

## 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

Question 1		<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	

Question 2		<i>Please tick your selection</i>	✓
Origin of reports:	(a)	mainly from clinical activities?	✓
	(b)	mainly from non-clinical activities?	

Question 3		<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%)	

**We do not hold this information centrally but we would estimate that rework accounts for a very low % of our work**

Question 4		<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	

**Re work incidents consider the root cause and contributory factors and assess the impact of these.**