

Adult Inpatients 2020 NHS trust webinar

Friday 16th October, 11:00 – 12:30

This document summarises any queries and actions from the webinar. Please refer to the accompanying PowerPoint slides for more information. If you have any queries, please contact

InpatientCoordination@ipsos.com.

Introduction

No questions.

2019 Inpatients Pilot

No questions.

Timetable and key dates

No questions.

COVID-19

Thank you to those who responded to the poll. We appreciate there remains level of uncertainty between now and December – if you have any follow up feedback you would like to share please contact us at

InpatientCoordination@ipsos.com.

Materials and questionnaire

Query	Response
Why are trends being broken?	<p>The trends are being broken this year because the change in method (and inclusion of the opportunity to take part online) meant that participant responses were different between the control and experiment groups in the pilot. This means that even where questions are similar, they are not directly comparable.</p> <p>As the trends were already being broken, the opportunity was taken to update the questionnaire and change the sample month, which would also affect trends.</p>
Have any trusts piloted the full survey?	Yes, the Adult Inpatient pilots took place with 10 trusts in 2019.
Can you share the dissent poster?	<p>The dissent poster is available here:</p> <p>https://nhssurveys.org/surveys/survey/02-adults-inpatients/</p>

Sampling approach

No questions. If you have any queries once you have reviewed the sampling materials, please do get in touch.

Accessibility

Query	Response
Can we have a test link to the online survey so we can see how it's presented?	The online survey is still in development. However, a link can be provided once this is signed off. If you would like to view the online survey, please get in touch with us to confirm which contractor you're using, and we can ensure the correct link is shared once available.
Will the results show update of accessible options, including at trust level?	This will be monitored, and we will be able to provide this at trust level.
If undertaking the survey in-house, will the CCMM be providing braille versions etc?	<p>Detailed instructions for administering these formats will be uploaded to the NHS Surveys website.</p> <p>In summary:</p> <ul style="list-style-type: none"> • For large print – A covering letter and instructions on how to print the questionnaire in large print will be provided by the CCMM. The in-house trust or contractors will need to personalise these materials and post them to the patient. • For Easy Read – A booklet will be provided by the CCMM (combining the covering letter and questionnaire content). The in-house trust or contractors will need to personalise these materials and post them to the patient. • For braille – A covering letter will be provided by the CCMM. Please contact us at InpatientCoordination@ipsos.com if a Braille request is received. This will be set-up and coordinated centrally, though the in-house trust or contractors will be responsible for posting materials to the patient. <p>If you have any queries about administering these accessible options, please do get in touch, and we'd be happy to discuss the process with you.</p>

Reporting redevelopment

No questions.