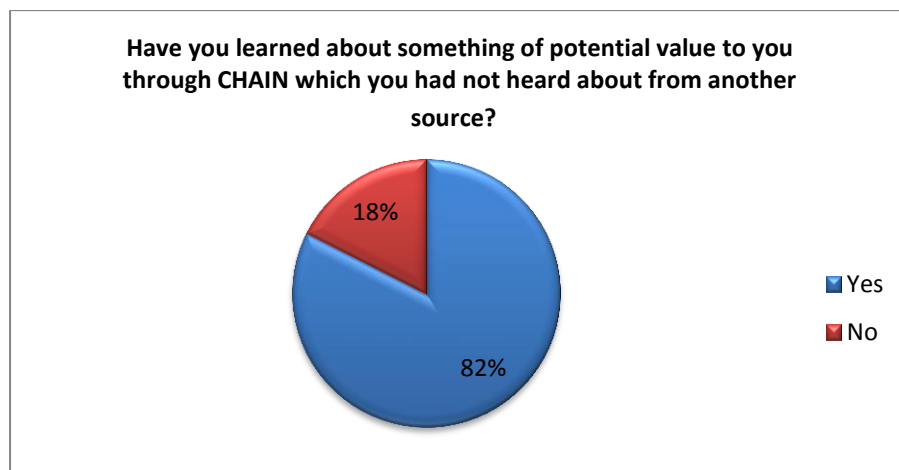
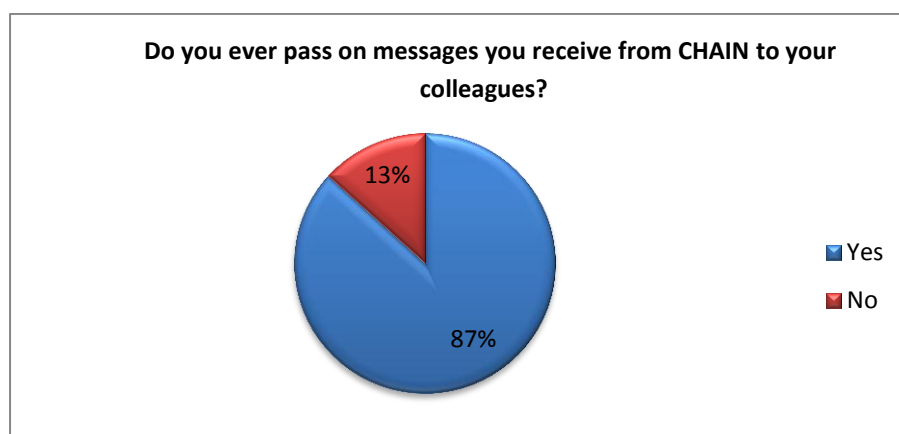
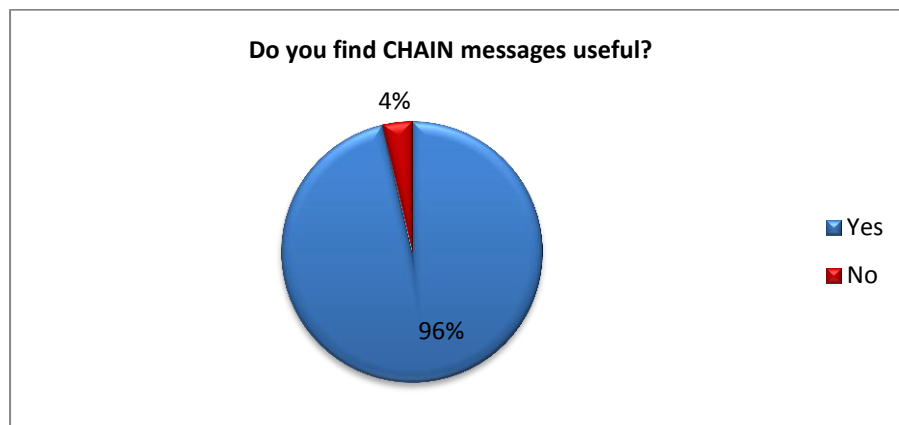
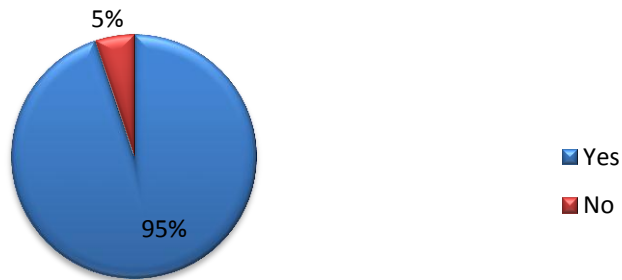


CHAIN Scotland Members' Survey (March 2013) - Results

(No of responses: 171; Response rate: 13%)

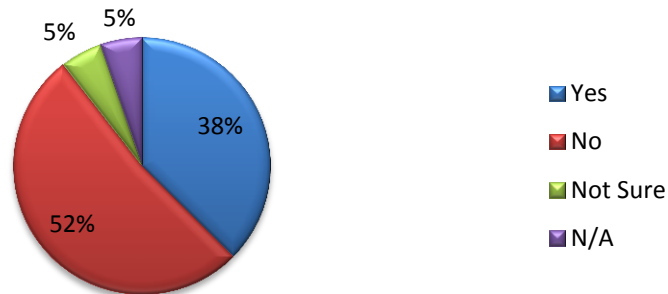


If you have asked for a question, request, or other type of message to be circulated via CHAIN, was the response useful?

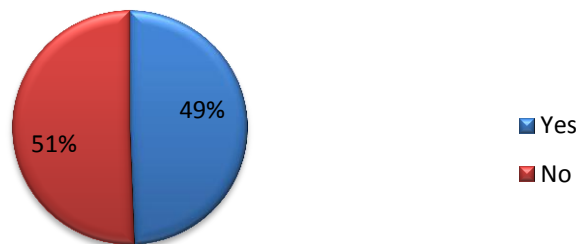


* of those members to whom this question was applicable

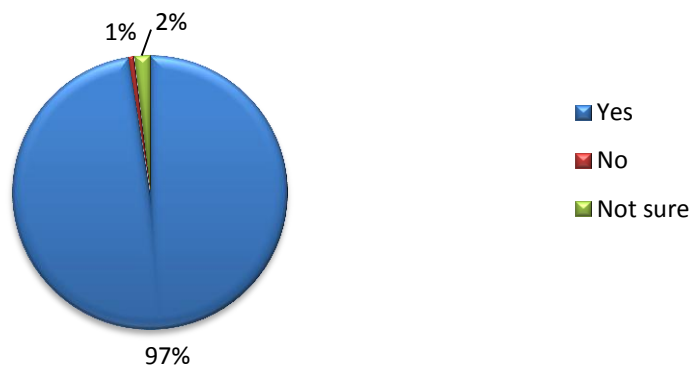
Has using CHAIN or the response to a question on CHAIN changed or influenced your practices



Have you benefited from intelligence, messages or networking opportunities from CHAIN members or stakeholders in other parts of the UK or overseas?



Overall, do you consider CHAIN to be of value (or potential value)?



Comments & Examples

1. Do you find CHAIN messages useful?

- Good way to access information they you may not access through your usual networks - chain has a much larger distribution.
- Notifies me about research or other developments in my areas of interest
- It alerts me to funding calls, courses, and other useful information and I know it is valid as it is from chain.
- In an environment that is ever changing and increasing pressure it is easy to miss important information or events. Chain is a welcome reminder.
- Fresh ideas and perspectives in your in-box without inundating it
- A useful targeted resource. It's good to receive and communicate relevant information. Emails and communications from the team are professional and helpful
- The messages are succinct, often with contact details.
- It keeps me very up to date with information etc that I would not normally be made aware of.
- Yes - find out about things not discovered elsewhere
- Useful way of keeping up to date with initiatives/reaching appropriate audiences etc - the targeted nature of helpful.
- They are short and topical usually which is great
- Yes, I find out about work in other organisations that may be relevant to projects I am working on.
- Enjoy the straightforward links to useful information
- Yes, particularly news of upcoming research grants
- Allows me to keep informed about areas of interest.
- Gives me the most up to date information on a variety of things some of which I find useful.
- Yes - good for keeping in touch and awareness of what's going on
- Yes, many messages have been very useful to me. Recently I have found the alerts from CHAIN via Twitter to be really good, such as the one which last week drew attention to a multi-sector event on obesity, taking place in Liverpool in May.
- Yes. I have been informed about events, new policies, research and hot topics.
- It tells me of developments and resources I would not be otherwise aware of
- Yes very useful source of information
- Yes, quite often find things related to my work
- It links with areas I might not be directly familiar with but which I can also send round my own specialist network
- Funding opportunities, publicity about events or up-dated guidelines
- Keeping up to date with new initiatives that are coming on line and best practice
- Training opportunities, relevant publications
- Yes very useful. I've been alerted to new ideas and news
- Funding opportunities, networking, conferences
- Alerts me to what is happening in other parts of country
- A useful reminder of events I am usually already aware of but may have forgotten about. I suspect my normal response is more like 'Oh, that's interesting' rather than 'Wow, must follow that up'. Having said that, I do read CHAIN emails as opposed to deleting them unread which is the fate of some from other organisations and news feeds.

- Valuable for highlighting events that are happening, guidance recently issued, or where feedback is required on various topics
- The vast majority of messages I have received to date were very relevant to my work.
- Yes, thanks for the information you send me. The number of messages is just right!
- Yes. I have utilised some information to support families I work with
- Courses, awareness of new developments, helps me fulfil role in supporting colleagues with their L&D
- Sometimes, the recent information about the New initiative to support patients as Research Ambassadors in the NHS fits in well with the new SHARE scheme
- Yes, Particularly messages about training opportunities/ seminars/ events
- Useful alerts to publications and opportunities, e.g. health foundation
- It's a great way to see events, training, good practice around Scotland in areas that you might not see anywhere else.
- Yes, for consultations
- Yes, it is useful to get other's perspective on issues that concern us all
- I have found out about a few training courses and new guidance/policy documents which were of interest to me via CHAIN. It helps me keep up to date with areas of work which are relevant to me without having to trawl through stuff that isn't relevant.
- Funding and ideas useful
- Yes, particularly attention on new research or king's reading lists, etc.
- Varies, but mostly identifies interesting resources and papers. Occasionally steers me to grant opportunities, but I usually know about those another way.
- Sometimes it's useful to have information that I would not otherwise have received.
- YES. it lets me see what is going on across country and i can access those which are appropriate for me or interest me
- It's a great way to see events, training, good practice around Scotland in areas that you might not see anywhere else.
- YES, gives useful links to information that might otherwise miss.
- Example: New initiative to support patients as Research Ambassadors in the NHS
- Yes helps keep information up to date and acts as a virtual network
- Yes - I often find item of interest and may be something I have not noted from other source
- Yes- good for keeping up to date with new developments
- I find that at present there is little information on CHAIN that is physio specific, but potentially there could be if more physios joined
- No, I don't receive any other than general CHAIN emails.

2. Do you ever pass on messages you receive from CHAIN to your colleagues?

- Yes I do circulate appropriate information to colleagues. Some colleagues have joined the network as a result.
- YES we have a local research group which benefits from many of the emails.
- Frequently forward the emails on to colleagues in my organisation and wider networks.
- Yes, I frequently alert colleagues and other contacts to things I have learned about through CHAIN. For example I recently told a colleague about a research funding opportunity in Scotland (from the Carnegie Trust) which I had learned about through CHAIN.
- Pass on requests for a number of consultation/learning events to clinical colleagues in my workplace. Have had feedback from them that is very useful.
- Projects, information, requests that I think a colleague may be interested in or when I know

a particular colleague may be able to help with a request that has come out from chain.

- Yes, I produce a weekly research bulletin for my colleagues in the School of Health Sciences, and will include relevant information from CHAIN.
- I advertise CHAIN to all new doctoral students in university.
- Yes , often to my clinical colleagues who do not have access to the information I usually get circulated in my academic role
- Yes, within my own and wider team
- Some CHAIN messages are passed to our mailing list of research active staff
- Training workshops and seminars, postgraduate study opportunities and funding
- I have passed on several occasions messages to colleagues and partners. Latest example I remember was an event about health improvement evaluations.
- Frequently to relevant colleagues and Postgraduate students
- Yes, on occasions to my manager/rest of LD team
- Occasionally pass on messages to clinicians who are not CHAIN members - I see this as part of my role within the clinical governance team.
- Recently passed on the information about Nutrition and Hydration week. Able to pass onto colleagues within my profession but also to others
- I pass on relevant CHAIN emails to colleagues at Glasgow Caledonian University – many of whom do not have a clinical, NHS background but to whom the information is still often relevant
- Yes. Particularly useful to flag up updates in relation to resources and standards
- Example - Webinar 'Development of a Dementia Care Bundle for Acute Hospitals'
- Example - Knowledge into Action Opportunity....
- Yes e.g. to stakeholder group redesigning outpatient services.
- Yes information on certain topics which would be useful to colleagues such as patient safety
- Resources and papers
- Up-dates for example the Mental health SIGN guidelines, funding sources especially for colleagues doing PhDs

3. Have you learned about something of potential value to you through CHAIN which you had not heard about from another source?

- Absolutely loads of potential value that would never have crossed my radar.
- Even hear of macmillan resources first through CHAIN rather than Macmillan itself
- Yes , national work commencing in relation to person centredness prior to it being shared with me in NHS
- Can't think of a specific example off hand but sometimes CHAIN has been the only source of notification
- Always interested to hear about conferences, surveys, talks, etc even if not available to take part
- Too many to mention – but a quick and easy way of keeping current.
- Yes - AHP Leadership resources from NHS England
- Yes, I regularly hear about things through CHAIN that I don't pick up from other sources. Sometimes these have been identified by other members; sometimes by the CHAIN facilitators, in Scotland or other parts of the UK. Many of the messages relating to quality improvement, circulated by Fiona Campbell have been really helpful to me, and I would never have heard about them without the messages from CHAIN. Another example of something I heard about through CHAIN is the Integrated Care Summit 2013, being run by The King's Fund. I heard about this through a tweet from CHAIN, and there is a discount for

CHAIN members wanting to participate.

- Yes. May find things in alternate sources when I have time to access e.g. Health Foundation, but CHAIN pulls out clear messages from amongst bulletins etc.
- I may have learned much of what I pick up on CHAIN from another source but the point is I don't have to go looking. CHAIN knows I'm interested and the information comes to me.
- Yes, found a recent message about a Scottish Government personal fellowship very interesting and useful.
- Yes, we're often blinded to English context so this is a good round-up
- Although not yet utilised info I have found it interesting re sponsorship and grants etc.
- Yes, usually funding sources or research opportunities. Also relevant material related to my areas of interest
- Information re Safer MH Toolkit
- Yes, lots of examples
- Different approaches to risk management and clinical effectiveness
- Reports, consultations , learning opportunities, research and important events
- Yes, info from documents and websites I have not been aware of
- Current policy changes, events and research opportunities
- YES, think it was something in relation to a working changes and I passed to a colleague
- Bite sized pieces of information to links to significant strategic issues
- Research seminar which would not have heard of otherwise
- Usually about the projects others are doing. Useful to know who is working on what.
- Yes – often the information is new
- There are often studies and events that I haven't seen elsewhere.
- Yes - some of the AHP work
- Good practice examples in relation to integrated working and joint commissioning
- I think I first heard about the joint WCRF and IASO Conference which is happening this April via CHAIN and I also received an invitation to submit for a conference via CHAIN which I forwarded to a colleague.
- Work that might be happening in other areas which is relevant to projects I am working on
- Carnegie funding opportunities recently, the Scottish Primary Care Conference
- Recent example- fatigue management with neurological conditions, been able to follow up on potential extra materials via google
- Dementia pathway work
- Training opportunities and just published evidence
- With calls for funding, these are sometimes tight deadlines – however bookmarking these for future reference is useful.
- Yes as it draws attention to others carrying out pieces of work and published articles
- Resources and papers
- Funding and projects
- Yes - research fellowship
- Yes: particularly on national level. Have participated in joint working with other health board area in Scotland as a result
- Yes, patient safety initiatives, person centred approaches

- Occasionally do – particularly the funding opportunities
- Material on childhood bereavement
- Health initiatives and evaluation of initiatives.
- No, but that's often because I don't have time to respond or act on information.

4. Have you asked or responded to a question from another member, or responded to any other message from CHAIN?

- Yes. Used CHAIN to find others doing work to transform, or redesign services for outpatients.
- Yes, it was about joining a steering group
- Yes, responded with information on end of life care
- Yes often, if I don't know the answer I also send it round my colleagues for a response.
- Yes, I was able to use CHAIN to let people know about new resources on our ICP toolkit.
- Yes, I have often responded to other members' messages. For example several times I been able to pass on information to other CHAIN members details of work I have done in the field of implementing evidence-based change.
- Yes, both and found it most helpful on 2 occasions
- CHAIN circulated details of the survey which we carried out looking at research priorities relating to life after stroke.
- Yes, managed to forward query on to the right local colleagues
- I have followed links to information and downloaded documents which I have responded to.
- Not recently but I asked some time ago for examples of particular job descriptions
- Yes, but some time ago I asked about a particular aspect of dementia care and received 3 replies
- I have responded to several questions / messages via CHAIN
- A GP was looking for information and I responded
- Non-cancer work, ACP,
- Disseminating information re the ICCHNR conference
- I use it to disseminate a quarterly newsletter on behalf of SCPN
- Yes – colleague used to gather views from members on a piece of work we were doing. Responses were useful.
- Some time ago and I think in relation to patient safety work
- Sharing of projects, information and contacts.
- Yes, I did a consultation on research including incapacitated adults
- Yes – very useful for raising awareness of meetings

5. If you have asked for a question, request, or other type of message to be circulated via CHAIN, was the response useful?

- Yes, they are always helpful. People put a lot of time into thinking and responding - it's really appreciated.
- Have asked a question about work on organisational values, and got good feedback and contacts which I have followed up
- Yes, received more responses than through traditional channels
- I circulated an enquiry and got some very useful information back from CHAIN members

about how they were progressing with work in their areas around the issue that I had raised.

- Yes. Replies included a respondent from outside UK and a couple of other people.
- Training courses and free publications/resources
- I have used it to promote our Self Management resource on line – got quite a few more hits after the promotion (<http://www.cosmicresources.org.uk/>)
- Yes I have asked questions and I have always received useful responses from other CHAIN members, both in Scotland and other places. I recall asking if other members had experience of using a specialised piece of equipment, and receiving several helpful responses, the best of which came from a member in Australia.
- I have circulated information about our Learning Network events and think this has had a positive impact on attendance.
- I circulated details of the Top Tips for the Self Management of Lymphoedema – A Guide as a resource for colleagues.
- Circulation of educational course / conference
- Childhood bereavement
- Yes - replies came in from all areas of the UK and we have been able to widely communicate our conference
- CHAIN kindly distributed a survey to its members for me which I very much appreciated
- I had a lot of interest in the course but I advertised via a number of routes so I'm not sure how many people joined in response to CHAIN.
- It was useful to know that what I was trying to do wasn't routinely done elsewhere
- I have had some helpful responses when I have made requests
- Not sure, I asked for info to be circulated but I can't say for sure if any of the people who got in touch with me did so because of chain or because they had seen my message elsewhere
- Never asked, and to be honest, I've never quite worked out how to search for people to ask (my lack of motivation, but it's partly because you have to log in, and I can never easily remember log-ins for things that I don't use very often)

6. Has using CHAIN or the response to a question on CHAIN changed or influenced your practices ?

- Yes. It influenced our planning on bariatric surgery and weight management.
- Yes in terms of keeping up to date and aware of what's happening in the wider world of care
- Read some interesting stuff as a result, but no specific examples spring to mind
- Put in funding bids
- The information from chain has informed ongoing projects related to practice.
- Definitely yes – in more ways than one.
- Picked up practical implementation ideas we have incorporated in local work
- I have integrated some of the ideas and up-to-date research into my teaching
- Yes, hearing about others' successes and failures through CHAIN has influenced the way I work. For example I have used the material on service improvement projects from AHPs in England. Summaries of many projects have been written-up and made available as a resource to CHAIN members, which has provided a unique source of real experience.
- It has given supportive information to changes we are undertaking.
- Followed up responses to question, which confirmed that there was value in focussing on this and some examples to learn from.
- Informs teaching

- Yes - influenced audit
- I have used an example of a questionnaire passed onto me from a CHAIN member as a potential avenue to explore locally.
- Used some of research to change local practice
- Yes, with notification of new guidance or how other areas work we have re-visited some of what we do with a fresh eye.
- Yes, new legislation coming
- It could trigger my thought to do a research.
- Include CHAIN in the process for advertising meetings
- It is a useful tool that can influence our work with messages/questions/request that come through which we would not receive if it was not for CHAIN.
- Has broadened knowledge base
- Latest guidelines on public involvement in research
- Changed educational content of some teaching
- The info provided did have an impact on the inclusivity of my practice
- YES as an information source
- It has influenced theory shared on childhood bereavement
- Multiple influences rather than changes.
- Useful when researching subjects to help change and improve practice
- Probably but in an incremental way that is difficult to measure
- Some ideas help focus or stimulate interest in areas I wouldn't normally think about.

7. Have you benefited from intelligence, messages or networking opportunities from CHAIN members or stakeholders in other parts of the UK or overseas?

- Knowledge from evidence links, attention drawn to recent/new publications, training opportunities, are those that come to mind. Working on a remote island can bring feelings of professional isolation, this forum helps me to feel less isolated
- Yes, certainly from the intelligence and messages. Usually from other parts of UK.
- We are usually only interested in things happening in Scotland so but I have followed up a few resources from the NHS in England because of Chain
- Yes, contacts within UK
- Yes – Canada.
- Yes - examples from NHS England
- Yes – minimises risk of becoming insular and useful to hear/see and get a measure of what work is receiving attention, of interest or underway elsewhere.
- Yes, I have heard about interesting work being done in England, Wales, Ireland, Scandinavia, New Zealand and Canada through CHAIN messages.
- Yes, particularly the funding opportunities.
- Childhood bereavement
- Especially sharing with overseas colleagues
- Always beneficial to gain others perspectives, experience and knowledge of issues and subjects
- The Self Management Support Programme information.

- Links to shared documents that can be adapted locally or inform local developments
- Contributed to thinking
- Not directly but have found the topics/discussions interesting
- No but that doesn't mean to say I would not benefit, just that my workload only allows brief review of incoming emails
- Difficult to know where other members are based?

8. Overall, do you consider CHAIN to be of value (or potential value)?

- This is not a question of "potential" as the information and interest generated by CHAIN plus the peer networking opportunities are very real.
- Yes, very valuable and should be encouraged to be used by all NHS Scotland staff.
- Yes. I often hear of things slightly 'out of the box' to info coming through general work streams so good to have a bit of variety!
- It's a really useful tool for sharing good practice and knowledge.
- As a clinician, great for keeping abreast with what is happening wider afield. Also making useful contacts. People are happy to share information, ways of working i.e. saves "re-inventing" the wheel.
- YES. We gain more benefit from CHAIN messages when compared with those of other organisations.
- Invaluable on numerous occasions
- Definitely a highly valuable tool!
- Good way of communicating a large amount of work and information easily. Easy to tap into
- I find CHAIN very valuable indeed. The network is informal and undemanding, and the targeting of messages is very effective. I think it complements the other resources available to me and connects me with other professionals, both within Scotland and further afield, whom I would otherwise Never encounter.
- Yes, and have recently recommended for a new research community to adopt
- Probably. I can't give any specific examples of how it has been valuable but I have chosen to continue my membership in order to keep abreast of things that might potentially be useful.
- Yes good network to link in to develop knowledge
- Sharing and receiving relevant information, not bombarded with emails, but relevant information
- I think it's part of the landscape of communication within cancer care particularly and saves duplication of enquiry to multiple networks
- Good to keep up to date in a quick and easy way. Especially new projects and funding bids
- Yes. It is a great tool, thank you for all your hard work and input!
- Gives a sound global integrated view of what is occurring, which is otherwise time consuming and non- integrated.
- Provides information on networks and areas of work I would not access from another source, very useful
- Yes, because of the wide range of members – differing disciplines etc.
- Yes, potentially. It's good to be kept abreast of topical issues via the network even if it doesn't seem of direct benefit.
- CHAIN acts as an intelligent filter and when information of interest comes through it prompts me to find out more.

- Contemporary theory and research based practice
- Yes, as busy practitioners we cannot know all the info or have time to do so, if this is shared then others can benefit from that
- Most definitely. Would be good to develop a consultancy arm of CHAIN to enable members to give practical support and development
- Interesting and provides centralised quick links, comments and news.
- Yes I think it is useful and informative although I often feel could be maximised within broader work within the country in relation to similar agenda s of quality
- Yes keeping up to date with progress in all aspects of healthcare
- I think it is good for sharing information and resources with other professionals that we might not otherwise see on an everyday basis.
- Stops reinvention of wheels, puts people with relevant skills or knowledge in touch with each other
- I intend to use CHAIN again in the future to circulate an enquiry and I always keep an eye on the topics/events coming through.
- I love getting it straight to my desk top
- Anything that informs and influences you has to be of value.
- I have found CHAIN very useful in my current and past roles.
- Yes, very much so. I see it as a very useful resource and am keen to use it more in the future.
- Yes, it has made me aware of a number of national documents, policies, consultations and events that I have been able to share with my colleagues. I think I could have used it for more in the time I have been a member but haven't so far. This questionnaire has made me think I should be using it more effectively to circulate information and networking.
- It is a very useful resource in keeping up to date with what is going on in other areas.
- Yes, absolutely. New knowledge, new ideas; user friendly
- Yes should have confidence to use more actively over time
- Yes but do not think I have fully exploited yet
- Yes, but I think easier/more open access searching would be a more user friendly model (although I accept that there are issues with that, and you'd need to get everyone's permission for it)
- Yes, It would be good if more people used it to ask and share what they are doing, but it also feels a little formal and I would worry about asking something that might seem trivial to others or incredibly obvious.
- Have not really used but do find it useful to see information exchange
- Yes – it is a great idea. I have the feeling that I am not using it right - and whilst I do have it on LinkedIn I have only just realised that its on twitter from your email footer !!! I imagine this will become more relevant as the membership grows.
- From an information exchange point of view it definitely has value – perhaps the networking angle could be strengthened in the future as this has huge potential value but at present I think I underutilise this resource considerably
- I think Chain would be of value to those working more directly in quality improvement than me.
- Yes, however I do not find it an intuitive system.
- Part of the problem is I don't have enough time to look at Chain closely. In theory I think the concept is excellent.
- No, given my responses above I don't currently see the value in it. I would probably consider using other networks before using CHAIN, particularly as my profession doesn't seem to be well represented.

List of respondents' organisations

Organisation
Antara Consulting
Chest Heart and Stroke Scotland
Chest Heart and Stroke Scotland
Dundee Children & Young Persons Protection Committee
Dundee College
East Lothian & Midlothian Community Health Partnerships, NHS Lothian
Edinburgh Napier University
Edinburgh Napier University
Edinburgh Napier University
Fife Acute Hospitals
Fort William Health Centre
Forth Valley Health Board
Glasgow Caledonian University
Glasgow Caledonian University
Glasgow Caledonian University
Glasgow Caledonian University
Glasgow University
Glasgow University
Glenrothes & North East Fife CHP
Glenrothes & North East Fife CHP
Greater Glasgow & Clyde Health Board
Health and Social Care Alliance for Scotland
Healthcare Improvement Scotland
Healthcare Improvement Scotland
Healthcare Improvement Scotland
Healthcare Improvement Scotland
Healthcare Improvement Scotland
Healthcare Improvement Scotland
Heriot-Watt University
ISD Scotland
Macmillan Cancer Support
Macmillan Cancer Support
Macmillan/NHS Lothian
Maggie's Highlands
Marie Curie Centre, Fairmile
NHS Ayrshire and Arran
NHS Ayrshire and Arran
NHS Ayrshire and Arran
NHS Borders
NHS Dumfries & Galloway
NHS Dumfries & Galloway
NHS Education for Scotland
NHS Education for Scotland
NHS Education for Scotland
NHS Education for Scotland

NHS Lothian
NHS Lothian
NHS Lothian
NHS Lothian Infection Prevention & Control Services
NHS National Services Scotland
NHS National Services Scotland
NHS National Services Scotland
NHS Orkney
NHS Scotland
NHS Shetland
NHS Tayside
NHS Tayside
NHS Tayside
NHS Tayside
NHS Tayside
NHS Tayside
NHS Tayside
NHS Tayside
NHS Tayside
NHS Tayside
NHS Tayside
NHS Tayside
NHS Western Isles
Ninewells Hospital
O'Connell Street Medical Practice
Patient Opinion
Queen Margaret University
Queen Margaret University
Queen Margaret University
Queen Margaret University
Queen Margaret University
Queen Margaret University
RCN Scotland
Robert Gordon University
Robert Gordon University
Scottish Government
Scottish Government
Scottish Government
Scottish Government
Scottish Government/NHS Tayside
Scottish Intercollegiate Guidelines Network (SIGN)
South East Scotland Cancer Network (SCAN)
Stobhill Hospital
The Beatson West of Scotland Cancer Centre
The Hepatitis C Trust
The Robert Gordon University
University of Aberdeen
University of Dundee
University of Dundee
University of Dundee

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University of Edinburgh
University of Edinburgh
University of Edinburgh
University of Edinburgh
University of Edinburgh
University of Edinburgh
University of Glasgow
University of Glasgow
University of Glasgow
University of St Andrews
University of Stirling
University of Stirling
University of Strathclyde
University of Strathclyde
University of Strathclyde
University of the West of Scotland
University of the West of Scotland
University of the West of Scotland
University of Stirling
Volunteer Development Scotland
West Dunbartonshire Community Health & Care Partnership
Western Isles NHS Board



CHAIN - Contact, Help, Advice and Information Network - is an online mutual support network for people working in health and social care.

For further information on CHAIN and joining the network please visit website:

<http://chain.ulcc.ac.uk/chain/index.html>

For any queries please contact enquiries@chain-network.org.uk

*Follow CHAIN on **Twitter**: @CHAIN_Network ; Find us on **Facebook**; Connect with CHAIN on **LinkedIn***