

Patient Survey Services 2007

About Us

After working in close collaboration for some time, Capita acquired the specialist survey and HR research unit which provides the National NHS Staff Survey services from NHS Partners on 30th March 2007. Along with the pay, labour market and HRIS subscription services the survey and research unit now make up the new Capita business called **Health Service Partners**.

Although we have had a change in name, there are no changes to the team who support organisations to undertake staff surveys. The survey unit is still based in Harrogate where we were established in 1991. We are one of only ten organisations accredited by the Healthcare Commission as having the statistical expertise, capacity and capability to carry out Patient Surveys and the NHS Staff Survey in England, and are the chosen service provider by over 60% of NHS organisations. We are also the selected provider for the development and delivery of the National NHS Staff Survey in Wales; and are the preferred supplier of survey services for the National Probation Service. During the past 4 years we have undertaken over 2,100 surveys across the NHS, wider public sector and independent health sector including local authorities, central government, government agencies, universities, independent, voluntary and private health sector.

Our main aim is to design and develop survey tools for the collection and analysis of relevant evidence from and for organisations, their staff, patients/clients/students/customers and present the data and information in easy to understand formats.

Quality of Service

Our survey and research unit have BS EN ISO 9001:2000 quality accreditation and carry out all work in accordance with the Data Protection Act, Market Research Society's Code of Conduct, and the Audit Commission's Guidance on the employment of consultants in the public sector. Sophisticated data capture technology allows us to process around 20,000 surveys per day. All surveys are individually defined and tested as part of the set up process to ensure response rates have been captured and interpreted by the system accurately.

All our survey work is independently audited. In 2006, we had an error rate of just 0.05%, and a 99% client satisfaction rate.

Our 2007 Patient Survey Service

You can be involved with your staff survey as much or as little as you like, but we manage the process so that it does not impact significantly on your time and resources.

We will as part of our basic service:

1. Print all your survey stationery
2. Advise you on a pre-survey communication strategy to maximise participation rates
3. Arrange to distribute your survey materials and receive your completed questionnaires
4. Liaise with you about non-responders, and send out any reminders
5. Clean, verify, process and transfer your data to the survey advice centre by the required deadline

As a client, at no extra cost, we will also provide you with:

1. A simple guide for co-ordinators to help you through the survey process
2. A nominated Health Service Partners co-ordinator to assist you with all aspects of your survey including any 'local' questions you may wish to include. Advise you on obtaining ethical approval for local questions.
3. Access to our website to download promotional materials and programmes.
4. Advise you on sampling your data generating survey ID numbers and quality checking your data for eligibility etc
5. 24 hour access to our website to monitor your response rates in real time.
6. A FREEPHONE helpline for patients to complete their questionnaire over the telephone and respond to any queries or concerns they might have.

Reports automatically provided:

1. A frequency data report showing how people have responded this year, with a 'year on year' comparison
2. An internal benchmark report, showing the scores for different work areas, sites or localities.
3. We will provide you with a comprehensive report from your patient survey data. If you use us for both staff and patient surveys you will receive a free report analysing the relationships between the staff and patient satisfaction.

Pricing

We are pleased to say that due to the high numbers of organisations that use our services we are able to find yet more economies of scale this year and we are able to hold our core prices for the 5th year running.

Number of patients to survey (Core Questions only)	Core questions only	Plus 10 local or bank questions	Core questions plus all bank questions
Up to 100	£2,195	£400	£750
101 – 200	£2,395		
201 – 300	£2,595		
301 – 350	£2,795		
351 – 400	£2,995		
401 – 450	£3,195		
451 – 500	£3,395		
501 – 599	£3,595		
600 - 650	£3,795	£400	£750
651 – 700	£3,925		
701 – 750	£4,145		
751 – 800	£4,375		
801 – 850	£4,595		

Example prices for organisations surveying a larger sample *

1,001 – 1,250	£4,847	£400	£750
2,001 – 2,250	£5,847		
3,001 – 3,250	£6,847		
5,001 – 5,500	£8,597		
7,001 – 7,500	£9,597		
10,001 – 10,500	£10,897		

* Includes reminders for the Healthcare Commission sample only
Prices exclude VAT – but remember your organisation can reclaim it.

For further information please contact us on:

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