

NHS Adult Inpatient Survey 2018

Webinar for trusts

**Survey
Coordination
Centre**



Agenda

- Changes from 2017 survey [10 min]
- Data Protection and Section 251 Requirements [5 min]
- National Data Opt Out Programme [5 min]
- Potential Sampling Errors [10 min]
- Entering fieldwork
- Key dates [5 min]
- Questions

Changes from the 2017 survey

Changes to the covering letters:

- ✓ Using colours to highlight key words in the letter
- ✓ Using a more informal font
- ✓ Removing superfluous and repetitive text on the front page
- ✓ Using a much more informal and encouraging tone overall
- ✓ Adding a text box around to the first letter which contains the key information for the patient.

Question removed from the questionnaire

- One question was removed from the 2017 questionnaire:

Q59. Were you told how to **take** your medication in a way you could understand?

- Yes, definitely
- Yes, to some extent
- No
- I did not need to be told how to take my medication

This question presented a high correlation with the former Q57 (Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?) and patient representatives also commented that if they felt staff explained the purpose of the medicine then they also felt staff explained how to take it.

Questions added to the questionnaire

Question about integrated care

Q66. Was the care and support you expected available **when** you needed it?

₁ Yes

₂ No

₃ I did not expect any further care or support after I was discharged

Questions added to the questionnaire

Question about participating in research

Q69. During this hospital stay, did anyone discuss with you whether you would like to take part in a research study?

- 1 Yes, and I agreed to take part
- 2 Yes, but I did not want to take part
- 3 No
- 4 Don't know / can't remember

Item modified in the questionnaire

- The paragraph below has changed its positioning on the questionnaire. It still remains after Q73, in order to remind people the questions need to be answered in regards to the patient, but instead of being placed at the bottom of the column, it has now been placed at the top of the next column – directly above Q74.

Reminder: All the questions should be answered from the point of view of the person named on the envelope. This includes the following background questions.

- The content of the paragraph has not changed.

Summary of changes to the questionnaire:

Question number/Item	Question text	Summary of changes
Q59 (IP17 questionnaire)	Were you told how to take your medication in a way you could understand?	Removed
Q66	Was the care and support you expected available when you needed it?	New Question
Q69	During this hospital stay, did anyone discuss with you whether you would like to take part in a research study?	New Question
Reminder paragraph	Reminder: All the questions should be answered from the point of view of the person named on the envelope. This includes the following background questions.	Item modified

Faster Postal Reminder (to be confirmed)

From the 2017 pilot study: One intervention tested resulted in a significant increase in response when compared to the control group. This was a faster reminder following the initial mailing.

Overall 40.8% of those who received the standard survey materials responded to the survey. The early postal reminder gave rise to a response rate of 44%.

For IP18, this is yet to be confirmed however if it is introduced, the time between the initial contact and first reminder will be reduced to match what was piloted in 2017.

Mobile Phone Number Indicator

- It is important for the possible direction of the survey to understand the availability of mobile phone numbers from all trusts.
- To capture this, an additional variable will be required from all trusts this year – a mobile phone number indicator:
 - A '1' will be entered if the patient has a mobile number listed on your system that belongs to the patient, starts with '07' and is 11 digits long.
 - A '0' will be entered if the patient does not have a mobile number listed on your system
 - A '9' will be entered if it is unknown whether they have a mobile number listed.
- Actual mobile phone numbers **must not** be submitted with your sample!

Data Protection and Section 251 Requirements

General Data Protection Regulation (GDPR).

- GDPR came into force on May 25, 2018.
- How patient's personal data is being protected under the new GDPR has been stated on the reverse side of both covering letters 1 and 3:

How is my personal data protected?

Your personal data are held in accordance with the General Data Protection Regulation and the NHS Confidentiality Code of Practice. [NHS Trust name] has a leaflet that explains how we use your personal information and keep it safe, and what your rights are under the law. If you would like a leaflet or further information, please write to us, or call [Freephone survey helpline] or go to [privacy statement on trust website].

[NHS Trust name] picked a sample of people who had recently used their services which is used to send you the questionnaire and reminders. Personal data about your involvement in this survey is not used for any other purpose and is deleted once the survey process is complete. Your responses to the questionnaire questions are not linked back to your name, or to other personal data that may identify you.

Section 251 requirements

- Section 251 requires [dissent posters](#) to continue to be displayed in all relevant areas of your trust until the start of fieldwork.
- We request you publicise the survey both internally and externally to ensure patients are aware of the survey and have the opportunity to opt-out should they wish. Example materials are available in the ['Publicising survey'](#) document.
- Ensure a log of patients who have dissented from taking part in the survey is accurately kept.
- Section 251 allows patient data to be shared outside of NHS trusts **without gaining prior and explicit consent from these patients**

Dissent Poster

- Dissent posters give potential participants the opportunity to opt out of the survey:
<http://www.nhssurveys.org/surveys/1215>
- Posters must be on display during the sampling month (s) to comply with S251 requirements.
- It is not allowed to alter the poster in any way – this would invalidate the survey's S251 approval.
- The poster is available in English as always, and also in 9 other most commonly spoken languages in England.
- Trusts are advised to display the posters in languages that are appropriate for their population as well as the poster in English language. Posters should be displayed side by side.
- In the box provided, a number and an email (if available) should be provided.

National Data Opt Out Programme

NPSP temporary exemption

7.9. National patient experience surveys

The national data opt-out does not apply in 2018/19 to the National Cancer Patient Experience Survey (CPES) and CQC NHS Patient Survey Programme, both of which will continue to run unaffected¹⁴ under their current arrangements.

These national surveys will continue to operate separate opt-out mechanisms and details of how to opt-out of these surveys are provided by the relevant organisations undertaking the surveys. In relation to the treatment of surveys more generally under the new national data opt-out, further work to consider and agree a long-term position on how the national data opt-out will relate to surveys will be undertaken.

Potential Sampling Errors

Implications of Major Errors

Survey data is used by CQC to monitor quality of care within each provider. If a major error occurs and it cannot be rectified, implications are as follows:

- The lack of assurance would be flagged as a warning to inspectors against your trust
- No data would be provided to NHS England for your trust's Overall Patient Experience Scores
- No historical comparisons would be provided for your trust in the current survey report

For detailed information on sampling errors see the 2017 report:

<http://www.nhssurveys.org/survey/2130>

Use the improved Sample Declaration Form to help you avoid errors. This will ensure your questionnaires can be mailed out earlier and your data will be usable in this years survey.

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 or incomplete data in your initial database?
 - ✓ Be aware of system migrations.
 - ✓ Check that patients were not incorrectly excluded by speciality code.
 - ✓ Make sure you have sampled by **consecutive discharge**.
 - ✓ Screen single nights stays.
 - ✓ Check there are no patients both admitted **and** discharged from a community hospital.

DBS Checks

Before mailing 1:

Demographic Batch Service (DBS) checks are **required** along with local checks for deceased patients

Before mailing 2:

Only local checks are required

Before mailing 3:

Either a local check **or** a DBS check is required though it is up to the trust as to which one they do.

Entering fieldwork

Entering fieldwork early / on time

Entering fieldwork on time or earlier will enable your trust to maximise responses from younger and Black and minority ethnic (BME) groups. You will also likely receive an overall higher response rate than if you enter late, providing your trust with more data.

The best way to optimise the length of fieldwork is:

- Ensure you have a survey team in place **before** you start drawing your sample
- Generate your sample promptly – start before or on the start date of 1st August.
- Respond to queries as soon as possible to avoid unnecessary delays
- Ensure there is sufficient resourcing around the time of drawing your sample and answering queries – communicate handover with your team, your contractor and the coordination centre.
- If there are any changes in the survey lead, inform your contractor and the coordination centre.

Key dates

Key Dates

Deadline for trusts to inform us which contractor they are using or if they are conducting the survey in-house	19 th July
Trusts draw sample	1 st August
Submission of hardcopies (for in-house trusts)	3 rd August
Weekly monitoring spreadsheet published	6 th August
Scored questionnaire published	10 th August
Fieldwork	28 th August to 4 th January 2019
Weekly monitoring submissions (for in-house trusts)	Every Thursday during fieldwork, starts 30 th August
Data entry documents for in-house trusts	2 nd November
Deadline for final data (for in-house trusts)	11 th January 2019

Questions?

Thank you for your time.

- Copy of the slides:

<http://www.nhssurveys.org/survey/2133>

- Contact us:

inpatient@surveycoordination.com / 01865 208127