

2024 Children and Young People's Patient Experience Survey

FAQs: Mobile phone number use

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What is the Children and Young People's Patient Experience Survey?

The Children and Young People's Survey measures experiences of healthcare in NHS hospitals in England. The findings help understand what is good about care for children and young people. They also help understand what can be improved.

We gather this information through a questionnaire. The questionnaire asks about a range of topics, such as how hospital staff talked to patients and what the ward was like. The questionnaire can be completed either online or by post.

Who runs the survey?

The survey is run by Picker and the Care Quality Commission. Picker is a charity that works to understand people's health and care experiences. CQC is the independent regulator of health and social care in England.

Picker and CQC work closely with approved contractors (research companies who have met specific criteria to be able to work on the survey) and NHS trusts.

Why are you using mobile phone numbers?

Mobile phone numbers will be used to send automated text message reminders for the 2024 Children and Young People's Survey. This helps us get more – and higher quality – data to help improve hospital care.

Mobile phone numbers will **not** be used for any other purpose.

Whose mobile phone numbers are you using?

We are asking NHS hospitals to share the phone number they have on record for each patient. This could belong to the parent/carer, or the child or young person. The NHS Health Research Authority's Confidentiality Advisory Group has approved sharing the mobile number in either case.

From the interviews we've conducted with families, we expect most mobile phone numbers to belong to the parent or carer. However, mobile numbers may belong to the child or young person. Families told us this was more likely when the child or young person was ready to take ownership of their care. The survey programme's Ethics Board, the Confidentiality Advisory Group, and the UK Caldicott Guardian Council expressed no concerns for under 16-year-olds to be contacted about the survey via their mobile phone number.

Who will have access to the mobile phone numbers?

Only certain members of staff within NHS trusts and approved contractors have access to mobile phone numbers. Mobile phone numbers (and other personal information, such as names and addresses) will **never** be linked with questionnaire responses.

To ensure all personal data is secure, the approved contractors meet specific standards set out by CQC around their information governance. There are strict protocols in place to control how mobile phone numbers are shared and stored. Any breaches of these protocols will be reported, and follow-up action taken.

How long will you keep the mobile phone numbers?

Mobile phone numbers will be used to send SMS text message reminders for the 2024 Children and Young People's Survey. They will **not** be used for any other purpose.

Files containing mobile phone numbers will be kept for **12 months** (from when NHS trusts first share them). No personal information of any kind will be kept longer than this period – and a record of its secure destruction will be made.

What if the mobile phone number on the record is wrong?

In some cases, the mobile phone number on record may be incorrect. For example, the number may be out of date.

Where a mobile phone number is available, the last four digits will be included in the letter sent in the post to patients. If the number is wrong, the contact details in the letter can be used to correct this.

Can I opt out of the SMS text message reminders?

Yes, you can opt out of the SMS text message reminders. Each postal letter inviting you to complete the survey has contact details for this. These contact details can also be used to let us know if you do not want to take part in the survey at all.