

Freedom of Information Request

Subject: Rework

Responses

PART A – Reporting of Rework

Question 1 – Does your senior management team receive systematic reports of ‘rework’ from your organisation? *(Please see definition provided on the ‘Information’ file.)*

Yes	No ✓
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Please tick as appropriate

If your answer is YES go to Part B of this questionnaire.

If your answer is NO go to Part C of this questionnaire.

PART B – Analysis of Rework

<i>Please tick all that apply</i>			✓
Do reports indicate:	(a)	the number of rework incidents?	
	(b)	monetary cost of rework?	
	(c)	the extent of new work displaced by rework?	
	(d)	non-monetary costs such as harm or inconvenience?	
	(e)	something else	

<i>Please tick your selection</i>			✓
Origin of reports:	(a)	mainly from clinical activities?	
	(b)	mainly from non-clinical activities?	

<i>Please tick your selection</i>			✓
How widespread is ‘rework’ reporting?	(a)	most kinds of activity (more than 60%)	
	(b)	several kinds of activity (30% to 60%)	
	(c)	few kinds of activity (less than 30%)	

<i>Please tick all that apply</i>			✓
How are reports classified?	(a)	types of activity (e.g. pharmacy/laundry/nursing)	
	(b)	causation (e.g. wrong method/process deficient/training)	
	(c)	consequences (e.g. major/minor/frequent failure)	
	(d)	other	

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PART C – Reasons why your management team might not be collecting information about rework

Please respond to each of the following possible reasons

<i>Please tick to indicate your response</i>						✓	
(a)	We had not previously considered whether or not we should collect rework information						
Does not apply to us	Probably does not apply to us	✓	Probably does apply to us		Does apply to us		

<i>Please tick to indicate your response</i>						✓	
(b)	We have previously considered whether or not we should collect rework information but decided against it						
Does not apply to us	Probably does not apply to us	✓	Probably does apply to us		Does apply to us		

<i>Please tick to indicate your response</i>						✓	
(c)	Costs of collecting rework information seem likely to exceed benefits						
Does not apply to us	Probably does not apply to us		Probably does apply to us	✓	Does apply to us		

<i>Please tick to indicate your response</i>						✓	
(d)	We are unclear about how the information could be used to reduce rework						
Does not apply to us	Probably does not apply to us		Probably does apply to us		Does apply to us		

<i>Please tick to indicate your response</i>						✓	
(e)	Some information about rework might be collected locally but not shared centrally						
Does not apply to us	Probably does not apply to us	✓	Probably does apply to us		Does apply to us		

<i>Please tick to indicate your response</i>						✓	
(f)	We are reducing rework but do not report it systematically						
Does not apply to us	Probably does not apply to us	✓	Probably does apply to us		Does apply to us		

<i>Please tick to indicate your response</i>						✓	
(g)	Reducing rework has not been defined as a high priority for us						
Does not apply to us	Probably does not apply to us	✓	Probably does apply to us		Does apply to us		

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