

NHS Adult Inpatient Survey 2017

Webinar for trusts

Agenda

- Changes from 2016 survey – focus on guidance [10 min]
- Questionnaire development [10 min]
- Improvements to the Sample Declaration Form [10 min]
- Data Protection and Section 251 Requirements [5 min]
- Potential Errors [5min]
- Key dates [5min]
- Q&A

Rebrand

- New IP survey email address:
inpatient@surveycoordination.com

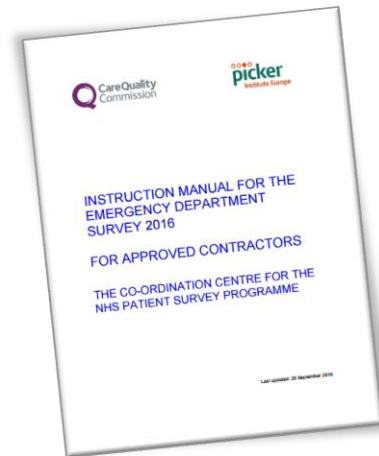
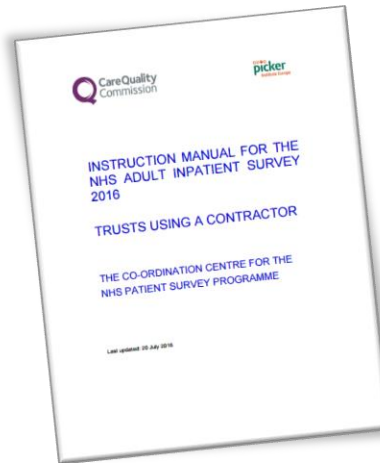
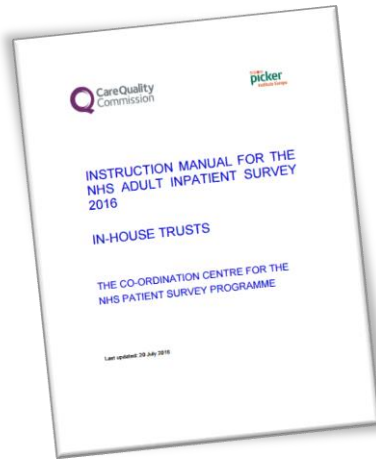
- New logo & style.

- Same website!

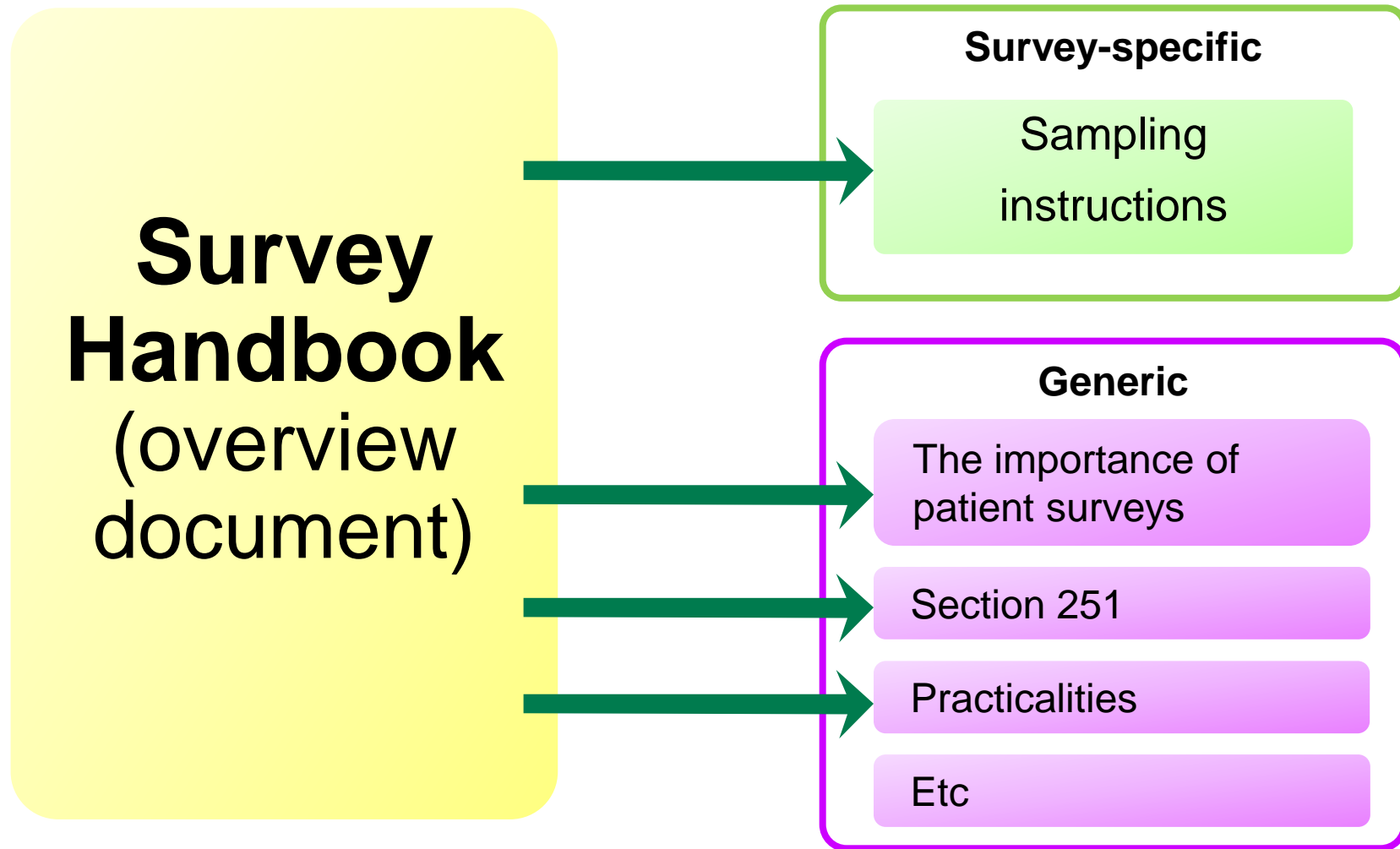
<http://www.nhssurveys.org/surveys/1084>

- Redesigned instruction manuals.

Old Structure



New Structure



Survey Handbook

- **For survey leads**
- Brief document
- Survey specific
- Key summary document that **links** to all relevant information:
 - What's new for this year/survey
 - Key dates: Top level
 - Highlights on key information (Section 251, etc)

Sampling Instructions

- **For sample drawers (data team)**
- Detailed information
- Survey specific
- Step by step instructions to draw sample
- Flowchart
- **Links** to relevant content

Generic NPSP Instruction Documents

Separate PDF documents on

<http://www.nhssurveys.org/usefullinks>

- 1) The importance of survey feedback
- 2) Setting up a project team
- 3) Data protection and confidentiality
- 4) Ethical issues, ethical committees and research governance
- 5) Collecting data from non-English speaking populations
- 6) Publicising the survey
- 7) Implementing the survey – practicalities
- 8) Entering data
- 9) Making sense of the data
- 10) Reporting results
- 11) Universal glossary

Questionnaire Changes

Following questionnaire performance analysis and stakeholder feedback...

- 10 questions removed
- 9 questions added
- 2 questions modified
- 1 paragraph moved



Questionnaire removed

Q12-14: mixed sex accommodation.

Q18: cleanliness.

Q19: feeling threatened by other patients/visitors.

Q44: minutes waiting for call button.

Q46, 47, 50 and 51: operations & procedures.

Q73: feel well looked after.

Questionnaire modified

Q11: single question on mixed sex accommodation.

Q68: added friends and carers, and response option.

Reminder paragraph – moved *under* Q72.

New questions

Q12 Did you change wards at night?

Q13 Did the hospital staff explain the reasons for being moved in a way you could understand?

Q22 During your time in hospital, did you get enough to drink?

Q31 Did you have confidence and trust in any other clinical staff treating you (e.g. physiotherapists, speech therapists, psychologists)?

Q43 If you needed attention, were you able to get a member of staff to help you within a reasonable time?

Q71 Did you feel well looked after by the non-clinical hospital staff (e.g. cleaners, porters, catering staff)?

Questionnaire Changes: LTC questions

- New Long Term Conditions question set for **all surveys** within NPSP.
- Stakeholder feedback, including trusts, contractors and patient representatives.
- Omnibus testing with ca. 6000 people.
- Cognitive testing.

Questionnaire Changes: LTC questions

- Old questions (Q78 & 79) removed.
- New question set:

ROUTING QUESTION

Q73 – Do you have any physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last for 12 months or more?

Include problems related to old age.

IF 'YES'...

Q74 – Do you have any of the following?

Select **ALL** conditions you have that have lasted or are expected to last for 12 months or more.

Q75 – Do any of these reduce your ability to carry out day-to-day activities?

Survey Development: What's new?

- Main specialty code not collected anymore.
- Pilot study:
 - Only 10 trusts will participate.
 - SMS reminder.
 - First postal reminder sent earlier.
- Improvements to sample declaration form & sample checking process.

Sample Declaration: Improvements

Now designed as a **tool** for you to ensure that your sample is correct.



Aim: To reduce the number of queries from the Survey Coordination Centre and enable early mail out.

Sample Declaration: Improvements

- Excel format.
- Form completed & signed by sample drawer AND Caldicott Guardian.
- Provide details of changes at your trusts that may affect comparability to your 2016 submission.
- **If using a contractor:** Submit form to your contractor.
- **If an in-house trust:** Submit form to the Survey Coordination Centre.

Approval under Section 251 of the NHS Act 2006

Confidentiality Advisory Group (CAG), a sub group of the Health Research Authority (HRA)

Override common law duty of confidentiality (2006 NHS Act)

Allows **patient data to be shared outside** of the NHS Trust without gaining prior and explicit consent from those patients.

Explicit process for managing flow of patient data, ensuring compliance with Data Protection Act

Approval under Section 251 of the NHS Act 2006

Follow instructions in guidance manual: variables transferred, format, method of transfer

CQC are required to act where 'data breach'

Ask you to undertake 'Serious Incident Requiring Investigation' (SIRI), involve Caldicott Guardian, can be reportable to Information Commissioner.

Previously, emailed data rather than using contractor FTP, adding additional variables, sending data directly to the Survey Coordination Centre

Dissent Posters

- Poster gives potential participants the opportunity to opt out of the survey:
<http://www.nhssurveys.org/surveys/1086>
- Posters must be on display during the sampling month(s) to comply with Section 251 requirements.
- It is not allowed to alter the poster in any way – this would invalidate the survey's S251 approval

Free-text Comments

- All free-text comments will be included in the final data submitted to the Survey Coordination Centre.
- All trusts will receive their free-text comments:
 - Use them to check for potential **safeguarding concerns**
 - Seek advice internally (trust's Safeguarding Team) when appropriate
- Free-text comments are **NOT** anonymised – wording in questionnaire & FAQ permits this: <http://www.nhssurveys.org/faq>
- Trusts *can* exercise discretion if staff members are named however all patient feedback is to be respected and noted accordingly.

Implications of Major Errors

Survey data used by CQC to monitor quality of care within provider

Missing data = lack of assurance— **flagged as a warning to inspectors against your trust**, no data for Overall Patient Experience Scores (NHS England).

Historical errors = no comparisons in current survey report

In 2016 three trusts had data from 2015 survey suppressed

Potential Errors

- For detailed information on sampling errors see the 2016 report:
<http://www.nhssurveys.org/survey/1868>
- Use the improved **Sample Declaration Form** to help you avoid errors...
... this will ensure your questionnaires can be mailed out earlier.



How to Avoid Potential Errors:

- Examples of checks you should do before submitting your sample:
 - ✓ Are you missing 16 year olds?
 - ✓ Are there any errors in the query used to extract patient list?
 - ✓ Are there any missing/incomplete data in your initial database?
 - ✓ Be aware of system migrations!
 - ✓ Incorrectly excluded by specialty code.
 - ✓ Incorrectly excluding patients who stayed in an NHS treatment centre.
 - ✓ Make sure you have sampled by consecutive **discharge**.
 - ✓ Screen single night stays.
 - ✓ Check there are no patients both admitted **and** discharged from a community hospital.

Provisional Timetable

Scored questionnaire published	Mid July
Sample construction / weekly monitoring / data entry documents	Mid July
Deadline for trusts to inform us which contractor they are using	1 August
Trusts draw sample	1 August to 1 September
Sample checking	7 August to 6 October
Fieldwork	28 August 2017 to 5 January 2018
Weekly monitoring	every Thursday during fieldwork, starts 31 August
Deadline for final data	12 January 2018

Questions?

Thanks for your time

- Copy of the slides:
<http://www.nhssurveys.org/surveys/1091>
- Contact us:
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