

# CQC Adult Inpatient 2020

NHS Trust webinar  
16<sup>th</sup> October 2020



Ipsos MORI

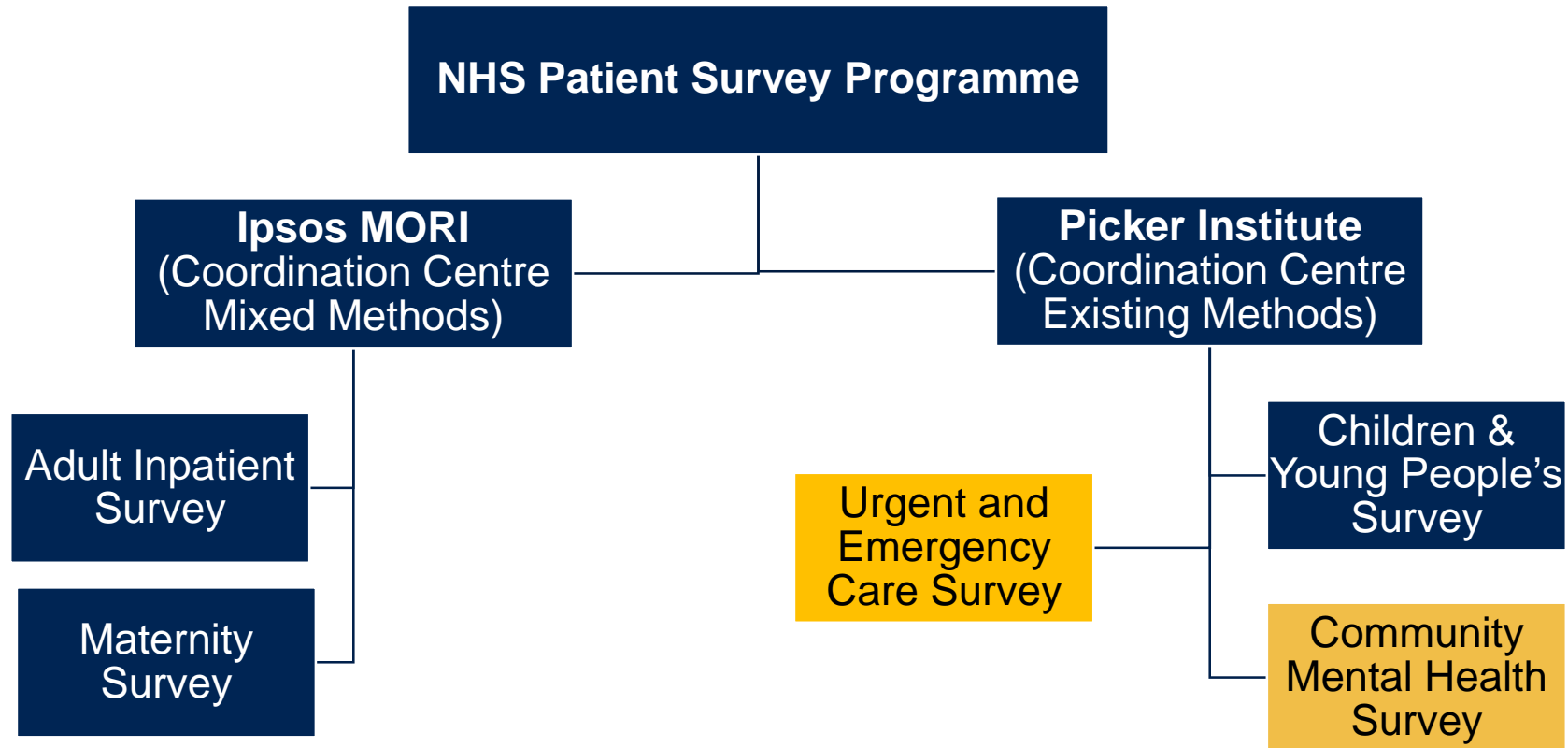


# Agenda for today

1. Introduction from CQC
2. 2019 Inpatients Pilot
3. Timetable and key dates
4. COVID-19
5. Materials and questionnaire
6. Sampling approach
7. Accessibility
8. Reporting redevelopment
9. Questions

# Introduction

# Changes to the Survey Programme



# 2019 Inpatients Pilot



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# Background

- Strategic direction for the NHS Patient Survey Programme sets out **CQC's ambitions to create a digital method of survey delivery.**
- Ipsos MORI commissioned to advise and transform the NHS Adult Inpatient Survey from **paper-based to a mixed-mode solution.**
- **A pilot was conducted to analyse feasibility of transitioning the survey to push-to-web.**
- Potential benefits of **cost-effectiveness**, improved **data quality** and reduced **non-response bias.**

# Pilot mixed-methods approach

- **Experimental approach taken** – two variants of push-to-web approach tested alongside a control group (current mainstage protocol).
- Offers **opportunities to complete online**, alongside the current postal approach.
- Includes **SMS reminders**.

Mailing	Control	Experiment 1	Experiment 2
M1 (Week 1)	Letter with paper questionnaire	Letter with URL	Letter with URL
SMS1 (+3 days)	N/A	SMS after M1	SMS after M1
M2 (Week 2)	Letter	Letter with URL	Letter with URL
SMS2 (+3 days)	N/A	SMS after M2	SMS after M2
M3 (Week 4)	Letter with paper questionnaire	Letter with URL and paper questionnaire	Letter with URL and paper questionnaire
M4 (Week 6)	N/A	Letter with URL	Letter with URL and paper questionnaire
SMS3 (+3 days)	N/A	SMS after M4	N/A

# Pilot mixed-methods results

## Control

- 3 mailings
- 2 questionnaires
- No URL/SMS

Response rate:

42.8%

Taking part online:

0.0%

## Experiment 1

- 4 mailings
- 1 questionnaire
- 3 SMS

Response rate:

42.5%

Taking part online:

60.6%

## Experiment 2

- 4 mailings
- 2 questionnaires
- 2 SMS

Response rate:

45.1%

Taking part online:

51.0%

Analysis also conducted to determine **whether trends could be maintained following a move to mixed-methods**. Review of **demographic profile and question responses** showed consistently **more negative experiences described by experiment groups**.



# Maintain 3 mailings: IP20

Experiment response rate =  
**36% (3 mailings) vs 43%+ (4 mailings)**

Approved Contractors cost variation three – four mailings

Consulted with selection of trusts who requested maintenance of costs

Longer term benefits of switching to online first, increase over time

Plan further piloting to encourage earlier response from patients, and perhaps targeting by mode

# Mailing approach for Inpatients 2020

Contact	Content	Day
Contact 1	Postal – Letter only	1
Contact 1.1	SMS	4
Contact 2	Postal – Letter only	8
Contact 2.2	SMS	11
Contact 3	Postal – Letter + Questionnaire	22
Contact 4	Postal – Letter only OR Letter + Questionnaire	36
Contact 4.4	SMS	40

**To confirm:** we will not be sending the contacts in red for 2020.

# Timetable & key dates

# Key dates

The following tasks should have already been done/ be in progress:

Task	Responsibility	Date
Ensure project team (including Caldicott Guardian and person drawing sample) are aware of project timings	Trust	October 2020
Provide CCMM with contact details of project team and contractor	Trust	1 October 2020
Display dissent posters within Trust	Trust	1 November 2020 – 30 November 2020

# Upcoming dates

Task	Responsibility	Date
Sample to be drawn, checked and signed off by contractor	Trust	1 <sup>st</sup> – 17 <sup>th</sup> December
Submit sample data to the CCMM	Contractor/ in house trust	By 18 <sup>th</sup> December
Fieldwork	Approved contractor	18 January – 4 May

Timetables for submission of declaration forms and samples to contractors should be agreed with contractors.

# Poll

# Poll: Will COVID-19 prevent your Trust from drawing a sample? (In December)...

*(Include your trust name in response, one response per trust – primary survey lead)*

# Questionnaire & materials



# Questionnaire changes

- Loss of trends presented opportunity to review questionnaire.
- Reviewed with the dual aims of:
  - Reducing the **length** (57 questions; 8 pages)
  - Ensuring **content** is in line with policy and practice
- Changes informed by **feedback** from stakeholders, Trusts and patients.
- All revisions **cognitively tested**.

## Inpatients 20 consultation

Depth interviews & focus group with inpatients to explore the patient journey

A full day workshop & ongoing engagement with stakeholders specialising in patient care

Online survey sent to all NHS Trusts

An opportunity for contractors and in-house trusts to review the materials

Input from CQC and NHSE policy colleagues

Cognitive interviews with inpatients

# Gender question

- **Sex and gender questions reviewed to:**
  - Measure the **protected characteristics** sex and gender reassignment and identify inequalities.
  - **Inclusivity** in terms of gender identity and how people want to describe themselves.

The following two questions ask about your sex and gender. Your answers will help us understand whether experiences vary between different groups of the population. Your answers will be kept confidential and not linked to your medical records.

**53** At birth were you registered as...

- Male
- Female
- Intersex
- I would prefer not to say


**54** Is your gender the same as the sex you were registered as at birth?


- Yes
- No, **please write your gender below**

- I would prefer not to say

# Letters and SMS reminders

## Letter

  
[PERSONALISATION OF NHS TRUST]  
NHS Foundation Trust

 [TITLE] [INITIAL] [LAST NAME]  
[ADDRESS 1]  
[ADDRESS 2]  
[ADDRESS 3]  
[ADDRESS 4]  
[POSTCODE]

Survey number: [PATIENT RECORD NUMBER]  
Online password: [PASSWORD]

[MAILING DATE]

Dear [TITLE] [LAST NAME],


[Your chance to help the NHS](#)

I am writing to ask you to take part in the NHS Adult Inpatient Survey about your recent stay at [SITE NAME].

[Improving \[SITE NAME\]](#)

The survey asks questions about the care and treatment you received during your recent hospital stay. The survey is being carried out by [CONTRACTOR/IN-HOUSE TRUST NAME] on behalf of the Care Quality Commission in England with support from the hospital [and NHS Trust]. The findings will help us understand what is good about patient care and whether any improvements are needed.

Please take part online as soon as possible. This can be done on a computer, tablet or smartphone. It should take about 15 minutes and is straightforward to complete. Type the website address below into the address bar at the top of your internet browser. Enter the survey number and online password to start the survey.

 [www.NHSinpatient.co.uk/login](http://www.NHSinpatient.co.uk/login)  
Survey number: [PRN]  
Online password: [PASSWORD]


**Your information will be kept confidential**

None of the staff who cared for you at [SITE NAME] will know who has taken part and it will not affect your care in any way. There is more information about the survey and confidentiality over the page. If you have any questions or need help filling in the questionnaire, email [HELPLINE EMAIL] or call [CONTRACTOR/IN-HOUSE TRUST NAME] on [Freephone] [HELPLINE NUMBER] [HELPLINE OPENING DAYS/TIMES].

Thank you very much for giving some of your time to help the NHS.

Yours sincerely,  
SIGNATURE

[CHIEF EXECUTIVE NAME]  
Chief Executive, [NHS TRUST NAME]

Please turn over 

## SMS1

We recently sent you a letter about your experience of [SITE NAME]. Please click on the link to give feedback: [unique link]. You don't need to enter your log-in details. Any questions? Please call [Freephone] [CONTRACTOR OR IN-HOUSE PHONE NUMBER].

## SMS2

[SITE NAME] would welcome your feedback. Please tell us about your recent experience by completing the questionnaire: [unique link]. Any questions? Please call [Freephone] [CONTRACTOR OR IN-HOUSE PHONE NUMBER].

# Other survey materials



## How was your experience of the hospital?

### NHS Inpatient Survey 2020

The hospital is conducting a survey to find out what patients think about their care here.

This is part of a national programme to **improve patients' experiences while in hospital**. Taking part in the survey is **voluntary** and all answers are **confidential**.

If you are selected to take part, you will receive a questionnaire in the post and text message reminders.

If you do not want to take part, or have any questions about the survey please contact;



- Trust phone number (required)
- Trust email address (if available)
- Trust Address (if available)



**NHS Adult Inpatient Survey 2020**  
**Survey handbook**



Ipsos MORI, Coordination Centre for Mixed Methods  
[DATE]

Please ensure you use the 2020 versions of all materials for the survey.



**NHS Adult Inpatient Survey 2020**  
**Sampling handbook**

Ipsos MORI, Coordination Centre for Mixed Methods  
**DRAFT**



+ Sampling declaration form & construction spreadsheet

# Sampling approach

# Sampling documents

## All spreadsheets have in-house trust/contractor versions

**NHS Adult Inpatient Survey 2020**  
**Sampling handbook**  
 Ipsos MORI, Coordination Centre for Mixed Methods

Sampling handbook

**2020 NHS Adult Inpatient Survey: Sample Declaration Form for In-house Trusts**

This declaration is to be signed off by your trust's Caldicott Guardian and the member of staff responsible for drawing and checking the sample of patient the Sampling Instructions in the link below:  
 Sampling Instructions - <https://nhssurveys.org/surveys/survey/02-adults-inpatients/year/2020/>

**This checklist will be used for audit purposes to ensure that the sample conforms to the instructions. If all steps are completed it will help to breaches of confidentiality.**

This survey has received Section 251 approval from the Health Research Authority to enable data to be transferred to the Survey Coordination Centre for Methods, based at Ipsos MORI, for the purposes of this survey only. In order to be operating under that approval, you must follow the steps outlined below approval will not apply. For more information on the approval requirements and confidentiality, please refer to the Survey Handbook in the link below:  
 Survey Handbook - <https://nhssurveys.org/surveys/survey/02-adults-inpatients/year/2020/>

**For staff drawing the sample:**

There is a comments box at the top of the 'Checklist' tab for you to include any additional information regarding changes at your trust which may have affected similarity of this year's sample to last year's. We understand there may be differences related to the different sampling month, however, we are expecting changes to be minimal. If there are any specific differences for your trust related to this change in sampling month, please highlight them in the comment listed.

Please confirm that the checks on the 'Checklist' tab have been completed on behalf of your NHS trust by inserting a '✓' or 'NA' in the boxes adjacent to listed.

**If an 'NA' is inserted to any of the checks, a comment will be expected from the trust, explaining why this check is not applicable.** This will avoid queries during the sample checking process, and help have your sample approved faster.

For rows 38, 40, 41 and 42 a number must be entered instead of a '✓' or 'NA' in the boxes adjacent to the check.

Declaration form

**NHS Adult Inpatient Survey 2020 Sample Construction Spreadsheet - contractor**

This spreadsheet should be used to generate your trust's mailing and sampling files.

You must complete the spreadsheet whilst following the sampling instructions - if you do not, then you may need to resample and this will delay the start of the survey. The sampling instructions can be found at the NHS Surveys Website (<https://nhssurveys.org/surveys/survey/02-adults-inpatients/year/2020/>).

Within the Sample Construction Spreadsheet, the data in certain column headings need to be treated differently, as described below:

Heading	Example	Description
<b>Red column headings</b>	<b>Patient Record Number (PRN)</b>	These columns should be completed during the sampling phase and will make up your 'Sample data'.
<b>Black column headings</b>	<b>Title</b>	These columns, along with a copy of the Trust code, Patient Record Number (PRN) and postcode, make up the 'Mailing data' and contain information on patients' names, addresses and comments that may allow them to be identified. This information is not to be sent to the Survey Coordination Centre for Mixed Methods (CCMM) (see the instruction manuals). The only exceptions are Trust code, Patient Record Number (PRN) and postcode, which should be included in both the mailing and sample data.
<b>Blue column headings</b>	<b>Outcome</b>	These columns should be completed when a patient has responded to the survey, by returning a completed questionnaire or if they have indicated they can't take part. If you are working with an approved contractor they will complete these columns on your behalf.

**Note: If you are able to submit ICD-11 codes, please do so in column Y in the 'Sample' tab; otherwise please submit ICD-10 codes (column Z) instead and leave column blank. If you do not have ICD-10 codes due to a delay in coding, please submit your sample without the codes, and supply these when they are available, to avoid delay.**

**Additional note: For COVID-19 diagnosis (column AF), and COVID-19 treatment (column AG), both variables can be submitted at a later date, alongside any outstanding 10 or 11 codes that remain following the main sample submission. Please see the 'Sampling Handbook' for further details.**

**Be careful to only submit chapter codes for columns Y and Z - a mapping tool is available on our website to convert individual ICD-10 and ICD-11 codes into chapter codes. Click on the link below:**

Construction spreadsheet

# Sample deadlines

The **key deadlines** are:

- **1<sup>st</sup>-17<sup>th</sup> December** – Trusts draw samples and contractors conduct initial checks.
- **18<sup>th</sup> December** – Deadline for submitting samples via the upload portal. If the samples are ready earlier, they can be uploaded from 1<sup>st</sup> December.

Please work with your contractor to ensure you are ready to submit the samples to them as soon as possible after the end of November.

# Sample criteria and inclusion

- Generally similar to previous years
- Mobile numbers (and mobile indicators) have been added this year.
- Additional **COVID variables** (and associated instructions) have been included:
  - cover **treatment and diagnosis**
  - one based on **ICD-10 codes**
  - one based on **additional data collected at a trust level**

COVID-19 diagnosis	COVID-19 treatment
Specific ICD-10 codes of U07.1 (COVID-19 virus identified) or U07.2 (COVID-19 virus not identified) (N) 1 = COVID-19 positive confirmed via testing 2 = COVID-19 suspected but testing inconclusive 3 = COVID-19 testing status unknown 4 = COVID-19 negative confirmed via testing 5 = COVID-19 non-suspected, no testing	Patient treated as a suspected or confirmed case of COVID-19? (N) 1 = Treated as confirmed or suspected COVID-19 2 = Treated as non COVID-19 3 = Status unknown



# Submission of ICD-10/11 Chapter Codes and COVID variables

ICD-10/11 Chapter Codes and COVID variables can be submitted at **two potential stages**:

- they can be submitted with the main sample submission; or
- they can be submitted after the main sample submission.

If submitted after the main sample submission, **a date must be provided for when these should be expected**. Also, **all additional variables must be passed directly to contractors**, for upload via the IP20 sample portal.

# Avoiding errors

- Please read instructions in detail – even if you’ve done it before
- Check out the list of historical errors
- Do extra checks your end before sending to CCMM/contractor:
  - Are you missing 16 year olds?
  - Are there any errors in the query used to extract the 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 specialty code
  - Make sure you have sampled by consecutive discharge
  - Check there are no patients both admitted **and** discharged from a community hospital
  - Check for any reasons why there might be differences in sample demographics from previous waves – has your trust merged? opened or closed a site?

# Accessibility

# Accessibility

## Via online survey:

- Change font size
- Change background colour
- Screen-reader compatible
- Language options
- British Sign Language

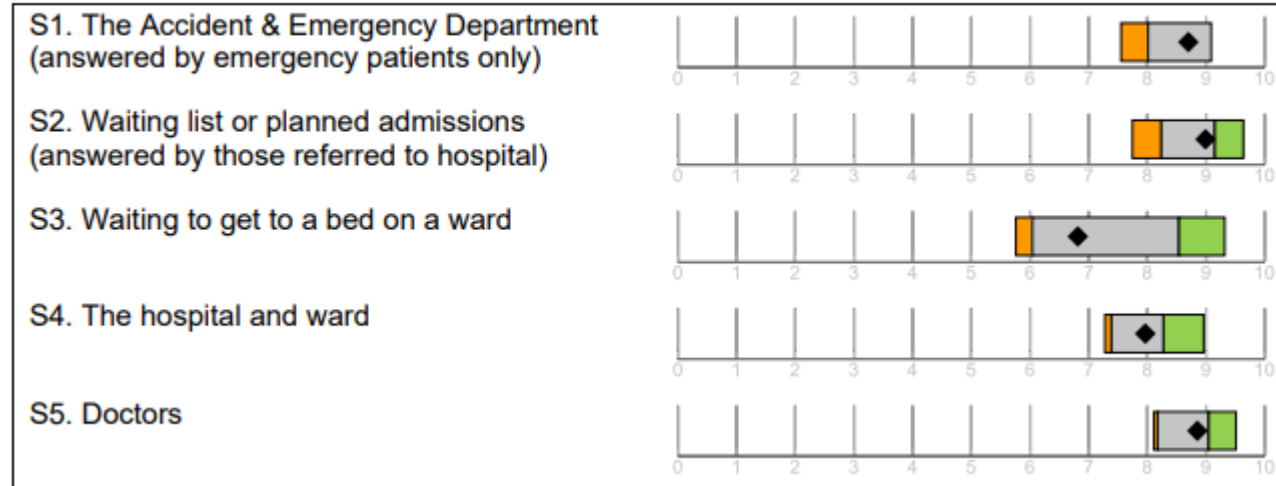
## Via contractors on request:

- Helpline (including Language Line)
- Large-print questionnaires
- Easy Read
- Braille

# Reporting redevelopment

# Reporting redevelopment

## Section scores



The benchmark reports will be redeveloped this year to ensure they are as useful as possible for you and other data users.

We will be consulting with trusts on how they currently use the data and reports early next year. If you have any feedback please do email [InpatientCoordination@ipsos.com](mailto:InpatientCoordination@ipsos.com).

# Questions?

# Thank you.



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