

2022 Inpatient survey – Trust webinar Q&A

This document outlines answers to questions raised by trusts during the webinar hosted by CQC and Ipsos on 17/10/2022.

Q: Why is the recontact question being included online only – could this exclude the elderly?

This question is being piloted on the online questionnaire only to better understand whether people are happy to be recontacted and will be added to the paper questionnaire in the future based on results from this iteration of the survey.

Q: Will CQC use the recontact details at an organisational level?

We are still in the process of determining exactly how this data will be used, however once decisions have been finalised, we will be sure to share this with you.

Q: Can you share the link to the dissent posters?

Posters can be found on the NHS Surveys website here:

<https://nhssurveys.org/surveys/survey/02-adults-inpatients/year/2022/>

Q: When will you share sampling instructions?

We will share all sampling instructions once we have section 251 and Ethical approval. This should hopefully be in mid- November, but we will keep you posted.

Q: Does the survey prompt the participant to confirm who is completing the survey?

There is a question towards the end of the survey around whether the person who is completing the survey is the patient who has been invited to participate or someone else who is helping to complete the survey on their behalf.

Q: Waiting list variable:

We are aware that there will be important learnings to be had from the introduction of the waiting list variable however we appreciate your feedback about why patients can be on a waiting list for long periods of time. We will discuss this with the CQC to determine how this data is used for reporting.

Q: In certain cases, we don't record whether the mobile phone number listed in a patient's records belongs to them or someone else e.g. a relative. Is this acceptable?



We have discussed the possible implications around this in the past and have concluded that it is acceptable to send an SMS reminder to the mobile phone number we have listed in the patient's records.

Q: ICD-10 code submission:

Thank you for all your feedback around the submission of ICD-10 codes. We will ensure that we share detailed instructions with contractors for cases where this information is not ready by the deadline we have outlined.