

Information for Acute Trusts



About Quality Health

Quality Health is a Healthcare Commission approved national contractor and is the largest provider of patient and staff surveys in the NHS, working for 320 Trusts nationwide. Our market share in the NHS has grown substantially each year in every sector.

We are strongly committed to these key principles:

- **Value** for money
- Excellent customer **service**
- Technical **innovation**
- High quality **feedback** to Trusts, enabling you to take effective action under Health Check.

The Quality Health team is led by consultants with 25 years experience of surveys and quality improvement. We give a friendly personal service which minimises the work you have to do and maximises the benefit your Trust gains from the survey programme.

Experience

Before the national survey programme started in 2002, Quality Health had already worked for 120 Acute Hospital, Community, and Mental Health Trusts in the NHS covering England, Scotland, Wales and Northern Ireland. As well as main acute services our work has covered Day Case, Oncology, Breast Screening, Maternity, Imaging Services, Homeless People using GP Services, Adolescent Mental Health, Choose and Book, Prosthetics Users, Wheelchair Users, Occupational Therapy, Physiotherapy, Speech and Language Therapy, and Complaints and Bereavement Services.

Overall we now work for 320 Trusts throughout England on both the National Patient and Staff Surveys. Our work covers Foundation Trusts, Acute Hospitals, Specialist Acute Trusts, PCTs, Mental Health Trusts, Ambulance Trusts, and SHAs - every part of the NHS.

Quality Control and Confidentiality

At Quality Health we are constantly upgrading our facilities and systems to ensure the highest levels of accuracy, security and confidentiality for clients and patients. All our staff are specially trained in handling confidential patient data, and providing high levels of customer care. We are registered under the Data Protection Act and our databases are encrypted.

Customised Results and Reporting

During the survey, response rates can be accessed online. Within 2 days of survey close, you will receive your results with benchmark comparisons. You get a detailed Management Report including all patient written comments, with clear, understandable “where you’re doing well” and Action Points, and full Management Recommendations. There is also a clear explanation of links with Health Check Core and Developmental Standards.

You get a Powerpoint presentation on site by our well known team of Acute Trust experts. This provides a clear analysis of what’s going on and the national picture is explained to a team of your choice (usually the Exec Team or the Board).



Data Analysis

There is free access to your data online through our **extranet facility**. This enables you to analyse your own data free of charge, in addition to the work that we do for you. For example you can analyse by age, gender, ethnic group, site, and specialty.

Services and Costs

Quality Health provides an all inclusive service for Trusts at an extremely competitive price. The cost of our core survey package is just **£3,500**.

For this you will get:

- A **named survey lead** and clear guidance and help with drawing samples and cleaning data.
- Freephone patient **helpline**, with National Interpreting Service in 150+ languages.
- On-line access to **response rates** during the survey process with daily real time information on returned surveys.
- A detailed **Management Report** with key explanations on how you are performing on Health Check Core and Developmental Standards.
- All written **patient comments** in your Management Report.
- Guidance on how to change your services to comply with best practice on Health Check.
- Access to your data through Quality Health's website - interrogate your results, free of charge, using our embedded statistical tests.
- **Free analysis** of your results by gender, ethnicity, age, specialty, site, etc.
- A strategic feedback **presentation** to your Trust Board, Senior Management Group, or other Trust body of your choice.
- **Action planning** sessions to help you meet Health Check requirements, improve processes, and understand patient views.

Additional 850 sample: £1,100

Additional 4 pages of bank questions: £700

Contact Us

Further information on all Quality Health's services, including illustration Survey Management Reports and Presentations can be found on our website at: www.quality-health.co.uk

Or call Dr Reg Race or Kerry Hibberd on 01246 856263 email: info@quality-health.co.uk