

Appendix 1: The Impact Areas Questionnaire (standard version)

Article: Tsiris, G., Spiro, N., Coggins, O., & Zubala, A. (2020). The Impact Areas Questionnaire (IAQ): A music therapy service evaluation tool. *Voices: A World Forum for Music Therapy*, 20(2).

(Editorial note: Reference included after publishing, July 2, 2020).

Evaluation questionnaire for the music therapy service at [type here]

Thank you for taking a look at this questionnaire!

It should take only 10 minutes to complete. You may not need to answer all questions!

What is this questionnaire about?

This questionnaire will help Nordoff Robbins Scotland evaluate the music therapy service provided at [type here].

What is Nordoff Robbins Scotland?

The music therapist at [type here] is from Nordoff Robbins Scotland; a charity (Registered Charity no. SC018224) dedicated to providing music therapy across Scotland to children and adults living with a range of health conditions, disabilities and illnesses in order to help change their lives. Nordoff Robbins Scotland works closely with its sister charity, Nordoff Robbins England and Wales, so that music therapy services can be delivered across the UK in a consistent and high quality way. This evaluation questionnaire was originally developed by Nordoff Robbins England and Wales and is used here with their kind permission. To find out more about Nordoff Robbins Scotland, visit our website: www.nordoffrobbinsscotland.org.uk

Why does your opinion matter?

Your feedback is valuable for ensuring best practice and for the development of the Nordoff Robbins Scotland music therapy service. Your opinion matters, whether you are accessing music therapy, you are family/carer/friend of a person who access music therapy (service-user), or if you are a staff member at [type here].

What will happen to your answers?

Your answers, together with the responses of all other participants, will inform this evaluation and service development, and may also be used by Nordoff Robbins Scotland for fundraising and publicity purposes as well as for publications such as articles, internal and public reports. In all circumstances your name will not be revealed.

If you wish to have more information regarding this questionnaire, please contact the music therapist at the [type here] or the research team at Nordoff Robbins Scotland:

Email: research@nrscot.org.uk

Tel: 0131 629 6363

Address: Nordoff Robbins Scotland, 4 Logie Mill (Ground floor – Unit 3),
Beaverbank Business Park, Edinburgh EH7 4HG

1. On the basis of the information above, do you agree to complete this questionnaire?

(please tick one)

YES

NO

Please do not continue if you selected 'NO' or have already completed an online version of this questionnaire.

A: Impact on service-users

2. From your own experience of the music therapy service provided at [type here] , please tell us how 'positive' or 'negative' music therapy's impact is on service-users, according to the following aspects: (please rate all aspects below)

Note: 'Service-user' is the person who receives music therapy. This may be you, your relative, or a service-user at [type here].

Music therapy has a [your rating] on...	Very positive impact	Positive impact	Neither positive nor negative impact	Negative impact	Very negative impact	Not applicable
...developing communication skills (e.g. speech and language skills, listening skills, eye contact, understanding)	5	4	3	2	1	NA
...enabling social skills and interaction (e.g. reduces isolation, develops positive relationships)	5	4	3	2	1	NA
...providing emotional support (e.g. outlet for self-expression, helps regulate emotions, emotional development)	5	4	3	2	1	NA
...supporting relaxation (e.g. improves mood, relieves stress)	5	4	3	2	1	NA
...developing physical skills (e.g. develops motor coordination, helps regain lost physical skills)	5	4	3	2	1	NA
...enhancing quality of life (e.g. improves sense of wellbeing, supports independence / opportunities for choice)	5	4	3	2	1	NA
...increasing confidence (e.g. improves self-image, empowerment)	5	4	3	2	1	NA
...reducing symptoms / negative behaviours (e.g. reduces depression/anger/compulsive behaviours, helps speed up rehabilitation)	5	4	3	2	1	NA
...providing a distraction / everyday life experience (e.g. relief from pain/anxiety, makes use of existing musical skills, stimulates memories)	5	4	3	2	1	NA
...increasing motivation (e.g. enthusiasm to interact/participate)	5	4	3	2	1	NA
...supporting learning skills (e.g. concentration and memory, develops musical skills, helps prepare for learning)	5	4	3	2	1	NA
...providing a positive/creative experience (e.g. provides enjoyable activity, sense of fulfilment, boosts morale)	5	4	3	2	1	NA
...providing an opportunity to experience music (e.g. to take part listening to music and/or playing music)	5	4	3	2	1	NA

Other (please specify):

3. Please comment on your responses above (optional)

B: Impact on families/carers/friends

In addition to its impact on service-users, music therapy may have an impact on their families/carers/friends (e.g. improve their relationship with their relative/friend who accesses music therapy, or provide them with emotional support).

4. Do you feel you are in a position to rate music therapy's impact on families/carers/friends?

(Please tick one)

- YES (If 'yes', please go to question 5)
 MAYBE (If 'maybe', please go to question 5)
 NO (If 'no', please go to question 7)

5. From your own experience of the music therapy service provided at [type here], please tell us how 'positive' or 'negative' music therapy's impact is for families/carers/friends, according to the following aspects:

Music therapy has a [your rating] on...	Very positive impact	Positive impact	Neither positive nor negative impact	Negative impact	Very negative impact	Not applicable
...enhancing communication skills and understanding (e.g. offers ideas/skills for working/communicating with their relative/friend, helps develop confidence in managing relative's needs)	5	4	3	2	1	NA
...improving relationships with relatives/friends (e.g. develops positive bonding, opportunities for creative interactions and to celebrate achievements)	5	4	3	2	1	NA
...providing emotional support (e.g. helps to cope with anxiety relating to relatives/friends condition, provides a support network through meeting other families/carers/friends)	5	4	3	2	1	NA
...supporting relaxation (e.g. helps relieve stress / reduce anxiety)	5	4	3	2	1	NA
...providing a distraction / everyday life experience (e.g. distraction from relative's/friend's condition, respite from daily routine, stimulates memories of life prior to condition)	5	4	3	2	1	NA
...providing a positive/creative experience (e.g. opportunities to do something fun/have shared fun, promotes interest in music/learning to play music)	5	4	3	2	1	NA
...providing an opportunity to experience music (e.g. to take part listening to music and/or playing music)	5	4	3	2	1	NA

Other (please specify):

6. Please comment on your responses above (optional)

C: Impact on staff

In addition to its impact on service-users, music therapy may have an impact on staff who work at [type here], (e.g. promotes interaction with others, offers ideas/skills for working with service-users).

7. Do you feel you are in a position to rate music therapy's impact on staff?

(Please tick one)

- YES (If 'yes', please go to question 8)
 MAYBE (If 'maybe', please go to question 8)
 NO (If 'no', please go to question 10)

8. From your own experience of the music therapy service provided at [type here], please tell us how 'positive' or 'negative' music therapy's impact is for staff, according to the following aspects:

<i>Music therapy has a [your rating] on...</i>	Very positive impact	Positive impact	Neither positive nor negative impact	Negative impact	Very negative impact	Not applicable
...enhancing communication skills and understanding (e.g. offers ideas/skills for working/communicating with service-users, provides a different perspective / understanding of service-users)	5	4	3	2	1	NA
...improving relationships (e.g. promotes interaction with other staff, service-users and families/carers/friends)	5	4	3	2	1	NA
...reducing work related stress (e.g. helps relieve work related anxieties/stress)	5	4	3	2	1	NA
...improving motivation and productivity (e.g. stimulates creativity, promotes confidence to take part in music-making, helps in job related tasks)	5	4	3	2	1	NA
...providing a positive/creative experience (e.g. opportunities to do something fun, improves mood and morale, chance to witness service-users engaging in positive activities)	5	4	3	2	1	NA
...providing an opportunity to experience music (e.g. to take part listening to music and/or playing music)	5	4	3	2	1	NA

Other (please specify):

9. Please comment on your responses above (optional)

D: Impact on the organisation

In addition to its impact on service-users, music therapy may have an impact on the organisation [type here], (e.g. improves the atmosphere, or fits well with organisation's current services).

10. Do you feel you are in a position to rate music therapy's impact on the organisation?

(Please tick one)

- YES (If 'yes', please go to question 11)
 MAYBE (If 'maybe', please go to question 11)
 NO (If 'no', please go to question 13)

11. From your own experience of the music therapy service provided at [type here], please tell us how 'positive' or 'negative' music therapy's impact is for the organisation [type here], according to the following aspects. (please rate all aspects below)

Music therapy has a [your rating] on...	Very positive impact	Positive impact	Neither positive nor negative impact	Negative impact	Very negative impact	Not applicable
...changing the atmosphere (e.g. helps to promote a positive mood and atmosphere, brings a sense of community spirit, changes the soundscape)	5	4	3	2	1	NA
...improving interactions between people (e.g. encourages positive interaction, makes interaction easier)	5	4	3	2	1	NA
...fitting in with the organisation's ethos (e.g. complements and contrasts with other services, increases the organisations specialist provision)	5	4	3	2	1	NA

Other (please specify):

12. Please comment on your responses above (optional)

E: Continuation of the music therapy service

13. Would you like the music therapy service to continue? (please tick one)

- YES
 NO
 NOT SURE

14. From your own experience of the music therapy service provided at [type here], please tell us whether you would recommend Nordoff Robbins Scotland Music Therapy to the following people.

Would you recommend the music therapy service to the following groups of people who have not accessed or used the service until now?

Yes, definitely Yes, probably Not Sure No, probably not No, definitely not Not applicable

	Yes, definitely	Yes, probably	Not Sure	No, probably not	No, definitely not	Not applicable
Service-users	5	4	3	2	1	NA
Family/Carers/Friends	5	4	3	2	1	NA
Staff	5	4	3	2	1	NA
Organisation	5	4	3	2	1	NA

F: Development of the music therapy service

15. Do you have any suggestions for the development of the music therapy service? (optional)

About you

15. Choose the option that applies to you (please tick one)

- Service-user:** I attend music therapy
(If you're a service-user, you have completed the questionnaire. Thank you!)
- Family/carer/friend:** I am a family member/carer/friend of a person who receives music therapy
(If you're family/carer/friend, you have completed the questionnaire. Thank you!)
- Staff:** I work as a staff member at this organisation
(If you're staff, please go to question 16)

16. What is your professional title in this organisation? (please tick one)

- | | | | |
|------------------------|--------------------------|-------------------------------|--------------------------|
| Doctor | <input type="checkbox"/> | Speech and language therapist | <input type="checkbox"/> |
| Care worker | <input type="checkbox"/> | Teacher | <input type="checkbox"/> |
| Clinical psychologist | <input type="checkbox"/> | Teaching assistant | <input type="checkbox"/> |
| Nurse | <input type="checkbox"/> | I prefer not to say | <input type="checkbox"/> |
| Occupational therapist | <input type="checkbox"/> | Other (please specify): | |
| Physiotherapist | <input type="checkbox"/> | | |
| | | | |

Thank you for completing this questionnaire.

For more information about this questionnaire, please contact the music therapist at the aforementioned organisation, or the research team at Nordoff Robbins Scotland.

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