

Sylvie Hobden
Associate Director
Ipsos MORI, Social Research Institute
3 Thomas More Square
London E1W 1YW

15th September 2020

Dear Ms Hobden,

Study title: Adult Inpatients Survey 2020

Date submitted: 11th August 2020

Committee Process

The CQC's Independent Ethics Review Panel is tasked with reviewing studies commissioned by the CQC. It is chaired by Dr Mark Sheehan and includes Nigel Booth (Lay member) and Dr Gary Abel (Statistician). In accordance with its operating procedures, the full Panel reviews research studies which are new and have not been reviewed by the panel or its precursor. Amended, updated, or previously reviewed research studies are reviewed by the Chair. This research study was reviewed by the full panel.

Ethical opinion

Approval was sought for the 2020 version of the study with a range adjustments to accommodate the new mixed methods approach. The documents reviewed are noted below.

The panel discussed a range of ethical issues arising from the documentation and the context. These included how the research team were thinking about and adjusting for the COVID-19 context in which this year's survey would take place and the nature and status of the analytic model to be used for the analysis of free text in the questionnaire. It was agreed that the project team would keep panel informed of progress of model pilot by sending a couple of updates and hopefully a review from someone external from project team. It was also noted that the enclosed documents did not include copies of previous ethics committee decision letters and approvals or a fully tracked changes version of the questionnaire. The panel asked to be provided with these.

There are no further ethical issues to be raised. We are happy to give a favourable ethical opinion of the study on the basis described in the Ethics Application form and supporting documentation and subject to the above-mentioned conditions.

Yours sincerely,



Dr Mark Sheehan
Chair, On behalf of the CQC's Independent Ethics Review Panel

Documents Reviewed and Approved:

- Ethics application form
- Patient dissent poster
- Dissent information document
- Initial invitation letter
- Reminder letter 1
- Reminder letter 2
- SMS content (just one document to cover both messages)
- Questionnaire
- Survey handbook
- Multilanguage sheet