

Guidance for Trusts on using outputs from the 2014 National Children's Survey



Introduction

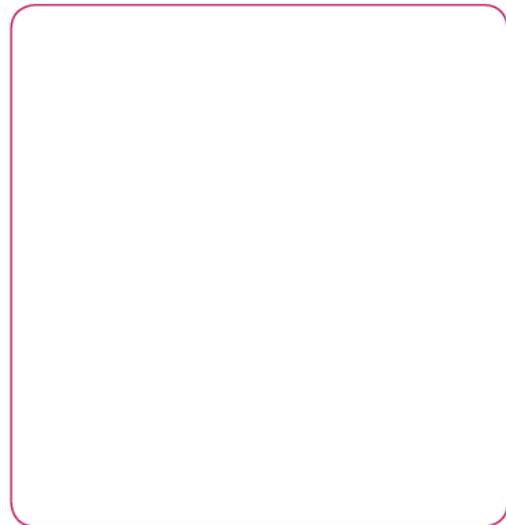
The 2014 Children's Survey was carried out in late 2014 as part of the National Patient Survey Programme. The programme is co-ordinated by the Patient Survey Co-ordination Centre, based at the Picker Institute Europe, on behalf of the Care Quality Commission (CQC).

Completed questionnaires were received telling us about the care of almost 19,000 children and young people at one of 137 acute and specialist NHS hospital trusts in England during August 2014. Three questionnaires were used to target different age groups: a parent/ carer-completed version for 0 to 7 year old patients, and versions for 8 to 11 year olds and 12 to 15 year olds which had a section for the young person to complete and a separate section for their parent/ carer.

Most of the questions in the questionnaires were 'closed' questions, where the respondent had to tick the answer option that corresponded most closely to their experience. In addition to this, in all three questionnaires, respondents were given the opportunity to tell us anything else they wanted to about the patient's time in hospital. In the questionnaire for 8 to 11 year olds, this included an option for the child to draw a picture, as shown in Figure 1.

! ANYTHING ELSE TO SAY?

Was there anything else you wanted to tell us about your time in hospital (anything particularly good, or anything that could have been better)? Write or draw a picture here...



Whatever you write or draw in the box above will be seen by the hospital, the Care Quality Commission and researchers working with the data. We will remove any information that means someone might recognise you before publishing any of your feedback.

Figure 1: Question in the 8-11 year old questionnaire

This document contains guidance for trusts on how to use the survey data and images produced as outputs for each trust.

Using the children's drawings

As shown in *Figure 1*, the children who drew or wrote in the comments box on the questionnaire were told that any information they provide that could lead someone to recognise them would be removed before any of their feedback is published. **As the Trust are legally responsible for the data, it is up to you to determine whether any aspect of the drawings (and writing) provided by children is potentially identifiable, and to ensure this is not published.**

Due to the relatively small number of children providing drawings, and the non-specific nature of the question asked, it is expected that formal analysis of the pictures would not be appropriate. However, you may wish to look through the pictures received to identify any positive or negative messages, or any common themes raised by children. It may be possible to feed this information into your decision making alongside other patient feedback, or to use the pictures to illustrate or reinforce communication to staff around the findings of the survey.

As the controllers of the data, it is up to the trust to decide the appropriate use of all drawings provided by children. You should involve your Caldicott Guardian when making these decisions, and ensure that the statement on the questionnaires is respected, whereby assurances were given that drawings and comments will be anonymised before publication.

Using the free-text comments

At the end of their respective question sections, children and parents were able to add written comments about anything they wished. These comments are useful as they can add some insight into how the trust might be able to improve. For example, if your trust performed poorly in relation to patients not being given enough privacy when being treated, the patient comments might offer an explanation as to why this might be an issue, and hence, how it might be improved.

You may find it useful to 'theme' the patient and parent comments, for example by grouping comments that relate to communication, cleanliness, and so on.

Using the scored data

You will receive two sets of survey reports from CQC prior to the publication of the survey on the CQC website:

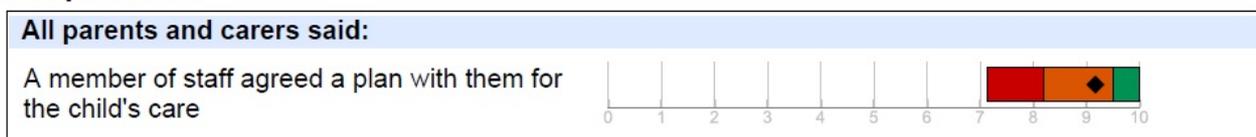
Standard benchmark reports: Data is presented for survey questions shown for three groups: Children and young people (aged 8 to 15 years); all parents and carers (of patients aged 0 to 15 years); and parents of 0 to 7 year olds.

The survey data has been weighted and scored so that trusts' results can be more fairly compared against others, and are intended to allow trusts to easily identify areas of good performance, and where improvements are required. This data could be reported in press releases, posters, staff newsletters, and other communications, to give an indication of how your trust has performed on the survey when compared with all other trusts. We'd recommend you don't mix different types of data, such as the percentages of respondents and scores as this can give a misleading picture to the public. The scores have the advantage of taking the full set of responses into account within just one figure (e.g. they cover 'Yes, definitely', 'Yes, to some extent', and 'No' responses). Scored data has also been standardised to allow for fairer comparison of results between trusts with different demographic profiles (so we've adjusted for characteristics of patients that might influence their answers irrespective of the care they received).

The results for each question that could be scored are shown alongside a category identifying whether the trust's score is 'better', 'about the same' or 'worse' than would be expected, when compared with the results from all other trusts. Detail on the scoring and analysis are available in the Children's survey technical guidance document - sent to trust survey leads alongside their benchmark reports, and published on the CQC website alongside the survey results.

An example chart from the benchmark reports is shown below:

Hospital staff



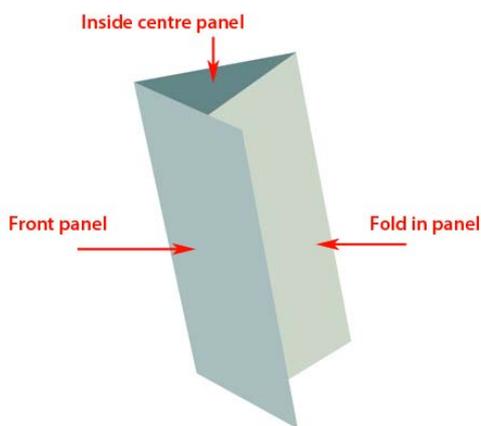
Children's benchmark reports: The scored question results from the 'Children and young people' in the standard benchmark reports are also presented in a child-friendly version of a benchmark report. These have been produced to provide all trusts with an output that can be disseminated to children and young people, to allow both the respondents themselves and future patients to see how others in their age group reported their experiences of their care.

As with the standard report, for each question the trust is categorised as doing better, the same or worse than other trusts.

An example is given here:



The design is intended to provide a useful 'at a glance' summary to identify how well your trust is doing and where improvements need to be made, tailored to an audience of 8 to 15 year olds.



We hope you will want to share the children's benchmark reports with your young patients, and they have been designed to be folded into a trifold leaflet along the dotted lines

Using the percentage data

'Percentage of respondents' data: Your trust will also have been sent an Excel workbook by CQC that shows the survey results for your trust as the percentage of respondents to each response option, for each question in the survey, alongside the total number of respondents for that question. This data will not be published by CQC, as it does not provide a fair comparison across trusts in terms of performance – due to it not being weighted according to respondent characteristics. It is intended for descriptive purposes only, and it is recommended that you use the scored benchmark report data to report comparative performance.

More information on the survey

The full national results will be published on the CQC website, together with an A to Z list to view the results for each trust (alongside the technical document outlining the methodology and the scoring applied to each question):

www.cqc.org.uk/childrenssurvey

Full details of the methodology of the survey can be found at:

<http://www.nhssurveys.org/surveys/769>

More information on the programme of NHS patient surveys is available at:

www.cqc.org.uk/public/reports-surveys-and-reviews/surveys

More information on CQC's hospital intelligent monitoring system is available on the CQC website:

<http://www.cqc.org.uk/public/hospital-intelligent-monitoring>