

# Keeping you on top of NHS patient surveys

## Maternity Survey 2013 - bulletin 2

Welcome to the second e-bulletin for the 2013 NHS maternity survey from the **NHS Patient Surveys Coordination Centre**. This is the second in a series of e-bulletins designed to keep you up-to-date with key survey developments. **Please note** that you are receiving this message because you are a named contact either for the maternity survey or for the 2012 adult inpatient survey: we would be grateful if you could let us know if you will **not** be involved in the maternity survey so that we can remove you from our database for the survey.

The NHS Patient Surveys Coordination Centre at the Picker Institute is responsible for co-ordinating patient surveys at a national level on behalf of the Care Quality Commission (CQC).

### Webinar slides available

A free webinar session was held on Wednesday 12th December to update NHS trust survey leads on progress with and plans for the survey. The slides used in the webinar and the questions and answers from the session are available on the NHS Surveys Website at: <http://www.nhssurveys.org/surveys/668>

### Action for you to take

#### Display Posters

To help promote involvement, maximise response rates, and to offer the opportunity for women to opt out of the survey, the survey should be publicised now to women at your trust in antenatal care settings and in postnatal wards. CQC has designed a poster that can be used to help publicise the survey to women. The poster should be displayed in appropriate wards or units in your trust. Please add a contact telephone number at the bottom of the poster for women to call if they wish to opt out of the survey or require any further information.

Please note: If a caller wishes to opt out of the survey you will need to record their contact details so that they can be removed from the sample before the survey starts. You should make the caller aware that if they plan to give birth at a different NHS Trust then their details will be passed on to that trust.

The poster is available on the NHS Surveys website: <http://www.nhssurveys.org/survey/1200>

#### Contact Details

We will be communicating directly with all NHS organisations on a regular basis so please, if any contact details change during the course of the survey, inform both your approved survey contractor and the Coordination Centre ([maternity.data@pickereurope.ac.uk](mailto:maternity.data@pickereurope.ac.uk)).

We look forward to working with you on the 2013 maternity survey.

Best wishes,  
Esther

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