

# **CQC Adult Inpatient 2022**

**Trust briefing webinar  
17<sup>th</sup> October 2022**

# Agenda for today

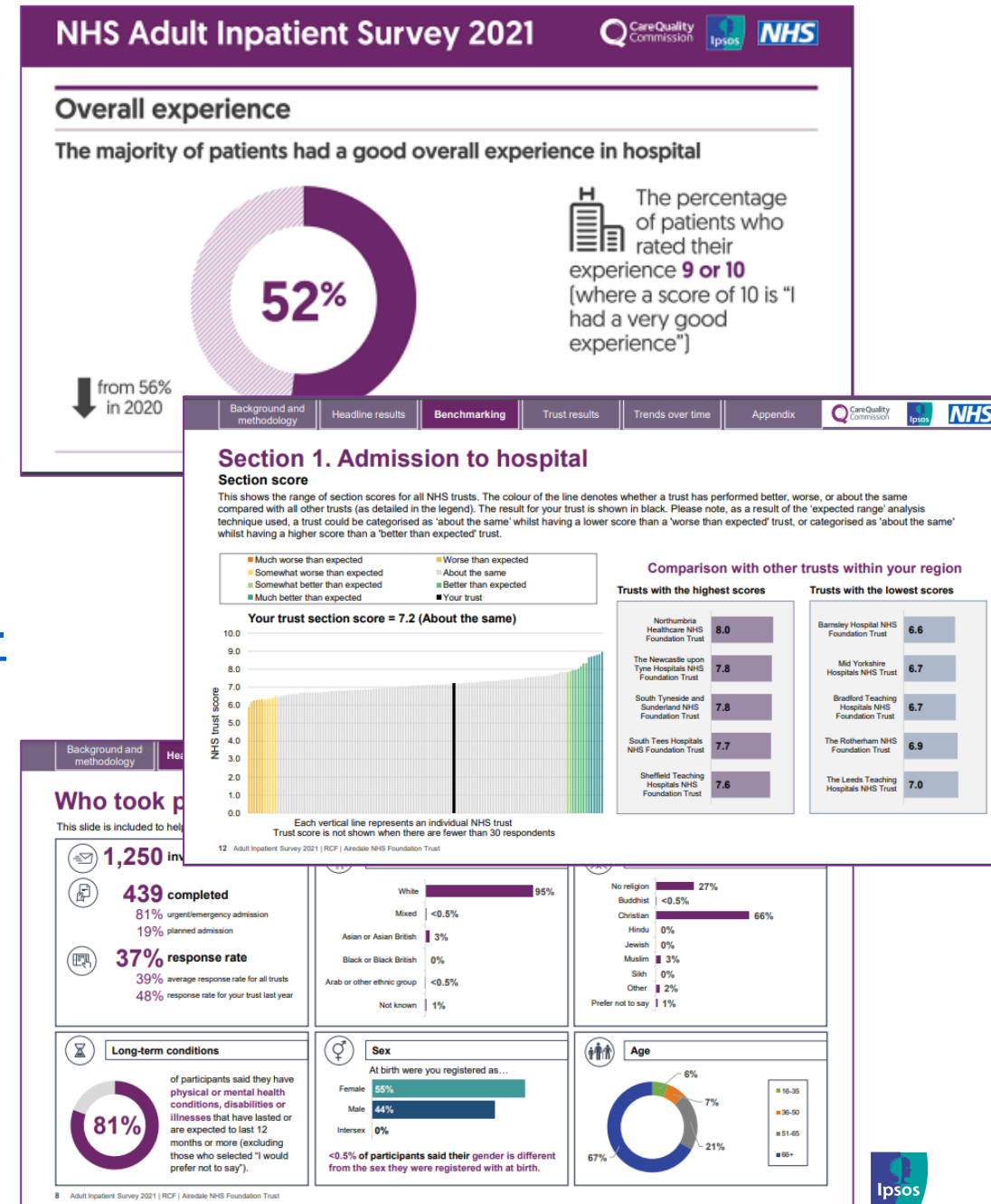
- Update on 2021 survey
- Summary of changes for 2022
- Questionnaire development
- Survey materials
- Timetable and key dates
- Sampling
- Questions & AOB

# IP21 publication

IP21 results were recently published on 29<sup>th</sup> September, and the results can be found on the [NHS Surveys website](https://www.nhs.uk/healthcare-quality/surveys).

You can find a short summary of the national results here: <https://www.ipsos.com/en-uk/what-does-nhs-adult-inpatient-survey-tell-us-about-how-experiences-care-differ>

If you have any feedback on the reports or outputs do let us know.



# Summary of changes

# Changes for IP22

Minor  
changes to  
the  
questionnaire

Change to  
SMS  
reminder  
timings

Shortening  
fieldwork

Recontact  
question

Targeted  
approach for  
80+

Removal of  
CCG, COVID  
and treatment  
centre codes

New waiting  
list variable

# Targeted approach for those aged 80+

Those aged 80+ will receive a paper questionnaire in the first mailing, alongside the option to take part online (there will be two versions of letter 1 and 2 to accommodate this).

This group are more likely to take part on paper so by giving them this option, we will hopefully:

- Increase the response from this group
- Reduce volume of requests for a paper questionnaire via the helpline

Will be defined using birth year – will be included in sample instructions.

# Recontact question

- A new question will be asked to recontact patients for subsequent research, e.g. to understand integration of care following their admission to hospital.
- Their details will be collected and shared with CQC for future research.
- Exact wording of the recontact questions will be circulated once Section 251 is approved.
- The recontact questions will be included after core questions and online only.

# Change in SMS timings

We have conducted analysis from other surveys to understand optimal times to send SMS reminders to different groups. As a result, SMS timings will be changed to:

- Send SMS 1 between 9 and 10am
- Send SMS 2 between 4 and 5pm

The timing of SMS 1 should result in an increase in response from younger ages, and our analysis showed that sending the second SMS after 4pm results in the best response.



# Fieldwork reduced to 13 weeks

Improvements to how quickly fieldwork started were made in 2021, making reducing the fieldwork period possible. This is a key priority for the programme to reduce the time lag between sample month and publication.

**To ensure this is a success** your contractors will be working with you to ensure a speedy 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.

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

# Sample changes

**We are no longer requesting information on Covid-19 treatment variables.**

This information is no longer consistently captured as national policies around testing for Covid-19 have changed.

**We are no longer requesting CCG codes or treatment centre codes as part of sampling.**

# Sample changes continued

**We will be adding an additional sample variable this year ‘decide to admit date’**

The rationale around this is so we can better assess the potential relationship between patient’s experiences and the length of their waiting time.

It will be based on this variable in the data dictionary:

[https://www.datadictionary.nhs.uk/attributes/decided\\_to\\_admit\\_date.html](https://www.datadictionary.nhs.uk/attributes/decided_to_admit_date.html)

# Questionnaire development for IP22

# Questionnaire assessment

- The IP21 data has been reviewed for floor and ceiling effects and levels of non response
- Review of policy and current context
- Scoping interviews with patients, trusts and stakeholders to gather feedback on key topics and the current questionnaire
- Cognitive testing is underway to test with patients

# Changes to the questionnaire – to be confirmed

## Removed

- Q4 – keeping in touch with family and friends (change to COVID restrictions)
- Q27 – discussing treatment with staff in private (correlated with other qs)
- Q33 – explaining how patients might feel after procedures (correlated with other qs)

## New

- Q51– New Question on long term health conditions/additional health needs being taken into account during their care
- Recontact question (online only)
- Notification of results (online only)

# Changes to the questionnaire – to be confirmed

## Changes

Question	IP21 wording	IP22 wording	Rationale
33	Q35. To what extent did staff involve you in decisions about you leaving hospital?	Q33. Throughout your stay in hospital to what extent did staff involve you in <b>discussions</b> around planning your discharge?	This amended question has been adapted to reflect the whole journey and will be cog tested.
34	Q36. To what extent did hospital staff take your family or home situation into account when planning for you to leave hospital?	Q34. To what extent did hospital staff involve your family or carers in discussions about you leaving hospital?	Feedback from scoping interviews and AG meeting suggested involvement of carer in care plan was an area of interest.

# Survey materials



# Patient facing materials

- Letters – there will be an additional M1 and M2 for those aged 80+ who will receive a paper questionnaire with M1
- SMS – content same, timings updated as noted previously
- There are no changes to these materials:
  - ML sheet
  - Accessible formats
  - Posters (other than date)

# Guidance materials

- Survey handbook – will have minor updates to reflect changes mentioned earlier
- Sample instructions and materials will be updated to include changes around:
  - New sample variable ‘decided to admit date’
  - The removal of CCG codes/ Covid-19/ treatment centre variables

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

# Sampling

# Submission of ICD-10 Chapter Codes

ICD-10 Chapter Codes 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 the ICD-10 codes should be expected**. Also, **all additional variables must be passed directly to contractors**, for upload via the IP22 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?

# 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 2022
Provide CCMM with contact details of project team and contractor	Trust	21 October 2022
Display dissent posters within Trust	Trust	1 November 2022 – 30 November 2022

# Upcoming dates

Task	Responsibility	Date
Sample to be drawn, checked and signed off by contractor	Trust	1 <sup>st</sup> – 16 <sup>th</sup> December 2022
Submit sample data to the CCMM	Contractor/ in house trust	By 13 <sup>th</sup> January 2023
Fieldwork	Approved contractor	20 <sup>th</sup> January – 21 <sup>st</sup> April

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

All survey materials and guidance documents will be uploaded to the website once we have approvals – should be mid November.



# Questions?

# Next steps

- Please start working with your contractors if you haven't already.
- If you haven't confirmed with us which contractor you are working with yet, please do so ASAP.
- We will share any follow ups from this session with you ASAP.
- The documentation should be available in mid/ late November – please read these and make yourself familiar with the processes.
- You can contact us at: [InpatientCoordination@ipsos.com](mailto:InpatientCoordination@ipsos.com)

**Thank  
you.**