

CQC Adult Inpatient 2021

**Trust briefing webinar
October 2021**

Ipsos MORI



Agenda for today

- Update on 2020 survey
- Summary of changes for 2021
- Survey materials & questionnaire changes
- Sampling
- Reports
- Questions & AOB

Programme update

Survey	Status
Inpatient	Moved to mixed methods
Maternity	Moved to mixed methods
Children and Young People	Pilot complete
Community Mental Health	Pilot in progress
Urgent and Emergency Care	Pilot in progress

2020 survey

The publication date is 19th October. Please get in touch if you have any queries about the results.

This was the first mixed mode survey, and the final response rate was 46% overall, and 64% of all responses were received online.

We have seen an increase in participation from younger people and people of a Black or Black British ethnicity.

1,002 people requested an accessible option – BSL, large print, alternative languages, telephone assisted completes and easy read.

Summary of changes

Changes for IP21

Couple of sample
changes

Minor changes to the
questionnaire

Minor letter amends

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	September 2021
Provide CCMM with contact details of project team and contractor	Trust	30 September 2021
Display dissent posters within Trust	Trust	1 November 2021 – 30 November 2021

Upcoming dates

Task	Responsibility	Date
Sample to be drawn, checked and signed off by contractor	Trust	1 st – 17 th December
Submit sample data to the CCMM	Contractor/ in house trust	By 17 th December
Fieldwork	Approved contractor	04 January – 3 May

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

Survey materials

Questionnaire assessment

- The IP20 data has been reviewed for floor and ceiling effects and levels of non response
- Review of policy and current context
- Trust survey to gather feedback on key topics and the current questionnaire
- Cognitive testing is underway to test with patients

Changes to the questionnaire

- The majority of the IP21 survey is the same as IP20, to enable tracking over time.
- A small number of questions have had explanations added or tweaked to help make the question clearer.
- The following additional themes have been explored for IP21:
 - Communication with family & friends
 - Access to food
 - Provision of information at discharge

Patient facing materials

- The letters will have minor amends to the wording around requesting a paper survey
- The following will remain the same:
 - Posters (now on the website)
 - SMS
 - Multi-language sheet
 - Accessible formats offered
 - Accessible format templates

Guidance materials

- Survey handbook – will have minor updates but no major changes
- Sampling instructions will be updated to include information raised as part of the FAQs for IP20:
 - Queries around mobile numbers and consent mechanisms
 - Deriving the Covid-19 variables
 - Trusts submitting with invalid CCG codes
 - Excluding all patients with TFC 502

Any changes will be noted at the start of the document for quick reference.

Sampling

Sample targets and deadlines

The **key deadlines** are:

- **November** – sample month – posters up
- **1st-16th December** – Trusts draw samples and contractors conduct initial checks. Your contractor will send a more detailed timetable for this phase.
- **17th December** – Deadline for submitting samples to CCMM via the upload portal. If the samples are ready earlier, they can be uploaded from 1st December.

Fieldwork start date

We know that where samples are late into field, it can impact response rates and the responses you can receive by the end of fieldwork.

Your contractors will be working with you to ensure a prompt start to fieldwork – please ensure you have everything in place ready to draw your samples, answer queries and run DBS checks in a timely manner.

Changes to sample approach

There are two changes to the sample variables for IP21:

1) COVID-19 testing/diagnosis variable will no longer be required (but COVID-19 treatment variable will still be required)

2) New variable: Discharge Pathway

Numeric variable derived from trust records

Will capture four different discharge pathways inpatients are on:

Code 1 Pathway 0 - No additional support

Code 2 Pathway 1 - Additional support at home/usual residence

Code 3 Pathway 2 - Rehab/Reablement in a temporary bedded setting

Code 4 Pathway 3 - Complex

Code 5 On a pathway, but not able to identify which one

Code 6 Status unknown / No access to this data / No pathway coded

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

ICD-10 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?
 - Have you included all available phone numbers?

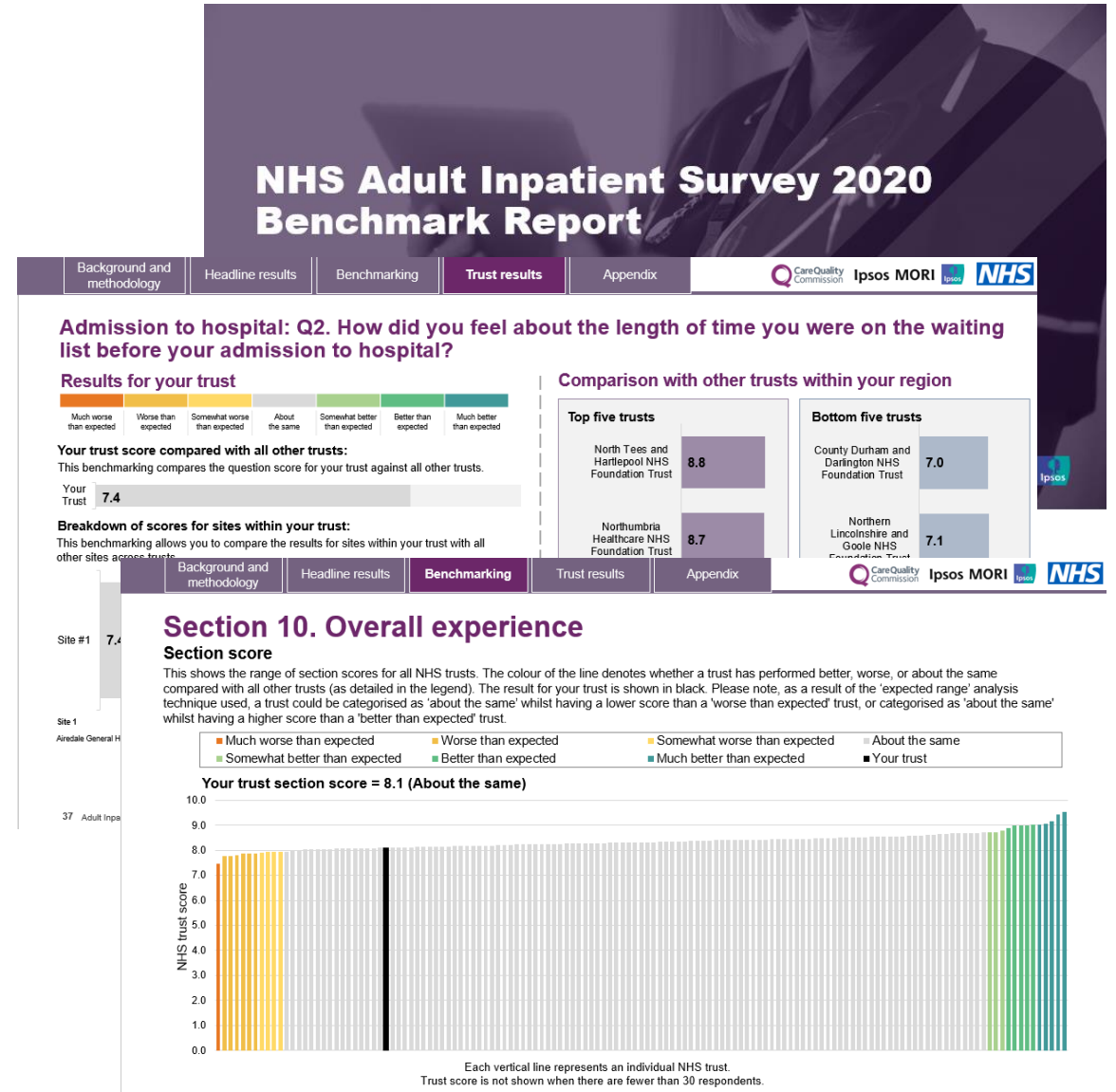
Results

Results

Reports have been revised this year and will be released on 19th October.

These reports will also be produced next year so we are keen to hear any feedback you have.

If you have any feedback on these reports and how you find using them please let us know.



Questions?

Next steps

- Please start working with your contractors if you haven't already and make sure you have a team ready to work on the survey.
- If you haven't confirmed with us which contractor you are working with yet, please do so ASAP.
- We will share these webinar slides and the Q&A with you for reference.
- The documentation should be available in mid November – please read these and make yourself familiar with the processes.

**Thank
you.**

Ipsos MORI

