

Care Quality Commission.

Finsbury Tower
103-105 Bunhill Row,
London EC1Y 8TG

Reference: ROCR/OR/0073/002
- 2009 inpatient survey
- 2009 outpatient survey

Dear colleague,

The Care Quality Commission (CQC) has inherited the patient experience survey programme from its predecessor, the Healthcare Commission. This communication provides you with some initial information about the 2009/10 NHS patient survey programme for acute and specialist acute trusts. As previously advertised, there will be two surveys this year: a survey of outpatients in the summer and a survey of inpatients in the autumn.

We would like to remind you of the importance of having a project lead for each survey. This should be an individual with relevant expertise, such as an understanding of data, information analysis, and sampling methods. Having an identified survey lead will enable the Acute Survey co-ordination centre at the Picker Institute to provide critical information on developments and plans for the surveys. It is also important that your survey lead has access to the support and assistance that they need to implement the survey. Any delay to the submission of data or compromise to data quality is likely to have implications for CQC assessments.

Outpatients survey

A survey of patients attending your outpatient departments is scheduled for summer this year. This will be similar in content and design to the outpatient surveys carried out in 2004 and 2005 and published by the Healthcare Commission. The results from the 2009 survey will contribute to the CQC 2009/10 assessment of NHS trusts.

Trusts will need to start preparing for the outpatient survey from May, with questionnaires mailed out from June. The Acute Survey co-ordination centre will send an e-bulletin to all trusts in the coming week, with more detail on the plans for the survey. This will be sent to all survey leads identified for the 2008 inpatient survey. If a different member of staff is going to be the lead for the outpatients survey, please send their details to the outpatients survey team at the co-ordination centre (outpatients.data@pickereurope.ac.uk).

Inpatient survey

The 2009 survey of recently discharged inpatients will be carried out in the autumn. The Acute Survey co-ordination centre is currently reviewing the 2008 questionnaire and will contact your trust during the summer to provide more details of the timings and plans for the survey. We expect preparation for the survey to begin from August with questionnaires mailed out in September.

You may also be aware that your results from the 2008 inpatient survey will be published on the CQC website from early May (date tbc), along with the results for England as a

whole. We will continue to update trust survey leads with further developments on this. In the meantime, if you have any queries or need more information on the inpatient survey, please contact the co-ordination centre at acute@pickereurope.ac.uk

If you have any queries on the survey programme, please contact the CQC survey team at: patient.survey@cqc.org.uk

Regards,
Karen Hallt

A handwritten signature in black ink, appearing to read 'Karen Hallt', with a stylized flourish at the end.

Survey Manager
Patient survey team
Care Quality Commission