

**HTA Online Survey - Professional Groups
Topline Results
9th July 2010**

- This data is based on 349 HTA stakeholders, representing a response rate of 46%
- Fieldwork took place between 14th June and 2nd July 2010.
- Where results do not sum to 100, this may be due to multiple responses, computer rounding or the exclusion of don't knows/not stated.
- Results are based on all respondents unless otherwise stated. Base sizes are in brackets.
- An asterisk (*) represents a value of less than one half of one percent, but not zero.
- A double asterisk (**) represents a very low base size – these findings should be treated as indicative only

Identification Questions

Q1. **Please specify your relationship with the HTA:** Please select one option only

	%
Designated Individual (DI)	66
Independent Assessor (IA)	18
Accredited Assessor (AA)	4
Living donor coordinator	11
Stem cell coordinator	1
Other	-

Q2. **How long have you been working in this role?** Please select one option only

	%
Less than 1 year	15
Between 1 and 5 years	79
Between 6 and 10 years	4
More than 10 years	3

Q3. **In which sector do you primarily work?** Please select one option only

	%
Post mortem	25
Human application	13
Research	14
Public display	3
Anatomy	4
Transplants – solid organ donation	25
Transplants – bone marrow or stem cell donation	10
Other	7

Q3b. **Do you work in any other sectors?** Tick as many as apply

	%
Research	10
Transplants – bone marrow or stem cell donation	5
Human application	4
Post mortem	3
Transplants – solid organ donation	3
Public display	*
Anatomy	*
Other	1
None of these/not stated	78

Q4. **In which of the following geographical areas are you mainly based?**

Please select one option only

	%
London	21
South East	14
North West	13
West Midlands	11
South West	10
Yorkshire & Humber	6
East of England	6
East Midlands	5
Wales	5
Scotland	4
North East	3
Northern Ireland	3

General Questions

Familiarity and Favourability

Q5. **How well do you think you know what the HTA does?**

Please select one option only

	%
Very well	36
A fair amount	55
Just a little	8
Not very well	*
Heard of HTA, but know nothing about it	-
Don't know	*

Q6. How favourable or unfavourable is your overall opinion of the HTA?

Please select one option only

	%
Very favourable	26
Mainly favourable	42
Neither favourable nor unfavourable	14
Mainly unfavourable	10
Very unfavourable	7
No opinion	1
Don't know	-

Q7. Which of these comes closest to describing how you would speak about the HTA? Would you... Please select one option only

	%	Public Sector Norm %
Speak highly of HTA, without being asked	14	14
Speak highly of HTA, if asked	45	31
Be neutral about HTA, if asked	28	32
Be critical of HTA, if asked	10	16
Be critical of HTA, without being asked	3	5
No opinion	1	2
Don't know	*	

Q8. And in your opinion, has the overall performance of the HTA improved, worsened or stayed about the same over the last 3 years? Is that a lot or slightly... Please select one option only

	%
Improved a lot	13
Improved slightly	36
Stayed about the same	26
Worsened slightly	6
Worsened a lot	2
No opinion	6
Don't know	11

Q9. In your experience, please indicate the extent to which you agree or disagree with each of the following descriptions about the HTA. Please select as many as apply.

	Strongly agree %	Tend to agree %	Neither agree nor disagree %	Tend to disagree %	Strongly disagree %	Don't know/No opinion %
Accessible	39	43	11	4	2	2
Accountable	25	33	20	7	4	11
Authoritative	35	43	15	3	1	3
Consistent	27	39	18	7	3	6
Effective	28	41	15	6	4	5
Efficient	29	35	20	6	5	5
Engaging	22	39	21	6	5	7
Flexible	13	32	24	15	7	8
Focused	31	45	13	3	2	6
Informative	39	44	10	4	2	*

Modern	25	36	24	2	2	10
Professional	46	40	9	2	3	1
Proportionate	17	30	23	9	7	14
Reliable	36	38	17	2	2	6
Responsive	39	40	11	4	2	4
Supportive	36	36	14	7	5	3
Targeted in its actions	24	47	16	4	2	7
Transparent	20	42	21	6	3	7

Q10. **How important, if at all, do you think each of the following activities are for the HTA?**
Please select one option only for each.

	Very important %	Fairly important %	Not very important %	Not at all important %	No opinion %
Improving public confidence	70	23	5	1	1
Improving professional confidence	51	33	10	4	2
Providing licences	60	30	4	2	4
Producing codes of practice	69	24	4	1	1
Overseeing the consent requirements of the Human Tissue Act	74	20	4	1	1
Inspecting organisations to ensure good standards and appropriate procedures	60	31	5	1	4
Giving advice and guidance on interpreting relevant legislation	75	20	3	1	1
Ensuring the safety of human tissue and cells used for patient treatment	77	13	3	2	5
Ensuring dignity and respect for the deceased	68	21	5	2	3
Ensuring medical schools and surgeons have access to bodies for education and training	38	31	12	5	14
Ensuring researchers have access to high quality samples	33	34	17	6	11
Regulation to ensure that living donors are not coerced and understand the risks of organ or bone marrow donation	70	17	4	3	6
Providing an effective website	40	47	8	3	1
Providing training events and workshops	38	49	9	3	1
Working with other organisations to ensure joined up regulation, advice and guidance	54	33	5	4	4
Providing value for money for the tax payer	44	32	13	7	4
Reducing the burden on your sector	35	30	19	10	6
Supporting business and innovation	13	28	34	14	11
Working with Government and Europe to implement legislation	51	36	7	3	3

Q11. How effective if at all do you feel the HTA is in relation to each of these activities?

Please select one option only for each

	Very effective %	Fairly effective %	Not very effective %	Not at all effective %	Don't know %
Improving public confidence	19	45	9	4	23
Improving professional confidence	22	44	14	9	11
Providing licences	54	31	1	1	12
Producing codes of practice	54	37	3	2	4
Overseeing the consent requirements of the Human Tissue Act	49	38	5	2	7
Inspecting organisations to ensure good standards and appropriate procedures	34	39	5	3	18
Giving advice and guidance on interpreting relevant legislation	40	43	8	3	6
Ensuring the safety of human tissue and cells used for patient treatment	36	28	2	3	31
Ensuring dignity and respect for the deceased	31	34	7	4	25
Ensuring medical schools and surgeons have access to bodies for education and training	9	22	7	5	57
Ensuring researchers have access to high quality samples	8	22	11	6	52
Regulation to ensure that living donors are not coerced and understand the risks of organ or bone marrow donation	38	30	4	2	26
Providing an effective website	34	55	5	3	3
Providing training events and workshops	23	52	11	4	10
Working with other organisations to ensure joined up regulation, advice and guidance	13	36	12	7	31
Providing value for money for the tax payer	9	25	14	11	41
Reducing the burden on your sector	7	24	26	20	23
Supporting business and innovation	5	15	13	7	61
Working with Government and Europe to implement legislation	21	37	4	1	36

Regulation

Q12. To what extent, if at all, do you have confidence in the HTA as a regulator of the removal, storage, use and disposal of human tissue?

Please select one option only

	%
A great deal	41
A fair amount	45
Not very much	7
Not at all	2
No opinion	3
Don't know	2

Q13. **Has your confidence in the HTA as a regulator of the removal, storage, use and disposal of human tissue increased, decreased or stayed the same over the last three years? Would you say it has...** Please select one option only

	%
Increased a lot	9
Increased a little	30
Stayed about the same	43
Decreased a little	5
Decreased a lot	4
Don't know	9

Communications

Q14. **Which, if any, of the following forms of communications with or from the HTA have you had in the past 12 months?** Please select as many as apply

	%
Email	93
HTA website	87
Received e-newsletter or bulletin	71
Telephone call	55
Conferences or events	46
Letter	35
Face-to-face meetings	26
Contributed to consultation	26
Training	22
Press release	12
Inspection	6
Other	1
Had no contact	-
Don't know	-

Q15. **How useful, if at all, do you personally find the following forms of communication with the HTA?** Please select one option only for each

Base: all who mentioned each of the communications at Q14

	Very useful %	Fairly useful %	Not very useful %	Not at all useful %	Don't know/ No opinion %	<i>Base</i>
Face-to-face meetings	71	26	-	-	3	89
Training	58	34	6	-	1	77
Conferences or events	47	41	8	1	3	162
Telephone call	73	24	2	1	1	192
Contributed to consultation	20	56	11	4	9	91
Email	54	41	4	1	1	324
Received e-newsletter or bulletin	34	56	8	*	2	249
Letter	38	47	8	1	2	123
Press release	24	55	14	2	5	42**
HTA website	47	47	5	-	1	302
Other	74	22	4	-	-	27**

Q16. **To what extent, if at all, do you agree or disagree with the following statements about the HTA website.** Please select one option only for each

	Strongly agree %	Tend to agree %	Neither agree nor disagree %	Tend to disagree %	Strongly disagree %	Don't know %
A The homepage gives a clear overview of what can be found on the site	17	58	15	7	1	3
B The design and layout is user friendly	14	51	18	12	2	3
C The search function returns relevant results	9	48	19	7	1	16

Q17. **Do you use any of the following social media for professional purposes?** Please select as many as apply

	%
LinkedIn	11
Facebook	7
YouTube	6
Blogs	3
Twitter	2
Email	2
Other	3
None/ Don't use any	71

Q18. **How well informed, if at all, do you feel HTA keeps you about.....** Please select one option only for each

	Very well informed %	Fairly well informed %	Not very well informed %	Not at all well informed %	Don't know/ No opinion %
A Its work generally?	22	62	10	2	4
Public Sector Norm	8	51	29	9	3
B Why it takes specific decisions?	19	50	21	5	6
C Forthcoming changes to regulation / legislation	36	50	9	2	4

* Norm wording is: 'How well informed do you feel about what is happening within XYZ?'

Q19. **As you may know the HTA provides codes of practice. Thinking about the most relevant code/s to your area, would you say you...** Please select one option only

	%
Read all or nearly all of them	45
Read most of them	30
Read a few pages	4
Just glance at them	1
Refer to them when you have a specific query	19
See them but never read them	1
Have never seen them	1
Don't know/can't remember	-

Q20. How useful, if at all, do you find the HTA's codes of practice?

Please select one option only

Base: All those who have read the codes of practice (345)

	%
Very useful	50
Fairly useful	43
Not very useful	4
Not at all useful	1
No opinion	1
Don't know	1

Q21. And overall, how would you rate your communications with the HTA?

Would you say they are... Please select one option only

	%
Very good	41
Fairly good	44
Neither good nor poor	12
Fairly poor	1
Very poor	2
No opinion	1
Don't know	-

Q22. How, if at all, could the communications you receive from the HTA be improved? (Unprompted, open ended)

	%
Information specific to me/ my sector/ each sector	6
Quicker response time to e-mailed/ written/ queries	4
Nothing/ satisfied/ happy with communication	4
Able to contact a specific person/ telephone contact	2
Better search facilities on the website/ more user friendly	2
Less/ detailed information/ shorter communications	2
Other	7
Nothing in particular	68
Don't know	8

Sector-Specific Questions

Post mortem sector

- Q23. **How easy, if at all, is it to know what you have to do to comply with the HTA's standards in the post mortem sector?** Please select one option only
Base: All in the Post mortem sector (86)

	%
Very easy	7
Fairly easy	49
Neither easy nor difficult	17
Fairly difficult	16
Very difficult	9
No opinion	-
Don't know	1

- Q24. **As you may know, the HTA provides summary of compliance reports for the post mortem sector. Thinking about the most recent summary of compliance report, would you say you...** Please select one option only
Base: All in the Post mortem sector (86)

	%
Read all or nearly all of it	40
Read most of it	37
Read a few pages	9
Just glanced at it	6
Saw it but never read it	1
Did not see it	5
Don't know/can't remember	2

- Q25. **How useful, if at all, did you find it?** Please select one option only
Base: All in the Post mortem sector and who read the most recent summary of compliance report (79)

	%
Very useful	33
Fairly useful	53
Not very useful	10
Not at all useful	1
No opinion	3
Don't know	-

Q26. How, if at all, can summary of compliance reports be improved?

Please select as many as apply

Base: All in the Post mortem sector (86)

	%
Include more case study examples	42
Decrease length	21
Include more data	12
Decrease frequency	9
Include more diagrams	7
Appearance (more use of colour, graphics etc)	7
Increase frequency	6
Layout (better mix of text and charts)	6
Increase length	-
Other	5
Nothing in particular	30
Don't know	9

Q27. The HTA would like to increase the amount of feedback it receives following inspections. How, if at all, would you prefer to provide feedback to the HTA following a site-visit inspection? Please select as many as apply

Base: All in the Post mortem sector (86)

	%
Email	66
Telephone call	23
Via the HTA website	22
Letter	17
Surveys	3
Other	3
Prefer not to feed back	5
Don't know	3

In December, the HTA issued a regulatory alert to Designated Individuals in the post mortem sector on compliance reporting and the retention of tissue and organs following post-mortem examination. The alert gave DIs advance notice of HTA General Directions issued on 30 April 2010 requiring them to audit relevant material from the deceased and submit results to the HTA.

Q28. How clear, if at all were the communications you received from the HTA about the General Directions? Please select one option only

Base: All in the Post mortem sector (86)

	%
Very clear	20
Fairly clear	64
Not very clear	10
Not at all clear	2
Don't know	3

Human application sector

- Q29. **How easy, if at all, is it to know what you have to do to comply with the HTA's standards in the human application sector?** Please select one option only
*Base: All in the Human application sector (47**)*

	%
Very easy	6
Fairly easy	49
Neither easy nor difficult	21
Fairly difficult	17
Very difficult	6
No opinion	-
Don't know	-

- Q30. **As you may know, the HTA provides summary of compliance reports for the human application sector. Thinking about the most recent summary of compliance report, would you say you...** Please select one option only
*Base: All in the Human application sector (47**)*

	%
Read all or nearly all of it	21
Read most of it	40
Read a few pages	21
Just glanced at it	6
Saw it but never read it	-
Did not see it	11
Don't know/can't remember	-

- Q31. **How useful, if at all, did you find it?** Please select one option only
*Base: All in the Human application sector and who read the most recent summary of compliance report (42**)*

	%
Very useful	29
Fairly useful	57
Not very useful	10
Not at all useful	-
No opinion	5
Don't know	-

Q32. How, if at all, can summary of compliance reports be improved?

Please select as many as apply

*Base: All in the Human application sector (47**)*

	%
Decrease length	38
Include more case study examples	36
Layout (better mix of text and charts)	17
Include more diagrams	11
Appearance (more use of colour, graphics etc)	11
Include more data	9
Increase frequency	4
Decrease frequency	4
Increase length	-
Other	4
Nothing in particular	19
Don't know	15

Q33. The HTA would like to increase the amount of feedback it receives following inspections. How, if at all, would you prefer to provide feedback to the HTA following a site-visit inspection? Please select as many as apply.

*Base: All in the Human application sector (47**)*

	%
Email	72
Telephone call	34
Via the HTA website	23
Letter	19
Surveys	2
Other	6
Prefer not to feed back	-
Don't know	-

In March the HTA wrote to more than 150 organisations following concerns that umbilical cord blood collection may be taking place unlawfully. This followed a number of incidents where unlawful cord blood collection by parents or untrained staff could have compromised safety and quality standards.

Q34. How clear, if at all were the communications you received from the HTA about regulation of cord blood collection? Please select one option only

*Base: All in the Human application sector (47**)*

	%
Very clear	17
Fairly clear	34
Not very clear	4
Not at all clear	2
Don't know	43

Anatomy sector

- Q35. **How easy, if at all, is it to know what you have to do to comply with the HTA's standards in the anatomy sector?** Please select one option only
*Base: All in the Anatomy sector (13**)*

	N
Very easy	4
Fairly easy	6
Neither easy nor difficult	2
Fairly difficult	1
Very difficult	-
No opinion	-
Don't know	-

- Q36. **As you may know, the HTA provides summary of compliance reports for the anatomy sector. Thinking about the most recent summary of compliance report, would you say you...** Please select one option only
*Base: All in the Anatomy sector (13**)*

	N
Read all or nearly all of it	6
Read most of it	6
Read a few pages	-
Just glanced at it	2
Saw it but never read it	-
Did not see it	-
Don't know/can't remember	-

- Q37. **How useful, if at all, did you find it?** Please select one option only
*Base: All in the Anatomy sector and who read the most recent summary of compliance report (13**)*

	N
Very useful	5
Fairly useful	6
Not very useful	1
Not at all useful	-
No opinion	1
Don't know	-

- Q38. **How, if at all, can they be improved?** Please select as many as apply
*Base: All in the Anatomy sector (13**)*

	N
Include more case study examples	7
Include more data	2
Layout (better mix of text and charts)	2
Increase frequency	1
Increase length	-
Decrease length	-
Decrease frequency	-
Include more diagrams	-
Appearance (more use of colour, graphics etc)	-
Other	1
Nothing in particular	5
Don't know	1

- Q39. **The HTA would like to increase the amount of feedback it receives following inspections. How, if at all, would you prefer to provide feedback to the HTA following a site-visit inspection?** Please select as many as apply
*Base: All in the Anatomy sector (13**)*

	N
Email	11
Via the HTA website	4
Telephone call	2
Letter	2
Face to face visits	1
Other	-
Prefer not to feed back	-
Don't know	-

Public display sector

- Q40. **How easy, if at all, is it to know what you have to do to comply with the HTA's standards in the public display sector?** Please select one option only
*Base: All in the Public display sector (9**)*

	N
Very easy	1
Fairly easy	2
Neither easy nor difficult	4
Fairly difficult	2
Very difficult	-
No opinion	-
Don't know	-

- Q41. **As you may know, the HTA provides summary of compliance reports for the public display sector. Thinking about the most recent summary of compliance report, would you say you...** Please select one option only
*Base: All in the Public display sector (9**)*

	N
Read all or nearly all of it	1
Read most of it	1
Read a few pages	4
Just glanced at it	-
Saw it but never read it	-
Did not see it	1
Don't know/can't remember	1

- Q42. **How useful, if at all, did you find it?** Please select one option only
*Base: All in the Public display sector and who read the most recent summary of compliance report (7**)*

	N
Very useful	1
Fairly useful	4
Not very useful	2
Not at all useful	-
No opinion	-
Don't know	-

- Q43. **How, if at all, can they be improved?** Please select as many as apply.
*Base: All in the Public display sector (9**)*

	N
Include more case study examples	6
Decrease length	2
Layout (better mix of text and charts)	1
Increase length	-
Increase frequency	-
Decrease frequency	-
Include more data	-
Include more diagrams	-
Appearance (more use of colour, graphics etc)	-
Other	1
Nothing in particular	1
Don't know	-

- Q44. **The HTA would like to increase the amount of feedback it receives following inspections. How, if at all, would you prefer to provide feedback to the HTA following a site-visit inspection?** Please select as many as apply
*Base: All in the Public display sector (9**)*

	N
Email	5
Via the HTA website	4
Telephone call	2
Letter	-
Other	-
Prefer not to feed back	1
Don't know	-

Research sector

- Q45. **How easy, if at all, is it to know what you have to do to comply with the HTA's standards in the research sector?** Please select one option only
*Base: All in the Research sector (49**)*

	%
Very easy	10
Fairly easy	55
Neither easy nor difficult	24
Fairly difficult	10
Very difficult	-
No opinion	-
Don't know	-

- Q46. **As you may know, the HTA provides summary of compliance reports for the research sector. Thinking about the most recent summary of compliance report, would you say you...** Please select one option only
*Base: All in the Research sector (49**)*

	%
Read all or nearly all of it	27
Read most of it	29
Read a few pages	20
Just glanced at it	12
Saw it but never read it	2
Did not see it	6
Don't know/can't remember	4

- Q47. **How useful, if at all, did you find it?** Please select one option only
*Base: All in the Research sector and who read the most recent summary of compliance report (43**)*

	%
Very useful	23
Fairly useful	60
Not very useful	12
Not at all useful	-
No opinion	2
Don't know	2

Q48. **How, if at all, can they be improved?** Please select as many as apply

*Base: All in the Research sector (49**)*

	%
Include more case study examples	35
Decrease length	20
Layout (better mix of text and charts)	20
Include more data	12
Include more diagrams	8
Decrease frequency	6
Increase frequency	4
Increase length	2
Appearance (more use of colour, graphics etc)	-
Other	2
Nothing in particular	29
Don't know	16

Q49. **The HTA would like to increase the amount of feedback it receives following inspections. How, if at all, would you prefer to provide feedback to the HTA following a site-visit inspection?** Please select as many as apply

*Base: All in the Research sector (49**)*

	%
Email	73
Telephone call	29
Letter	22
Via the HTA website	14
Other	2
Prefer not to feed back	6
Don't know	4

Q50. **As you may know, last year the HTA conducted an evaluation of the research sector. As far as you know, how do you think the HTA has used the findings of this evaluation?** Please select as many as apply

*Base: All in the Research sector (49**)*

	%
To improve the HTA's advice and guidance for the research sector	61
To ensure researchers understand the requirements of the HTA's regulation	53
To contribute to other organisation's advice and guidance for the research sector	33
To streamline its regulatory approach with other organisations	27
Other	-
Nothing in particular	6
Don't know	18

Transplants – solid organ donation sector

Q51. **How easy, if at all, is it to know what you have to do to comply with the HTA's regulation of solid organ donation?** Please select one option only

Base: All in the Transplants – solid organ donation sector (87)

	%
Very easy	44
Fairly easy	49
Neither easy nor difficult	5
Fairly difficult	-
Very difficult	1
No opinion	1
Don't know	-

Q52. **To what extent, if at all, do you agree or disagree that the IAs available to your transplant unit, satisfy its organ donation activity?**

Please select one option only

Base: All in the Transplants – solid organ donation sector (87)

	%
Strongly agree	43
Tend to agree	30
Neither agree nor disagree	3
Tend to disagree	2
Strongly disagree	-
No opinion	22
Don't know	-

Q53. **What, if anything, are the potential barriers to sustaining the IAs available to your transplant unit?** Please select as many as apply

Base: All in the Transplants – solid organ donation sector (87)

	%
Workload	52
Constraints in the NHS	28
Lack of funding	23
Staff turnover	7
Other	7
None of these	13
Don't know	17

Transplants – bone marrow and stem cell donation sector

Q54. **How easy, if at all, is it to know what you have to do to comply with the HTA's regulation of bone marrow and stem cell donation?** Please select one option only

*Base: All in the Transplants – bone marrow and stem cell donation sector (33**)*

	%
Very easy	18
Fairly easy	52
Neither easy nor difficult	9
Fairly difficult	12
Very difficult	9
No opinion	-
Don't know	-

Concluding Comments

Q55. **Thinking about the next few years, what two or three things do you think might be the most important for the HTA to focus on?**

(Unprompted, open ended)

	%
Controlling/ reducing license fees/ costs	10
Clarify/ simplify guidance/ codes of practice	8
Avoid overlap of regulations between similar organisations/ consider merging/ linking/ working with other bodies/ streamlining regulations	7
Better/ more training days/ conferences/ events for IA's/ DIs/ PDs	5
Reduce/ avoid over burdensome regulations/ frequent inspections	5
Raise its profile/ public awareness of the value of organ donation (and associated issues)	4
Work closer with its stakeholders/ those in the profession (ie RCPATH)	4
Consent for tissue research/ organ donation/ post mortem research	3
Ensuring compliance to HTA standards	3
Raise standards/ improve practices/ do more to support stakeholders	3
Reduce paperwork/ bureaucracy/ reporting	3
Standardize regulations/ inspections across the UK/ between England/ Scotland/ sectors etc	3
Better inspectors/ trained/ experienced HTA staff	2
Disband/ unnecessary quango/ bureaucracy	2
Facilitate research/ encourage innovation	2
Make the website more user friendly	2
Organ donations/ tissue samples	2
Other	24*
Nothing in particular	26
Don't know	16

* Only responses of 2% and over are displayed. For the full list of responses of please refer to the tables provided under a separate cover.

Q56. How, if at all, could the HTA improve its relationship with you?
(Unprompted, open ended)

	%
Happy as it is/ its fine/ nothing to improve/ continue as it is	6
Improved communication/ keep me in the loop/ more/ better information/ updates	5
Appoint a primary contact/ dedicated officer for queries/ key person for each area	3
Be less threatening/ don't involve the police/ less heavy handed approach	2
Be more supportive	2
More/ different teaching sessions/ would like to attend training events	2
Reduce/ stop increasing fees/ charge less/ more value for money	2
Other	15*
Nothing in particular	60
Don't know	6

* Only responses of 2% and over are displayed. For the full list of responses of please refer to the tables provided under a separate cover.

Q57. How do you think the HTA should use the feedback from this evaluation?
Please select as many as apply

	%
Feedback via e-newsletter and website	74
Inform HTA policy development	46
Present results to key stakeholders	43
Improve their communications	21
Issue media release	8
Other	3
None of these	1
Don't know	4