

Children and Young People's Patient Experience Survey 2020 Trust Webinar Q&A

Q1. Can we sample back to October if we don't have a sample of 400?

Yes, trusts may sample back to October if they have a sample size of less than 400 throughout the months of November, December and January. Trusts must have displayed their dissent posters in October in order to sample back to October.

Q2. Is the age criteria for inclusion in the CYP sample 15 years and 0 days, or "not yet 16"?

Eligible patients are those aged between 15 days and 15 years, this includes those in their 15th year (i.e. under 16 years old).

Q3. On the mobile phone indicator, children are unlikely to have their own mobile number, should next of kin mobile number be included instead?

For the 2020 survey we are asking trusts to indicate whether or not they hold a mobile phone number associated with a patient. This can be the phone number of the child/young person themselves, their parent/carer, or unknown. Mobile phone indicators should be coded as follows:

0 = do not have mobile phone number of parent/carer of patient (or if there is a telephone number present but you suspect it is a landline)

1 = have mobile phone number for parent/carer of patient

9 = unsure

99 = unable to identify if contact details are parents or child's

Q4. The new survey question on parents being with their child enough is difficult because of COVID-19 restrictions.

This question is intended to measure the impact on patients and parents/carers as a result of COVID-19 restrictions. Cognitive testing showed that in the vast majority of cases, parents were allowed to be with their child as much as they felt they needed to be.

Q5. On the NHS survey website there are no manuals for the CYP 2020 survey, only instructions for previous surveys?

The CYP20 manuals are available here: <https://nhssurveys.org/surveys/survey/01-children-patient-experience/>. We will be sending an e-bulletin to trusts with links to all documents once published.

Q6. Full ICD coding will not be available at our trust on the date of sampling.

If your trust is having difficulty meeting survey deadlines because of delays in ICD coding, please get in contact with your contractor or the CYP team at cyp@surveycoordination.com.

Q7. For the second COVID-19 variable (Treated as a confirmed or suspected COVID-19) are you expecting us to check each patient's notes to determine their treatment status?

Please look into the feasibility of using locally held records in the first instance. If this isn't possible, you can derive from ICD-10/11 codes if that's what is most appropriate. Full guidance on which ICD-10/11 codes correspond to each variable code are available in the COVID-19 Coding Q&A document on the survey webpage.

Q8. For the COVID-19 variable Codes, our trust use lab results as these are more up to date on the system (normally within 24hrs), would this be ok to use if our ICD-10s are not fully completed?

Yes, you may use lab results to derive the COVID-19 diagnosis variable.

Q9. What date does the COVID-19 attribution file need to be sent by?

If you are unable to submit the two COVID-19 variables with your sample file, you may submit a COVID-19 Attribution File to the SCCEM via secure transfer site by the 9th of July 2021.

Q10. I am concerned that I will not be able to get the sample checked by management / clinical staff due to current emergency.

If you are unable to have your sample file checked by management/clinical staff and expect this to delay sample submission, please get in contact with your contractor or the CYP team at cyp@surveycoordination.com.

Q11. Will the webinar slides be shared with us as a point of reference?

Yes, the webinar slides as well as a recording of the webinar will be made available to trusts.

Q12. What is the deadline for sample submission? I ask because several other surveys have suffered from attempts to shorten the time between sample end and sample submission. It is not very professional to implement interim measures to get over not having properly coded records.

It is important to ensure that all patient records are properly coded to avoid sampling errors and ineligible patients being included in your trusts sample. The deadline for sample submission for trusts using an approved contractor is set by the contractor, please get in touch with them directly to confirm this. The deadline for in-house trusts to submit a sample to SCCEM is 5th March 2020. If you anticipate a delay in

submitting your sample please get in contact with your contractor or the CYP team at cyp@surveycoordination.com.

Q13. Termination of Pregnancy is coded as an OPCS Procedure, but it is identified by coding. I will have to wait for coding to be complete before creating a sample.

It is important that any patients who have attended in relation to pregnancy or termination of pregnancy are identified as they are ineligible to take part in the CYP survey. If your trust is having difficulty meeting sample submission deadlines because of incomplete ICD coding, please get in contact with your contractor or the SCCEM at cyp@surveycoordination.com.

Q14. How complete do the two new COVID-19 variables need to be?

We ask that all data is complete for the two new COVID-19 variables. If your trust does not have the information necessary to complete by the time of sample submission you may submit an attribution file to the SCCEM via secure transfer site. The deadline for submission of the COVID-19 attribution data is 9th July 2021.

Q15. (On mobile phone indicator variable) Do all records need to have a value for this? If not can I populate with null?

The phone number indicator variable is to be coded, and the sample data populated as follows;

0 = do not have mobile phone number of parent/carer of patient (or if there is a telephone number present but you suspect it is a landline)

1 = have mobile phone number for parent/carer of patient

9 = unsure

99 = unable to identify if contact details are parents or child's

Q16. (On COVID variable two 'Treated as a confirmed or suspected COVID-19') We are struggling to obtain this variable which has been requested for the inpatient survey.

Further details on how to obtain the new COVID-19 variables for your sample are detailed in the sampling instructions. We have also published a separate Q&A document on the new COVID-19 variables. If you are still unable to complete the COVID-19 variables, please get in touch with SCCEM at cyp@surveycoordination.com.