



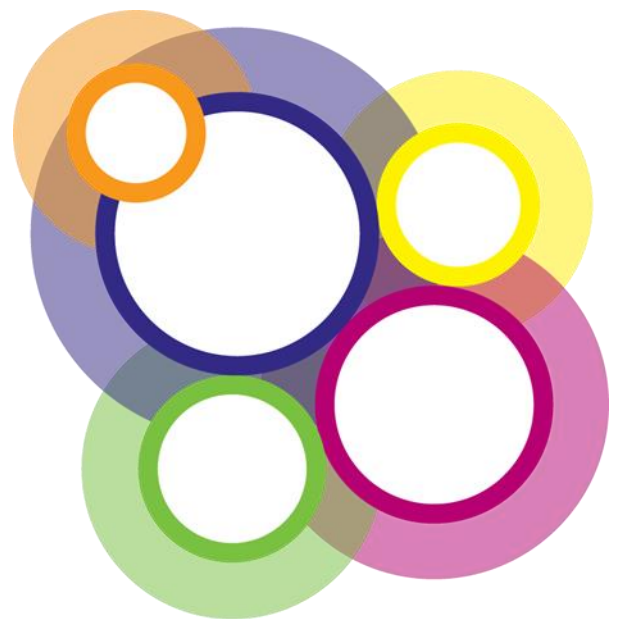
North of England
Commissioning Support

Partners in improving local health

NECS Clinical Systems Specialist Team

SystemOne - Questionnaires Guide

Author: NECS Clinical Systems Specialists Team





Partners in improving local health



North of England
Commissioning Support

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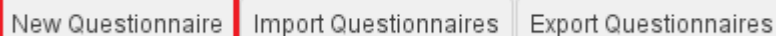
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Creating a Questionnaire

Questionnaires can be created as a survey to enable patients to complete either by a staff member with the patient present, printing a copy out for the patient to complete and then hand back to reception to be completed electronically, by making them available for patients to complete using Online Access or making them available via the touchscreen within the waiting area.

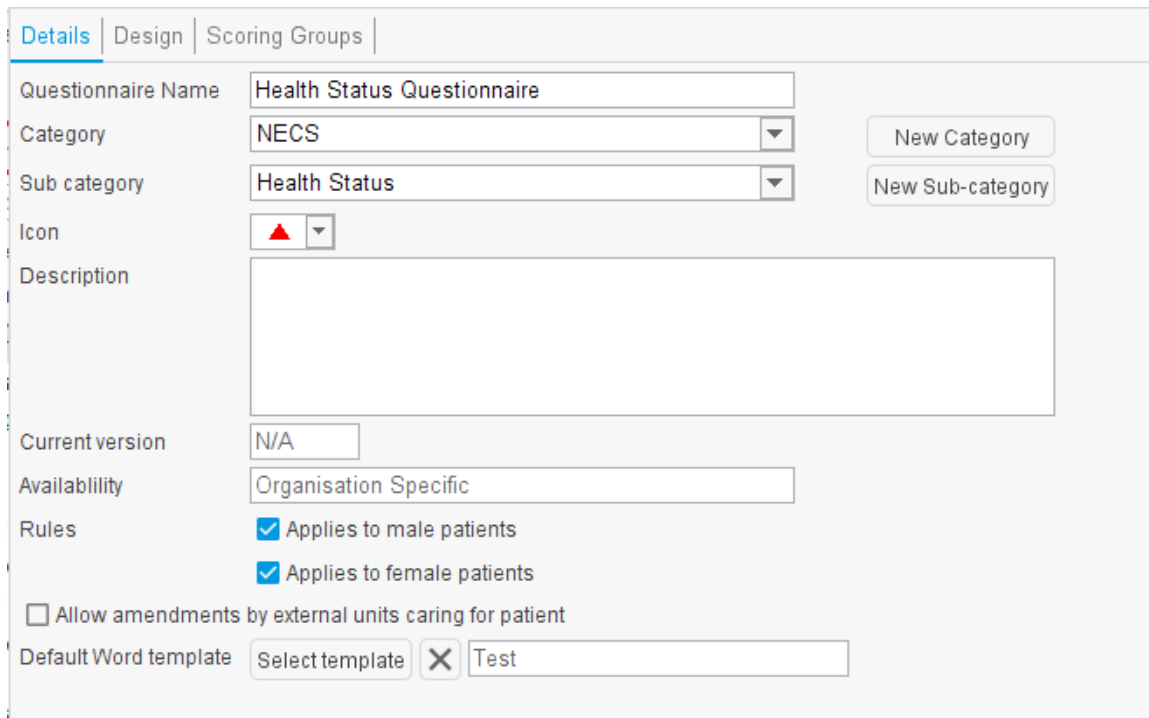
Questionnaires can also be used like a data entry tool and aid in the recording of QOF data

1. Click **Set-up – Data Entry – Questionnaires**
2. All available questionnaires will be listed and what is active for the practice. This list can also be filtered by the category set when created
3. Click **New Questionnaire**



New Questionnaire Import Questionnaires Export Questionnaires

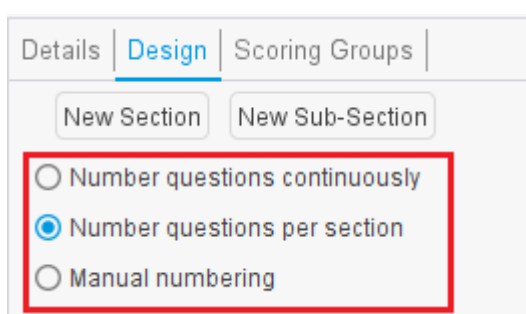
4. Within the **Details Section, Name the Questionnaire**, choose and relevant **category** or create a **new category**, create a Sub-category if necessary
5. Select an Icon for the Questionnaire
6. Type a description, this will show under the name of the questionnaire if printed
7. Apply and rules if necessary to prevent the availability to males / females
8. Tick if the Questionnaire is to be available via online services
9. Tick to allow amendments by external SystemOne units (if a sharing agreement is in place for the patient this will allow other units to also complete the questionnaire)
10. Select if a word template will be used when either viewing the questionnaire within the patient record or to write a word document.
The letter will need to be already created via set-up – referrals & Letters – New Word Letter Template and the necessary mail merge fields to be added to the letter.



Questionnaire Design

1. Click **Design section**
2. A decision is needed on how you want the questionnaire to be numbered:
 - a. **Number questions continuously.** The system will automatically number the questionnaire
 - b. **Number questions per section.** The system will automatically number each section for example Section 1
 - c. **Manual numbering.** You will need to number each part of the questionnaire yourself

Note: As you work through the design of the questionnaire you will see how this is behaving and these options can be changed if necessary.

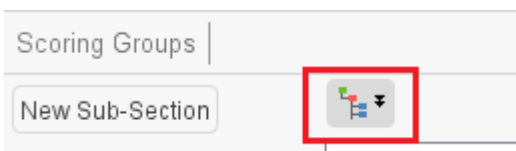


3. The Section title will be the first field automatically available and will need to be completed

4. Click the **blank field** labelled “**Enter section title**” and type a name for the first section the patient will need to complete (E.g. Smoking Status), format font size etc. accordingly.
5. Add further sections or sub sections using the buttons above the numbering section.



6. You can now start to structure the questionnaire by adding items to each section using the Add **New Item** icon



7. The following options are available:
 - a. **Information.** Add text to the section for example guidance information. You can set to only show this information if a question is answered e.g. Do you drink Alcohol – if yes is answered you can show an information page on the recommended alcohol levels
 - b. **Yes / No.** Add a yes / no question for example do you smoke? The answers can be linked to read codes e.g. current smoker etc. You can make this mandatory if necessary and again link to only show if other options have been answered
 - c. **Multiple Choice – One Answer.** Add a multiple choice question but will only allow the patient to choose one answer from this list. The answers can be linked to read codes and can be set to only show if other options previously have been selected
 - d. **Multiple Choice – Multiple Answer.** As above but the patient can select more than one answer (will display as radio buttons)
 - e. **Short Text Answer.** Add a question that will require a brief answer. You can create Preset answers for the patient to choose from to save them typing the answer. (Max 50 Characters)
 - f. **Long Text Answer.** Add a question that will require a more detailed answer. As above you can create detailed preset answers for the patient to choose from. (Unlimited Text)

- g. **Date.** Add a question that will require the patient to populate a Date e.g. start or stop date
- h. **Date and Time.** Add a question that will require the patient to populate a date and time
- i. **Table.** Add a question with an associated table. You will need to populate the table with column headers and what data is required within the column – either text, date or date & time). *This is not linked to read coded data. When the patient uses the table they will need to add the rows to answer the questions
- j. **Numeric Reading.** Add a question that will be requiring the patient to complete a numeric reading for example Weekly Alcohol Intake
- k. **Additional Scoring.** Look at the answers in others questions and add a score to the scoring group

The guide will use the following as an example to create:

Smoking Status

- Current Smoking Status
- When did you stop smoking (if the answer is ex-smoker)
- Type of Smoker (if the first answer is smoker)
- Severity of Smoking (if the first answer is smoker)
- Weekly smoking intake (if the first answer is smoker)
- Would you like to be referred for smoking cessation (if the first answer is smoker)
- Best Number to contact the patient (if the answer is Yes to being referred for smoking cessation)

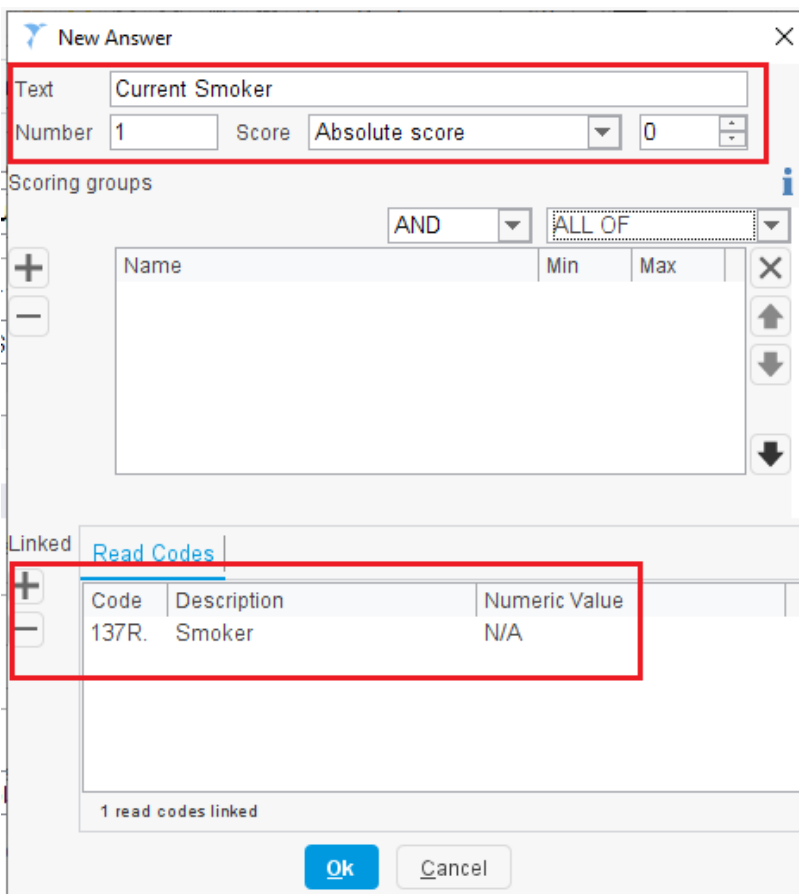
Alcohol Intake

- Do you drink alcohol
- Weekly alcohol intake (If the answer is yes to alcohol)

Exercise Grading

- How much exercise on average per weekly do you participate.

8. **Current Smoking Status.** Click **Add New Item** and select **Multiple Choice – One Answer**
 9. Click into the field **Multiple Choice – One Answer** and type your question “ **What is your current Smoking Status**” (You can format the question using the toolbar as used previously)
 10. Click **Add Answer** and type the text **Current Smoker** – you can number this answer if necessary and set an absolute score, **scores will be covered later**. Number each answer starting with 1
- Note:** you can also link the answer to a red code which will show in the relevant sections of the patient record.
11. Click the **+ icon** and type **Smoker**, select the **CTV3 Code 137R SNOMED 77176002**
 12. Click **Ok** when done



New Answer

Text: Current Smoker

Number: 1 Score: Absolute score 0

Scoring groups: AND ALL OF

Name	Min	Max

Linked: [Read Codes](#)

Code	Description	Numeric Value
137R.	Smoker	N/A

1 read codes linked

Ok Cancel

13. **Repeat this process** using the **Add Answer** to include **Ex-Smoker** (Ub1na) and **Never Smoked** (XE0oh)
14. Click **Ok** when done

15. The order of the answers can be changed by using the **arrows** on the **right side of the section**, you can also edit and remove if necessary and the text can be formatted as used previously

Note: You must decide if this answer is **mandatory** and if this will be shown depending on other answers. If the answer is mandatory the patient will not progress to any other section of the questionnaire until this answer is complete. This can be useful if the data is to assist with Qof or other Reporting purposes

16. Tick to ensure this is **mandatory**

What is your current Smoking Status?

Scoring Group

Answers	Number	Answer	Read Codes	Score
<input type="button" value="Add Answer"/>	1	Current Smoker		1 0.0
<input type="button" value="Edit Answer"/>	2	Ex-Smoker		1 0.0
<input type="button" value="Remove Answer"/>	3	Never Smoked		1 0.0

Mandatory

Dependent on other answers

17. **When did you stop smoking?** Click **Add New Item** and select **Date**

18. Click into the **date field** and type **“When did you stop Smoking”** (please provide an approximate date)

19. Click **Dependant on other answers** and click the **+ Key**

20. The **Select an Answer dialogue** will display, select **Ex-Smoker** from what is your current smoking status section.

21. Click **Ok** when done


Select answer

- Health Status Questionnaire
 - 1 - Smoking Status
 - What is your current Smoking Status?
 - Current Smoker
 - Ex-Smoker**
 - Never Smoked

22. **What do you usually smoke ?.** Add the item **Multiple Choice – One Answer** and type **“What do you usually smoke”**

23. Click **Add Answer** and type **“Cigarette”**, number as 1 and link to read codes: **Cigarette Smoker**, Click **OK**

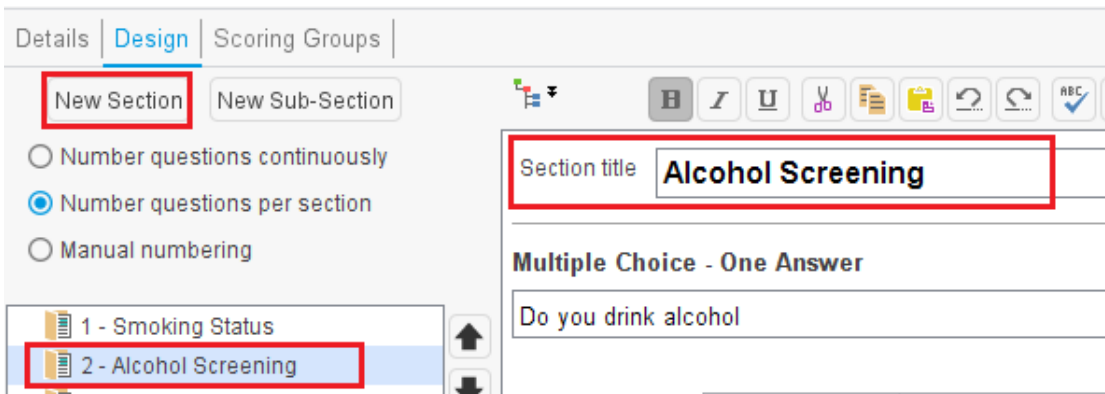
24. Continue to add **Cigar, Rolls Own, Pipe**, number each accordingly.
25. Click **Dependant on other answers**, click + Key
26. The **Select an Answer dialogue** will display, click **Current Smoker** from **what is your current smoking status section**
27. Click **Ok** when done
28. **What severity of smoker are you?**. Add the item **Multiple Choice – One Answer** and type **“What severity of smoker are you?”**
29. Click **Add Answer** and type **Light Smoker**, number as 1 and **link to the relevant code**.
30. Continue with the above process for **Occasional, Moderate, Heavy** and **Very Heavy**, number accordingly.
31. Click **Dependant on the answer Cigarette Smoker**
32. **Daily Cigarette Intake**. Add the item **Numeric Ready** and Type **“Daily Cigarette Intake”**.
33. Click **Add Numeric** and search for **Cigarette Consumption**, select and click **Ok**.
34. Click **Dependant on the answer** and add both **Cigarette** and **Rolls own**



Numeric Reading		
Daily cigarette intake		
Add Numeric	Reading	
Remove Numeric	Cigarette consumption	
<input type="checkbox"/> Mandatory		
<input checked="" type="checkbox"/> Dependent on other answers		
+	Question	Answer
-	What do you usually smoke?	Cigarette
-	What do you usually smoke?	Rolls Own

35. Following the same process, Add **Numeric fields** for **Cigar** and **Pipe** (separately) and ensure they are dependent on the correct answers.
36. **Would you like to be referred for smoking Cessation?** Add the item **Yes / No** and type **“Would you like to be referred for smoking cessation?”**
37. Double click **Yes prompt** and **link** to the code **XaltC**. This would be a practice decision.
38. Double click **No Prompt** and link to the code **XaaDx**

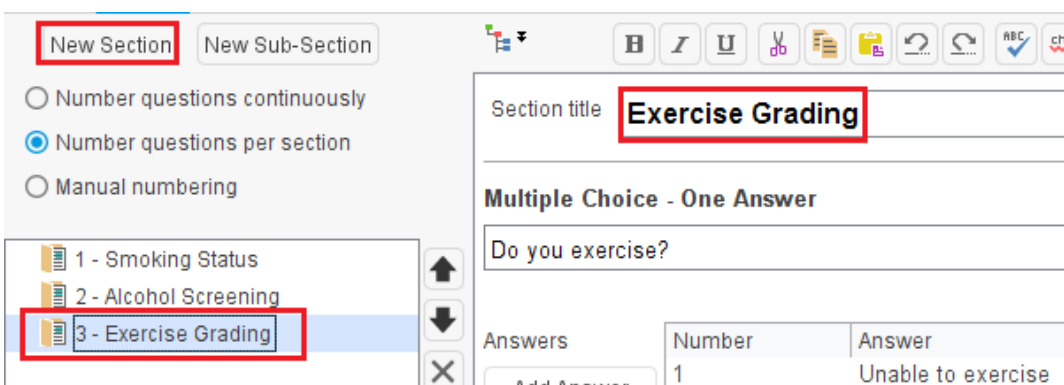
39. Click **Dependant on other answer** and select **Current Smoker**
40. Add the item **Short Text** Field and type “**Please provide us with an up-to-date telephone number** (home /work / alternative)”
41. Click **Dependant on other answer** and select **Yes to referral to smoking cessation.**
42. Click **New Section** and name this **Alcohol Screening**, format if necessary.



43. **Do You Drink Alcohol.** Add the item **Multiple Choice – One Answer** and type “**Do you drink alcohol**” add the answers Teetotaller, Light, Moderate, Heavy and Very Heavy Drinker, Ensure you link each to the **appropriate codes** and number accordingly

Note: if this can assist with reporting click to select **mandatory**.

44. **Weekly Alcohol Intake.** Add the item **Number Reading** – and type “**Weekly Alcohol Intake**” and add the number reading **Alcohol Intake**
45. Click **dependant on the answers light, moderate, heavy & very heavy**
46. Click **New Section** and name this **Exercise Grading**, format if necessary



Answers	Number	Answer
Add Answer	1	Unable to exercise

47. **Do You Exercise?** Add the item **Multiple Choice – One Answer** and type “**Do you Exercise**” add the answers, **unable, light, moderate** and **heavy exercise**. Ensure you **link** each to the appropriate **codes** and number accordingly

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48. Add the item **Information** and type “**Thank you for completing this short questionnaire**”, select an appropriate **background colour**

Information

Thank you for completing this short questionnaire

Background [Color Picker]

Dependent on other answers

49. When the questionnaire is complete click **Ok**

Ok Cancel

Details | **Design** | Scoring Groups

New Section | New Sub-Section

Number questions continuously
 Number questions per section
 Manual numbering

1 - Smoking Status

2 - Alcohol Screening

3 - Exercise Grading

Section title **Smoking Status**

Multiple Choice - One Answer

What is your current Smoking Status?

Answers	Number	Answer
Add Answer	1	Current Smoker
	2	Ex-Smoker

50. The questionnaire will now need to be **published**. Click **Unpublished Questionnaires**, right click and select **Publish**.

Search on Descriptions Categories

Include Unpublished

Active Questionnaires

- By Availability
- By Category
 - Alys
 - Anxiety
 - Craig
 - Health Status
 - Mental Health
 - Miscellaneous
- Unpublished Questionnaires

Name	Category
Anxiety Checklist	Anxiety / Mood disorders
CURB65	Miscellaneous
Health Questionnaire Survey (0	Health Status
Health Screening	Miscellaneous
Karen Test	Miscellaneous
Therapy Service Contact Asses	Craig

Preview Questionnaire
 Print Questionnaire
 Export Questionnaire
Publish Questionnaire
 Amend Questionnaire
 Copy Questionnaire
 Delete Questionnaire

Scoring Groups

Scores can be attached to a coded answer which can then be grouped together to give a final score for a specific section within the Questionnaire. These scores will be saved within the patient record – **See PHQ9**

Scoring groups can also be used to look at the answers of other scores and automatically populate fields when populating the questionnaire – **See Units of Alcohol**

Examples of scoring groups are PHQ9, HAD Score & Audit C.

PHQ9 Scoring Tool

1. Click New **Questionnaire**, complete the **details section: name, category and icon**.
2. Click **Design Section**
3. Leave the defaults as **Number question per section**
4. Click **Section Title** and name this **Patient PHG9 Health Questionnaire**
5. Click to **add a new item** and select **Information** : Please answer the below questions accurately based on how you have felt over the last 2 weeks
6. Click to **add a new item** and **select Multiple Choice – One answer** and type “**Little interest or pleasure in doing things**”
7. Add the following Answers and all linked to the Code **Y11f2**:

Number 1	Not at all	Absolute Score 0
Number 2	Several Days	Absolute Score 1
Number 3	More than half the days	Absolute Score 2
Number 4	Nearly every day	Absolute Score 3

8. Once the code is linked to the code, right click on the entry added and select **Add Numeric Value** if you also want this entry to show within the patient record.
The Value recorded must match the absolute score.

Note: You can select an absolute score which will simply add the score results together to gain the total Or select section multiplier % which will multiply the percentage of all other scores within all sections of the questionnaire to gain the total %.

9. Follow the same answer format for the following questions:

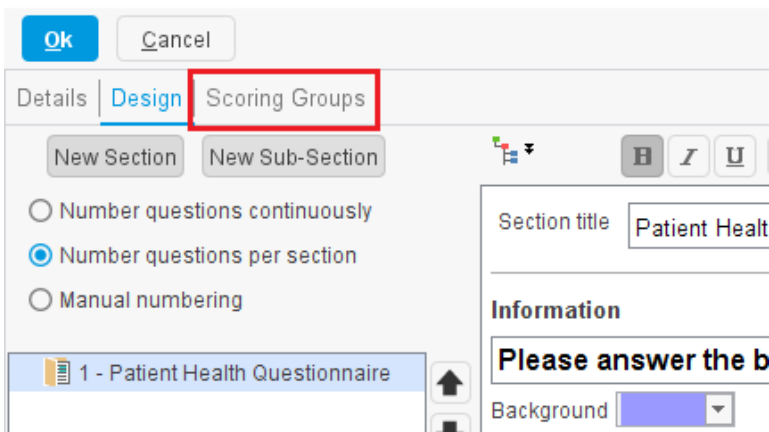
Feeling down, depressed or hopeless	Code Y11f3
Trouble falling or staying asleep or sleeping too much	Code Y11f4
Feeling tired or having little energy	Code Y11f5
Poor appetite or overeating	Code Y11f6
Feeling bad about yourself	Code Y11f7
Trouble concentrating	Code Y11f8
Moving or speaking slowly	Code Y11f9
Thought you would be better off dead	Code Y11fa

10. Add the following **information section** (format where necessary):

Minimal Depression	1 - 4
Mild Depression	5 - 9
Moderate Depression	10 - 14
Moderately Severe Depression	15 - 19
Severe Depression	20 - 27

11. The **Scoring Groups section** will now need to be completed to enable the total scores for the answers to be pulled together and linked to one code.

12. Click **Scoring Groups Section**

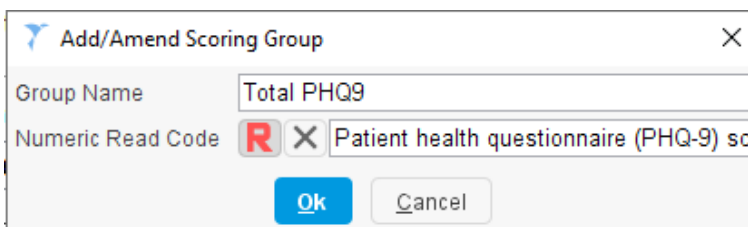


13. Click the **+** to add a **scoring group**

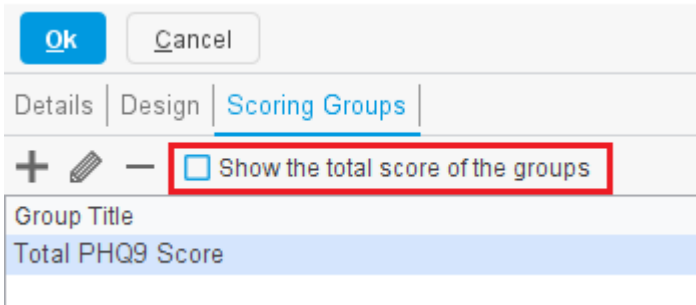
14. Name the **Group Title – Total PHQ9 Score**

Note: This will display in the right pane when being completed

15. Click to **add a numeric read code** and select the appropriate read code for this example **XaLDN Patient Health Questionnaire (PHQ9) Score**



16. You can tick to show the **total score of the groups** if necessary, this will display all totals in the right pane for every time this questionnaire is completed



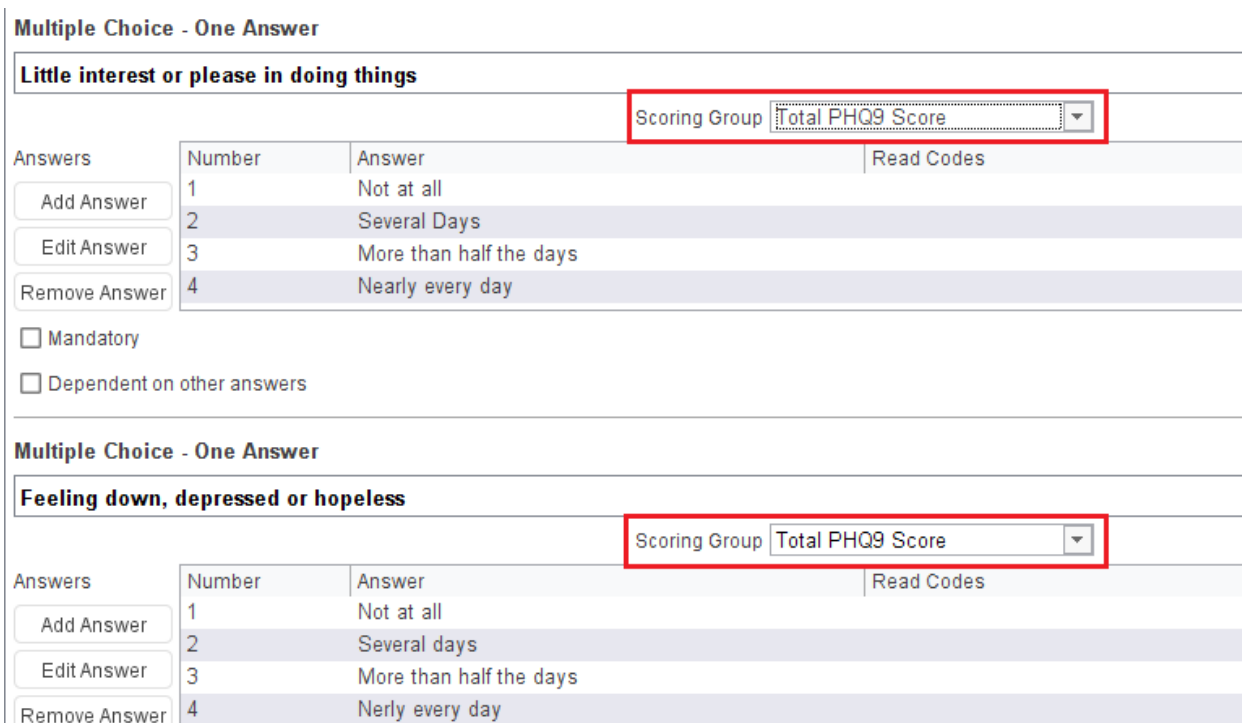
Ok Cancel

Details | Design | **Scoring Groups**

+ ✎ - Show the total score of the groups

Group Title
Total PHQ9 Score

17. Click **back to the Design section** and ensure each question is now **Linked to this scoring group**



Multiple Choice - One Answer

Little interest or please in doing things

Scoring Group: Total PHQ9 Score

Answers	Number	Answer	Read Codes
Add Answer	1	Not at all	
Edit Answer	2	Several Days	
Remove Answer	3	More than half the days	
	4	Nearly every day	

Mandatory
 Dependent on other answers

Multiple Choice - One Answer

Feeling down, depressed or hopeless

Scoring Group: Total PHQ9 Score

Answers	Number	Answer	Read Codes
Add Answer	1	Not at all	
Edit Answer	2	Several days	
Remove Answer	3	More than half the days	
	4	Nerly every day	

18. Click **Ok** when complete and **publish the questionnaire**

Units of Alcohol

1. Click New **Questionnaire**, complete the **details section**: name, **category** and **icon**.
2. Click **Scoring Groups** and Name this group **Alcohol Units**, add the code **136 Alcohol intake**
3. Click **Design** and Name the section title **Alcohol Behaviour**
4. Add the first Question as **Multiple Choice Single Answer Drop Down** and name this **How many units of alcohol do you drink weekly?**
5. Click Add Answer and type the **text 0 Alcohol Unites Per week**, ensure the absolute score is **0**, Click **Ok** when done

6. Continue to add the following answers:

2 units of alcohol weekly	Absolute Score 2
3 units of alcohol weekly	Absolute Score 3
4 units of alcohol weekly	Absolute Score 4
Continue up to 20 units	Absolute Score add for each line

Section title **Alcohol behaviour**

Multiple Choice - Single Answer Drop-down

How many units of alcohol do you drink weekly?

Scoring Group **No Group**

Answers	Number	Answer	Read Codes	Score
<input type="button" value="Add Answer"/>	1	0 Alcohol unites Per Week		0 0.0
<input type="button" value="Edit Answer"/>	2	2 units of alcohol Per week		0 2.0
<input type="button" value="Remove Answer"/>	3	3 units of alcohol Per week		0 3.0
	4	4 units of alcohol Per week		0 4.0

- This question must now be linked to the scoring group, click the scoring group drop and down select weekly alcohol units.

Section title **Alcohol behaviour**

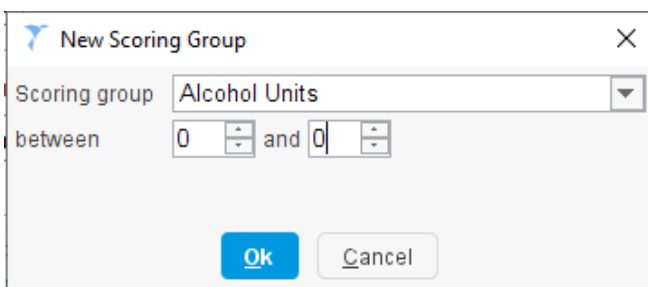
Multiple Choice - Single Answer Drop-down

How many units of alcohol do you drink weekly?

Scoring Group **Alcohol Units**

Answers	Number	Answer	Read Codes
Add Answer	1	0 Alcohol unites Per Week	
Edit Answer	2	2 units of alcohol Per week	
Remove Answer	3	3 units of alcohol Per week	
	4	4 units of alcohol Per week	

- Add another question **using multiple choice – multiple answers** and name this **Alcohol Severity**
- Add the first answer and type the text **Tee Totaller**
- Click **+ Scoring Groups** and select **Alcohol Unit Scoring Group**
- Add **0** in the **min** and **Max**, click Ok (This is looking at the absolute score in the Alcohol Weekly Units Question)



New Scoring Group

Scoring group **Alcohol Units**

between **0** and **0**

Ok **Cancel**

- Click **+ Link** and select the **code 1361 (Teetotaller)** and click **Ok**
- Click **Add Answer**
- Add the answer and type the text **Moderate Drinker**
- Click **+ Scoring Groups** and select the Alcohol Unit scoring Group
- Add **1** in the min and **10** Max and click **Ok**
- Click **+ Link** and select the **code Ub01M (Moderate Drinker)** , click **Ok**
- Click **Add Answer**

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19. Add the answer and type the text **Heavy Drinker**
20. Click + **Scoring Groups** and select the **Alcohol Unit scoring Group**
21. Add **11** in the min and **19** Max and click **Ok**
22. Click + Link and select the **code Ub01O (Heavy Drinker)** , click **Ok**
23. Click **Add Answer**
24. Add the answer and type the text **Very Heavy Drinker**
25. Click + **Scoring Groups** and select the **Alcohol Unit scoring Group**
26. Add **20** in the min and **20** Max and click **Ok**
27. Click + Link and select the **code Ub01P (Very Heavy Drinker)** , click **Ok**

Number	Answer	Read Codes	Score
	Tee Totaler		1 0.0
	Moderate Drinker		1 0.0
	Heavy Drinker		1 0.0
	Very Heavy Drinker		1 0.0

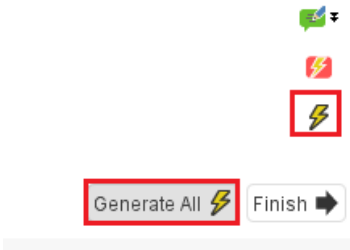
28. Once the questionnaire is complete, ensure it is published and ready for use.
29. **Retrieve the patient record**, right click on **questionnaire** from the clinical tree and select **Alcohol Questionnaire**
30. Complete the first question about the weekly alcohol intake

1 **How many units of alcohol do you drink weekly?**

3 units of alcohol Per week



31. As the next question is linked to the above question the **Generate All Buttons** can be used



32. Click on either of these buttons, you will see the linked question is now pre-populated




2 **Alcohol Severity**

- Tee Totaller
- Moderate Drinker
- Heavy Drinker
- Very Heavy Drinker



Using Questionnaires

Questionnaires can be used via the SystemOne Toolbar (if configured), via the F12 Launcher (if configured), via medication being added, read codes being added, referrals or scanning (if input prompts have been created) and from the Clinical Tree

1. Retrieve a **Patient Record**
2. Right click **Questionnaires** from the clinical tree and select a relevant Questionnaire
3. The questionnaire will display to be completed. The number of pages available within the questionnaire will display in the left pane with the following icons:

	No Answers have been recorded
	Partially answered
	All answers have been completed

4. The middle pane will display all questions to be completed, further questions may display depending on the answer to questions

	Add comments to the question
	Use previous answers if recorded

5. The right pane will display any read codes and or scores associated with the answer to the questions
6. Once the template answers have been completed you must either **Save for future editing** (can amend later) or **Save the final version** (no amendments). If Save final version is selected the derived content dialogue will show listing the read codes used during the questionnaire
7. Click **Save Final Version**
8. Select what codes are to be saved within the patient record, click **Add Checked to Record**
9. The completed questionnaire will be displayed within the questionnaires node of the clinical tree, New / Tabbed Journal, Read Code Journal (if codes where added), Numeric results (if number codes where added)

The following options are available by right clicking on a questionnaire:

Amend Questionnaire	Amend the questionnaire (if save for future editing has been selected)
Copy Questionnaire	Copy the selected questionnaire and any comments recorded.
View Questionnaire	View the contents of the questionnaire
Print Questionnaire	Print a copy of the questionnaire
Save to File	Save a copy to your computer etc
Save Final Version	Save a started questionnaire as the final version
View in Word	View the questionnaire using the default word letter selected when the questionnaire was designed
Write Word Letter	Write a letter using the default word template selected when the questionnaire was designed.
View Version History	View the versions of the questionnaire
Show Derived items	Show read codes added via the questionnaire
Show journal entry	Show the journal entry for the selected questionnaire
Problems	Link the questionnaire to problems
Mark in Error	Mark the completed questionnaire in error
Table	View / Print the list of questionnaires completed via RTF, CVS etc

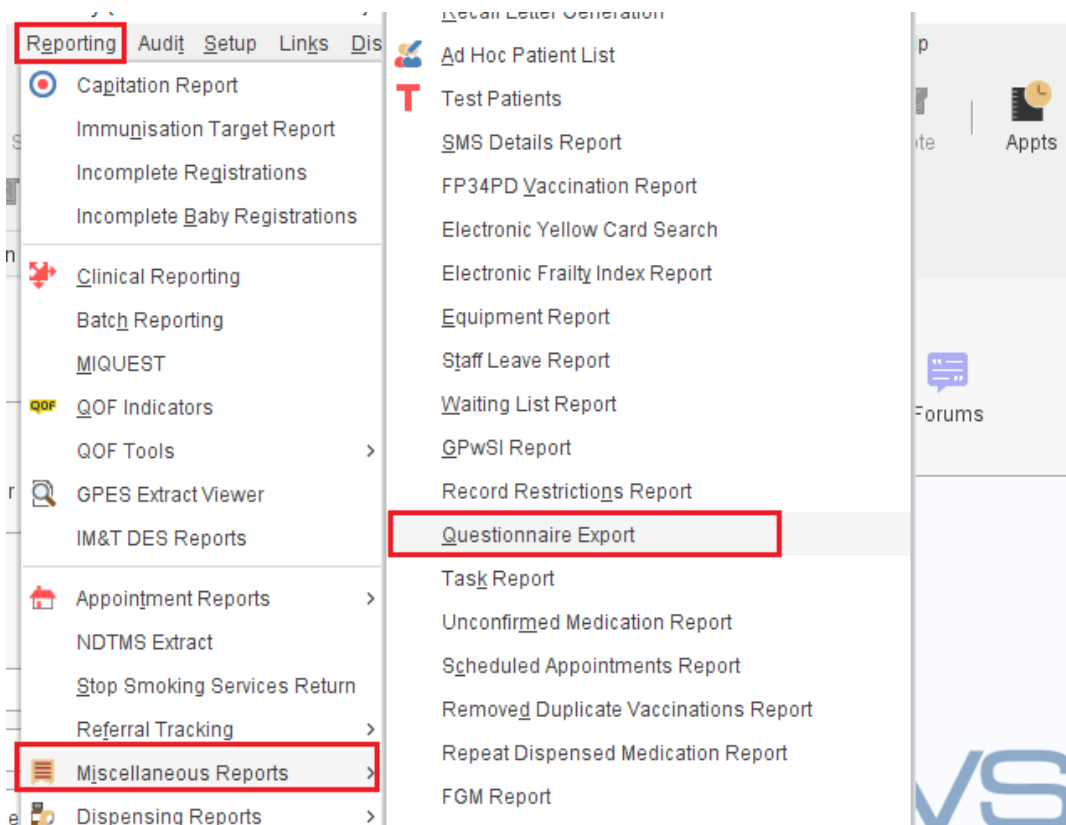
10. Right click on the completed questionnaire and **Select View in Word**, the default word letter template selected when the questionnaire was designed will display. This can be printed.

11. A Word document can also be written using the questionnaire if necessary. Right click on the completed questionnaire and **select Write Word Letter**
12. Leave the fields as this organisation and the patient. You will notice the letter template will default to the letter chosen when the questionnaire was designed
13. Click **Write Now**, the letter will display and can be printed and saved as per normal processes

Questionnaire Reporting

Questionnaires can be reported on via Miscellaneous Reporting

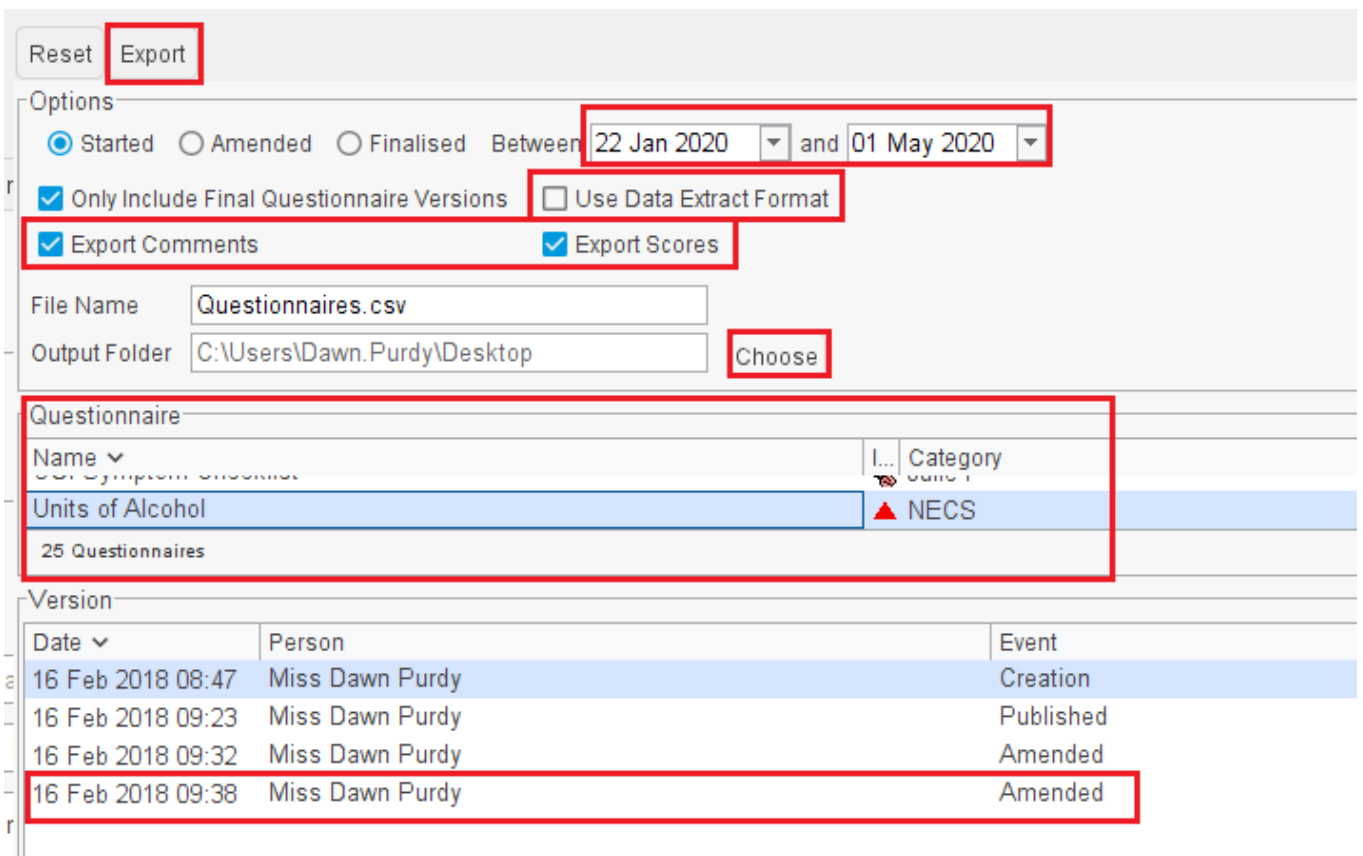
1. Click **Reporting** drop down menu
2. Click **Miscellaneous Reports** and select **Questionnaire Export**



3. Select the **date range** you wish to perform the extract (within 90days)
4. Untick if you wish to include questionnaires that have not been marked as the final versions within the patient record
5. Untick **Use Data Extract Format** if you want to view patient details, comments and details recorded via the questionnaire

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6. Tick to **export Comments** and **Scores**
7. The file name will auto populate but this can be changed if necessary
8. Click **Choose** and select where you would like the questionnaire to be saved e.g. Desktop
9. Select the **relevant questionnaire** to report on
10. Highlight the **latest version** of the questionnaire
11. Click **Export**



Reset **Export**

Options

Started Amended Finalised Between and

Only Include Final Questionnaire Versions Use Data Extract Format

Export Comments **Export Scores**

File Name

Output Folder **Choose**

Questionnaire

Name	Category
Units of Alcohol	NECS

25 Questionnaires

Version

Date	Person	Event
16 Feb 2018 08:47	Miss Dawn Purdy	Creation
16 Feb 2018 09:23	Miss Dawn Purdy	Published
16 Feb 2018 09:32	Miss Dawn Purdy	Amended
16 Feb 2018 09:38	Miss Dawn Purdy	Amended

12. Excel will now open with details of each patients and the information recorded via the questionnaire. Excel can now be used to manipulate the data etc.
13. The documents can be saved as and when and this will be stored / updated in the output folder selected e.g. desktop, shared folder etc.