

Message from the Patient Survey Co-ordination Centre: Inpatient Survey 2016

This is a bulletin about the Inpatient Survey 2016 from the Patient Survey Co-ordination Centre. We co-ordinate the survey at a national level on behalf of the Care Quality Commission.

Dear trust leads,

You are receiving this message because you are, or were, a named contact for the Inpatient survey. If you are no longer involved in the Inpatient survey I would be very grateful if you could forward this message to the appropriate person at your Trust and let me know about the change in details.

Subject to receiving ethical approval, and approval under section 251 of the NHS Act 2006, the Inpatient Survey 2016 will be starting in August, with fieldwork running from September 2016 to January 2017 and Care Quality Commission reporting likely to take place in May 2017. As in 2015, we will be using a standard sample month of July and a sample of 1,250 patients.

Key input from your trust is required in August 2016

It is very important that samples are drawn in a timely manner and to the highest possible standard. **Your Caldicott Guardian will be required to sign off your sample in August, before it can be submitted; staff who draw the sample will also need to be available for several weeks after the sample has been drawn, to answer queries about the sample and amend any errors.**

Publicising the inpatient survey in your trust – poster available

We have produced a poster for the 2016 Inpatient survey that must be displayed in all relevant areas of your trust, to ensure that patients eligible for the survey have an opportunity to opt out of the survey – in accordance with Data Protection Act responsibilities. This poster alerts patients, who are attending during the sample period in July that they may be sent a survey and that they can prevent this from happening, if they don't want their information used in this way. The poster is available here:

<http://www.nhssurveys.org/survey/1718>

Please note that you should add Trust contact details to the bottom of the poster after the text "If you do not wish to take part, or have any questions about the survey, please contact:..." We would advise adding a name and contact telephone number but the poster should not be amended in any other way, as this could invalidate the section 251 approval secured by CQC.

It is essential that a log is kept at your trust to record details of any patients who asked to be excluded from the survey, and they then should be removed from your sample when drawn.

Please note that we will confirm further details about the 2016 survey as soon as we are able to.

The importance of drawing your sample accurately

Data from the inpatient survey are used in an increasing number of outcomes frameworks and indicators and have now achieved National Statistics status. If the sampling guidance issued for the survey is not adhered to, and errors are detected too late for remedial action to be taken, this will impact on the use that can be made of data. CQC use patient survey data for purposes of risk monitoring, and data is also used by NHS England and the Department of Health for Patient Experience Outcome Measures and the NHS Outcomes Framework. If data is excluded because sampling errors are detected, this will impact on the assurances these organisations can have about the experiences of your patients.

We have recently encountered incidences of historical errors having been made in previous surveys and unfortunately we have to respond to these errors by, for example, removing trust results. We request that all trust staff involved in drawing samples are made aware of the importance of checking previously written codes and other historical arrangements, to minimise the risk of future cases being discovered and the risk that your trust's survey results cannot be used.

If you have any questions please contact us on ip.cc@pickereurope.ac.uk or 01865 208127, and a member of the team will be happy to help.

Kind regards,

The Patient Survey Co-ordination Centre