

## **ABOUT NATCEN**

The National Centre for Social Research (NatCen, formerly SCPR) is the UK's largest independent social research institute, nonprofit making and with charitable trust status. It was founded in 1969 with the aim of specialising in the application of high quality survey research methods to social and public policy issues.

NatCen has conducted four large postal surveys of NHS patients, which were run centrally by NatCen, of primary care in 1998 and 2002 (145,000 patients in the latter), CHD patients (84,000) and cancer patients (60,000). Response rates, in particular for the disease specific surveys, were very high – CHD 74%, Cancer 74%.

## **CONFIDENTIALITY AND COMMUNICATION**

NatCen is registered under the Data Protection Act 1998. We have many years experience in liaising and communicating with Health Trusts and meeting their requirements. For the survey of CHD patients, standard contracts were sent to the Chief Executives of Trusts, the great majority of which were returned promptly.

It is essential to guarantee confidentiality to respondents in all surveys. NatCen operates to very high standards in respect of confidentiality and anonymity. Members of the public are given an assurance that no information which could be used to identify them will be made available without their agreement to anyone outside NatCen.

## **HELPLINE**

NatCen is able to provide telephone support lines and a language line where required. We have a lot of experience in this area and would be pleased to discuss details and costs of this facility should you wish to use it.

## **DATA PROCESSING AND QUALITY CONTROL**

NatCen also regularly undertakes significant amounts of coding to open code frames developed for individual surveys, although it is noted that this is not required for the core questions on the current planned series of patient surveys. Our aim is always to provide high quality data, and our team-based project control structure, with highly developed processing systems and quality controls, are in place to ensure that that is the case.

## **TRUST REPORTS**

Weekly progress reports can be provided electronically to keep you updated of survey progress and response. We are able to provide a short written report providing an overview of results for Trusts should this be required in addition to reports provided by the Coordination Centre. In addition we could provide a short report to accompany the standard tables in order to provide some textual interpretation of the Trust's results. We can also provide anonymous data in SPSS or another format, along with documentation (and perhaps training in how to use the data).

## **COSTS**

We would be happy to discuss individual requirements. All costs are quoted exclusive of VAT. Since NatCen is a registered charity which supplies education, research and training, under the VAT (Education) Order 1994 we are classed as an 'eligible' body and are not currently required to add VAT to our charges for research services, provided they are supplied to another eligible body such as a government department or an educational institution, or an NHS Trust.

NatCen is an independent not-for-profit charity. All research projects are costed to break even. Overheads are not identified within individual charging rates. Please contact Marian Bolden, a senior Operations Department manager, to discuss any aspect of costs.

Total cost for one trust		£4,600
Total cost for consortium of 5 trusts		£12,425
Total cost for consortium of 10 trusts		£21,599
Total cost for consortium of 25 trusts		£49,985

## **CONTACT DETAILS**

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