

**Michelle Gray**  
**Ipsos MORI, Social Research Institute**  
**3 Thomas More Square**  
**London E1W 1YW**

16<sup>th</sup> November 2021

Dear Ms Gray,

**Study title: CQC Adult Inpatients Survey 2021 (IP21)**

**Date submitted: 27<sup>th</sup> October 2021**

### **Ethical opinion**

Approval was sought for an amended, 2021 version of the study with adjustments to sampling, the questionnaire, and the documentation. The documents reviewed are noted below.

The documents and the changes raise no ethical issues which are not reasonably handled and justified in the application documents. I am happy to give a favourable ethical opinion of the study on the basis described in the Ethics Application form and supporting documentation.

In particular, I note that in there is continued attention to the text analytics model that is used to highlight text comments that are of concern and require attention. The processes described in the application look thorough an appropriate.

Finally, although the timings do not apply to this Survey, the panel has asked that they (or I) have sight of any material (specifically, dissent posters) before they are sent out to Trusts.

### **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.

Yours sincerely,



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

## Documents Reviewed and Approved:

-  20CAG0085 final support letter - non-research
-  21-033459 IP21 Core questionnaire V2\_INT CLIENT USE
-  21-033459 IP21 Core questionnaire V2\_INT CLIENT USE
-  21-033459-01 Dissent poster IP21 English
-  21-033459-01 IP21 Ethics Form\_INTERNAL AND CLIENT USE ONLY
-  21-033459-01 IP21 First Mailing Letter\_V1\_INT CLIENT USE
-  21-033459-01 IP21 Information Flowchart\_V1\_INT CLIENT USE
-  21-033459-01 IP21 Multilanguage sheet\_V1\_INT CLIENT USE
-  21-033459-01 IP21 Second Mailing Letter\_V1\_INT CLIENT USE
-  21-033459-01 IP21 SMS Guidance\_V1\_INT CLIENT USE
-  21-033459-01 IP21 Third Mailing Letter\_V1\_INT CLIENT USE
-  21-033459-01 IP21\_Dissent information\_V2\_INT CLIENT USE
-  21-033459-01 IP21\_Sampling Instructions\_V1\_INT CLIENT USE
-  21-033459-01 IP21\_Survey handbook\_V2\_INT CLIENT USE
-  21CAG0147 SofS Conditional outcome letter
-  266751 19 LO 1171\_Favourable\_Opinion\_on\_Further\_Information\_31.07.2019
-  Decision letter - Adult Inpatients Survey 2020
-  Decision letter - Adult Inpatients Survey 2020
-  RE CQC and HRA issue around data controllers