Lifting The Burden in Official Relations with the World Health Organization



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The Global Campaign against Headache

Research Project: Evaluation of headache service quality

[list the local collaborator(s)]

Doctors' questionnaire

Under the auspices of the Global Campaign against Headache, headache centres in Europe and the United States, and the University of Oxford in the UK, are collaborating to define and measure *quality* of headache care. This is a step towards making improvements in headache care at local, national and international levels.

A multi-dimensional definition of quality has been agreed, along with a set of quality indicators. This study is an evaluation of the quality indicators implemented in specialist headache centres. Health-care providers, patients and administrative staff are asked to complete short questionnaires, and a review of randomly selected patients' records is conducted.

If the study is successful, it will be followed by studies in other settings, including primary care. Ultimately, the quality indicators, once validated, will be used to improve headache services.

There are five short questionnaires. This one of 19 questions is aimed at doctors. Please complete it by ticking the relevant box for each question. Once you have done so, please return it to [local collaborator].

First please indicate whether you are:

Staff doctor O Trainee O

and the date of completion:

____/___/20____

		Office use only
1.	Is it routine practice in your headache service to review a patient's diagnosis during follow-up? O yes O no O don't know	А5
2.	Are diagnostic diaries available in your headache service? O yes O no O don't know	A6b
3.	Does a formal triage system exist in your headache service? (this means any system during the first telephone contact, or on receipt of a referral letter, that identifies patients' particular needs and reacts accordingly) O yes O no (go to 5) O don't know (go to 5)	B1a
4.	Is your triage system designed to pick out potentially urgent cases for early appointments? (for example, patients with cluster headache) O yes O no O don't know	B1a
5.	Are you satisfied that sufficient time is allocated to each patient's visit to enable a good management? O yes O no	B2c
6.	Does an access route to psychological therapies exist in your headache service? (these may be provided within your own service or by direct referral to another service) O yes O no O don't know	B4b

O yes O no O don't knowB6a8. Does your headache service allow follow-up of every patient who needs it?B6aO yes O no O don't know0 don't know9. Is a follow up diary or calendar available in your headache service?B6d
O don't know B6a 8. Does your headache service allow follow-up of every patient who needs it? B6a O yes O no O don't know 0 don't know 9. Is a follow up diary or calendar available in your headache B6d
 8. Does your headache service allow follow-up of every patient who needs it? O yes O no O don't know 9. Is a follow up diary or calendar available in your headache B6a
who needs it? O yes O no O don't know 9. Is a follow up diary or calendar available in your headache B6d
O no O don't know 9. Is a follow up diary or calendar available in your headache B6d
O don't know 9. Is a follow up diary or calendar available in your headache B6d
9. Is a follow up diary or calendar available in your headache B6d
O yes
O no
O don't know
10. Does a referral pathway exist from primary care to your C1b headache service?
O yes
O no (go to 12)
O don't know (go to 12)
11. Does this pathway permit, and respond to, urgent referral C2b when needed?
O yes
O no
O don't know
12. Are information leaflets for headache patients available D1 in your headache service?
O yes
O no
O don't know
13. Are you satisfied with the cleanliness and comfort of the E1b environment in your headache service?
O yes
O no
14. Do you in general think patients' waiting times in the E3b clinic are acceptable?
O yes
O no

 15. Is your headache service equally accessible for all patients who need it? (if access to the service depends on ability to pay or another restriction unrelated to clinical need, answer "no") O yes O no O don't know 	G4
 16. Is an outcome measure available in your headache service that is based on self-reported symptom burden? O yes O no O don't know 	H1b
 17. Is an outcome measure available in your headache service that is based on self-reported disability burden? O yes O no O don't know 	H2b
 18. Is an outcome measure available in your headache service that is based on self-reported quality of life? O yes O no O don't know 	H3b
 19. Does a protocol (rules and written procedures) for reporting serious adverse events exist in your headache service? O yes O no O don't know 	I2b

Please add further comments, if any, below:

Thank you for completing the questionnaire. Please return it to [local collaborator]