

# Message from the Patient Survey Co-ordination Centre

## Children and Young People's Inpatient and Day Case Survey 2016

### Important sampling updates

Dear trust contact,

This bulletin contains important information about a number of changes that have been made to the sampling procedure in response to feedback that we have received from trusts. It is essential that you read this bulletin carefully and that you follow the updated instructions when you are drawing and preparing your sample.

#### Clarification of eligibility criteria

We have received a number of queries about the eligibility criteria for the survey, specifically whether emergency admissions who did not stay overnight should be included in the sample. This was not explicit in the instruction manual, which has led to variation in how trusts draw their samples. It is essential that samples are drawn consistently by all trusts, so that results from the survey can be used reliably for benchmarking and quality improvement.

**After discussion with CQC it has therefore been agreed that all admitted patients who fulfil all other eligibility criteria should be included in your samples**, since many trusts would not be able to receive a report if this patient group were excluded. As such, emergency admissions should be included, whether they stayed overnight or not. **This is a change to the approach we had previously advised trusts and contractors to follow.** We understand that some trusts will now have to re-draw their samples and that this may have implications for the timetable. **We apologise for the inconvenience and for any additional workload caused.**

We have updated the instruction manuals in order to clarify which patients you should include. Please ensure that you are sampling the correct patient population. **If you have any questions or concerns about this, please contact the Survey Co-ordination Centre.**

Updated instruction manuals are available here: <http://www.nhssurveys.org/surveys/1001>

#### Safeguarding Concerns and MARAC Patients

A number of trusts have contacted the Co-ordination Centre with questions about the exclusion of MARAC patients. The underlying motivation for requesting MARAC cases to be excluded was to reduce the risk of certain patients being placed at an increased risk by being sent a patient survey. It is acknowledged that due to issues of confidentiality and availability of information, it may be difficult to identify those patients whose parents have been referred for a MARAC review. It is therefore recommended that you discuss with your Trust Safeguarding Lead whether any patients in your population might be placed at risk by being sent a patient survey, and whether these should be removed from your list of eligible patients.

The general principle is that patients should only be removed from the list of eligible patients in extreme circumstances, where the delivery of the questionnaire itself is likely to increase the risk of harm to the individual. We would expect only a very small number of patients to be removed, if any.

If you expect to remove more than a handful of patients in these circumstances, please ensure you discuss this with the Co-ordination Centre first.

Additional information about this issue has been added to the instruction manuals, which can be found on the NHS Surveys website at the following link: <http://www.nhssurveys.org/surveys/1001>

### **Ethnic codes**

An increasing number of trusts' PAS systems do not distinguish between ethnic codes of Z (not stated) and blanks (unknown ethnicity) and we will now accept codes of 'Z' for all patients whose ethnicity is unknown.

### **Sample Declaration forms**

The Survey Co-ordination Centre have received a number of queries about how to complete the sample declaration form. To clarify, Caldicott Guardians **do not** need to physically sign this form. They can indicate their agreement with the statements on the form by typing their name in the relevant cell. The completed form can then be sent to your contractor (or to the Co-ordination Centre if conducting the survey in house) from either the email address of the Caldicott Guardian or from the email address of the person who drew the sample if the Caldicott Guardian is cc'd into the email.

### **Any questions?**

If you have any questions please contact the Patient Survey Co-ordination Centre at [cyp.cc@PickerEurope.ac.uk](mailto:cyp.cc@PickerEurope.ac.uk) or on 01865 208127, and a member of our team will be happy to help.

This is e-bulletin number 13 regarding the 2016 Children and Young People's Inpatient and Day Case Survey. You can find all previous e-bulletins at <http://www.nhssurveys.org/surveys/999>

Kind regards,

The Patient Survey Co-ordination Centre

**You are receiving this message because you are a named contact for the 2016 Children and Young People's Inpatient and Day Case Survey. It is vital that we have up to date contact details for each organisation, so if you are no longer involved in this survey please let us know via email [cyp.cc@PickerEurope.ac.uk](mailto:cyp.cc@PickerEurope.ac.uk) or on 01865 208127.**