



Information



Guidance



Support

NHS Partners Patient Survey Services

Who we are

NHS Partners is a 'not for profit' NHS trading agency providing HR research and consultancy services to the NHS, independent healthcare and wider public sector. We provide a comprehensive range of research services that includes staff and patient surveys.

Our experience

We have considerable experience of working in the NHS and in particular, carrying out both patient and staff surveys. We have been an approved Healthcare Commission contractor since 2003. In 2005, we supported 300 NHS organisations in carrying out their National NHS Staff Survey and undertook staff surveys for over 50 other health and public sector organisations.

We are market leaders in the provision of the National NHS Staff Survey service. Our strengths lie in survey design, data collection, processing, validation, compilation, analysis and reporting.

Quality of Service

We have BS EN ISO 9001:2000 quality standard accreditation and carry out all research 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 12,000 surveys (20 pages, with a maximum of 3 million data items) per working day. All surveys are individually defined and tested as part of the set up process to ensure responses have been captured and interpreted by the system accurately.

Features of our service

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

As part of the national contract for 2006 we will:

1. Provide you with a nominated NHS Partners' co-coordinator. This individual will be able to assist you with all aspects of your survey including any 'local' questions you may wish to include and obtain approval from your LREC
2. Print all your survey stationery
3. Advise you on your pre-survey communication strategy to maximize participation rates, including access to our dedicated website to download our promotional materials. These include a FAQ sheet, to enable staff to answer patient queries and other documents to help improve response rates
4. Help you select a random sample from your patient records and ensure you maintain patient confidentiality
5. Distribute your questionnaires and reminders and receive your completed questionnaires
6. Provide a freephone helpline for patients to complete their questionnaire over the telephone and respond to any queries or concerns they may have
7. Provide you with 24 hour access to our website to monitor your response rates in real time
8. Enter, clean and transfer your data to the survey coordination centre by the required deadline

Additional features at no extra cost

At no charge to you, we also include the following in our basic package price:

1. Provide any customized analysis required or reports on a larger sample or additional questions asked.
2. Help to use your survey results to improve patient care
3. For organizations who purchase both staff and patient surveys. We will provide you with a comprehensive report on correlations between aspects of staff and patient satisfaction scores.

We will provide you with a comprehensive report from your staff survey data and if you use us as your contractor for both staff and patient surveys you will receive a free report describing the relationships between staff and patient satisfaction and how they link with your Annual Heathcheck .

Pricing

Standard survey costs for surveying 850 individuals using a core questionnaire will be £4587. Remember there is no VAT to add as we are a part of the NHS. The costs breakdown as follows:

Standard survey costs	Price £
Sampling advice and support	300
Printing questionnaires, other survey documents and reminders	660
Distribution of questionnaires by Royal Mail	606
Receipt of completed questionnaires (includes return postage)	197
Data cleaning and transfer	1,000
Project management	1,200
Overheads (includes freephone survey helpline)	624
Profit	Nil
Total	4,587

Costs for organisations working as a consortia are as follows:

Number in consortia	Price £
5 organisations	4,287
10 organisations	4,287
15 organisations	4,287

A wide range of additional services including reports, newsletters, presentations and consultancy support reports are available. We will be happy to discuss your requirements.

For further information contact Aimi Blueman or Cheryl Kershaw:



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