2021 Inpatient survey - Trust webinar Q&A

The document outlines answers to questions raised by trusts during the webinar hosted by CQC and Ipsos MORI on 14/10/2021.

Q: The turnaround time for samples to be drawn is tight and clinical coding being completed in time is a challenge. Is there any leeway for a change in timings to allow more time for coding to be updated?

Based upon your feedback, we have discussed this and have adjusted the timings to allow for more time.

	Start	End
Posters up in trusts	01/11/2021	30/11/2021
Trusts draw samples and contractor checking	01/12/2021	22/12/2021
Deadline for trusts to submit samples to contractors	23/12/2021	23/12/2021
Deadline for contractors to submit samples to the CCMM	07/01/2022	07/01/2022
Official start date for fieldwork	21/01/2022	21/01/2022
Fieldwork ends	09/05/2022	09/05/2022

Fieldwork can start from 4th January if your materials and samples are signed off.

We will be approving samples as and when they come through to us, so if your sample is ready ahead of the deadlines above, please do submit it to your contractor.

Q: I have a query relating to the reports shared recently.

If your query is related to the inpatient survey, please contact Ipsos MORI at InpatientCoordination@ipsos-mori.com. If your query relates to another survey please contact CQC at patient.survey@cqc.org.uk.

Q: Can the dissent poster be provided in a non pdf format?

The poster is in PowerPoint format on the website here.

Q: We received an email stating our posters should be displayed in October and November?

Depending on the number of patients you have discharged in November, you may need to draw a sample to include patients from both October and November. If this has impacted you, you will have been notified of this already via email so please follow the guidance given to your trust.

Q: I'm unsure whether we have access to the discharge pathway data/ can we have more information/ is this linked to the data dictionary? What if we do not collect this information?

We will share the sampling guidance with you as soon as we are able to, once we have the necessary approvals, and we will ensure there is additional guidance on how the discharge variable should be coded, including references to the data dictionary where possible.

If you do not collect this information, you may mark this variable as unknown.

Q: Can we have additional clarity on what is required for the COVID variables?

We have updated the materials to include more information on this. Please note there will only be one COVID variable collected for the 2021 survey.

Q: Queries around which CCG codes will be accepted/ will 5 digit codes be accepted/ issue with Channel Island CCG codes being accepted

We will publish a list of CCG codes which will be accepted alongside the sample guidance.

Q: When will the sampling guidance be published?

Once we have the necessary approvals, which is expected to be around mid-November.

Q: Some of our patients have asked for the survey to be available in Welsh, is this possible?

For this year's survey we won't be able to provide the materials in Welsh as we provide the alternative language formats based on the most spoken languages in England. We keep this under review regularly and will look to update languages as needed.

Q: Is it possible to share the sampling guidance ahead of future webinars to allow us to prepare and ask questions?

We can't share the full guidance in advance as we don't yet have the necessary approvals but where something is new or different, we will aim to share this in advance in the future to allow for trusts to prepare and ask questions at the webinar.

Q: Do you approach Trusts in advance of including any new variables to see if they are possible to define from the data already available to them?

We have an advisory group, which includes trusts, who we consult before making any decision regarding questionnaire or sample changes. We also sent a survey out to all trusts earlier in the year requesting feedback on all changes proposed this year.

Q: I have had problems printing the survey using the mail merge function, can you help?

We will provide guidance on this to in house trusts to support with this shortly.