

Appendix 1: End User Questionnaire (Generic)

The following is a copy of the original survey designed in English that was used as the basis for English, Spanish and German surveys out to stakeholders. (NB this was translated into appropriate languages)

Page 1: Introduction to TELL ME and the Questionnaire

With the increased mobility of healthcare practitioners within Europe, improving language skills of healthcare staff is becoming increasingly important. With the support of the Lifelong Learning Programme of the European Union, the **TELL ME** project has a key vision to **improve first contact communication between doctors and patients across Europe** through the development of **electronic language learning tools**.

The project is currently being developed with support from **English, Spanish and German** partners, however if successful it aims to expand the languages and the variety of health professionals that the tool supports.

As healthcare professionals, **we are looking for your support** to refine the user requirements of this project by answering a series of short questions based on the proposed project deliverables **to ensure that it is fit for purpose and suits your potential needs**. It doesn't matter which language(s) you speak – we are interested in all of your views on the relevance, accessibility and future direction of the project.

The current proposed deliverables focus on an electronic platform of learning materials and support tools for teaching English, Spanish or German languages to health professionals, helping them to improve their communication. This potentially includes:

- A **self-assessment** language tool (producing fill-in-the-blanks, Multiple-Choice Questions etc.)
- **Interactive training materials** (A series of 5-10-minute videos and audio recordings portraying true-to-life interactions between doctors and patients)
- A corpus of **medical texts** in English, Spanish and German;
- A **multilingual medical dictionary** and an **intelligent dictionary assistant** able to display word meanings in context.

The following questions are aimed to help us refine the deliverables of the project to make sure they suit your needs. The questionnaire should take **between 10 and 20 minutes**.

Thank you in advance for your support.

Page 2: Responder Demographics

The following questions are designed to understand more about the languages that you speak and your background:

1. Where do you currently live? (single choice box)

England

Germany

Spain

2. What level of study/practice are you? (single choice box)

Undergraduate Medical Student

Postgraduate Medical Trainee

I am not in medical training, but practicing in healthcare

Other professional – in healthcare

3. What is your native language? (single choice box)

English

German

Spanish

Other - European language

Other - International language

4. How often do you use your native language for work? (single choice box)

5 - Daily

4 - Weekly

3 - Monthly

2 - Occasionally

1 - Never

5. Do you speak any other languages? (multiple choice boxes)

English

German

Spanish

Other - European language

Other - International language

6. How often are you required to use languages within your workplace that are not your main speaking language? (single choice box)

5 - Daily

4 - Weekly

3 - Monthly

2 - Occasionally

1 - Never

7. How likely is it that you will need to improve your foreign language skills generally? (single choice box)

1 - Not likely

2 - Likely

3- Very likely

Page 3: Language Translation Tools

We are now keen to gain your views on the proposed project deliverables and tools to make sure that they suit your needs as potential uses.

Please answer the questions from the view point that you are currently seeking to improve your language skills

1. How useful would you find the following translation tools to help you develop your language skills (1 is not useful at all, 4 is extremely useful):

2. Core medical dictionaries translating between languages (Single choice and text box)

- 1 – Not useful at all
- 2 – May be useful
- 3 – Useful
- 4 – Extremely useful

Please state your reasoning:

3. 'Intelligent dictionary' – you can click on a word in a dialogue or text and it will tell you the meaning in context. (Single choice and text box)

- 1 – Not useful at all
- 2 – May be useful
- 3 – Useful
- 4 – Extremely useful

Please state your reasoning:

4. 'Interactive picture based dictionary' – for example, there may be a picture of the anatomy, you click on the body part and it will tell you what it is in your chosen language (Single choice and text box)

- 1 – Not useful at all
- 2 – May be useful
- 3 – Useful
- 4 – Extremely useful

Please state your reasoning:

5. Selection of medical texts in different languages (Single choice and text box)

- 1 – Not useful at all
- 2 – May be useful
- 3 – Useful
- 4 – Extremely useful

Please state your reasoning:

Page 4: Language Development and Assessment Tools

How useful would you find the following interactive tools to help you develop and assess your language skills (1 is not useful at all, 4 is extremely useful):

1. Videos designed to improve your language skill featuring “first patient contact” situations. (These will be based on common patient illnesses that have been identified through research, to increase the chances that you may come across these situations) (Single choice and text box)

- 1 – Not useful at all
- 2 – May be useful
- 3 – Useful
- 4 – Extremely useful

Please state your reasoning:

2. Written dialogues based on of common “first contact” situations. (These will be based on common patient illnesses that have been identified through research, to increase the chances that you may come across these situations) (Single choice and text box)

- 1 – Not useful at all
- 2 – May be useful
- 3 – Useful
- 4 – Extremely useful

Please state your reasoning:

3. Audio recordings of dialogues of common “first contact” situations. (These will be based on common patient illnesses that have been identified through research, to increase the chances that you may come across these situations) (Single choice and text box)

- 1 – Not useful at all
- 2 – May be useful
- 3 – Useful
- 4 – Extremely useful

Please state your reasoning:

4. Multiple-choice questions designed to test your language skills, based on the video / audio recording / written dialogue (Single choice and text box)

- 1 – Not useful at all

- 2 – May be useful
- 3 – Useful
- 4 – Extremely useful

Please state your reasoning:

5. Drag-and-drop exercises (i.e. drag a picture to the associated word) designed to test your language skills based on the video / audio recording / written dialogue (Single choice and text box)

- 1 – Not useful at all
- 2 – May be useful
- 3 – Useful
- 4 – Extremely useful

Please state your reasoning:

6. An interactive exercise where a patient may provide you with a phrase, and you are required to select the most accurate translation of what they said (Single choice and text box)

- 1 – Not useful at all
- 2 – May be useful
- 3 – Useful
- 4 – Extremely useful

Please state your reasoning:

7. Can you think of any other assessment tool(s) that you would find useful? Please describe and state your reasoning (free text)

8. Can you think of any other language development tool(s) that you would find useful? Please describe and state your reasoning (free text)

Page 5: Enhancing the Project Further

1. Based on considering the project deliverables, how likely would you be to use the tool if you needed to enhance your language skills in the future? (Single choice)

- 1 - Not likely
- 2 - Likely
- 3- Very likely

If the project is a success, we aim to increase the languages that it supports.

2. Based on your interactions with patients in your country, what are the top 3 additional languages that you would like to see added to the tool? (3 x free text boxes)

1.	
2.	
3.	

3. Based on your own career ambitions (e.g. travelling to other countries) what is the top additional language that you would like to see added to the tool? (free text box)

4. What platforms would you want the project to be accessible on? (Multiple choice and text box)

Microsoft Windows

Apple OS

Mobile – iPhone / Android etc.

Other - please state:

5. Are there any other comments or considerations that you would like to add that you haven't already?

6. Would you be interested in being involved in the testing of this project? If so, please provide your contact details:

Name:	
Email:	
Organisation:	

Page 6: Thank you

Thank you very much for your time completing this survey.

We will now process responses of all responders from across Spain, Germany and England and develop a user requirements report.

The project tools will be developed based on these responses over the oncoming year piloting in Spanish, German and English languages considering potential for future expansion.

We may be in touch with you to help refine these tools if you have provided your contact details.