



PatientDynamics Limited

PatientDynamics has been an Approved Contractor for the NHS Patient Survey programme since 2002, managing the LHS, Mental Health, Acute Trust and Staff National surveys for a client list of over 100 trusts. As a specialist in the field of patient experience research, PatientDynamics has supplied a range of surveys to health care trusts, GP practices and individual doctors for the last 6 years. PatientDynamics is also an accredited organisation to run GPAQ primary care surveys.

PatientDynamics Mission Statement:

"To offer trusts a reliable, supportive, cost effective service to measure patient experience"

The PatientDynamics' team includes specialists in the key areas of research design, mailing, analysis and reporting. We retain close contact with clients throughout the study and present the results in a clear, actionable format.

Quality Control

PatientDynamics is committed to delivering quality services. As a member of the British Healthcare Business Intelligence Association (BHBIA) we are governed by the MRS Code of Conduct. Our processes are accredited by the quality standard ISO 9002.

Our aim is to provide the best service through the right combination of people, technology and services. Stringent quality control checks are carried out at all stages of the survey process, including sample selection, mailing, data processing and reporting.

PatientDynamics is registered under the Data Protection Act and is a member of a number of internationally recognised associations.

Experience

As a Healthcare Commission approved survey contractor for over 3 years PatientDynamics has vast experience in carrying out patient and staff surveys. In the last 2 years alone we have been commissioned by over 120 trusts and have surveyed over 250,000 patients in GP practices.

Specialist staff, experienced in questionnaire design, are on hand for helping trusts that wish to customise the standard survey, or design their own qualitative survey. We have a highly experienced team of directors, researchers and project managers to help trusts get the most

from their research, from the design and implementation of the survey, through the analysis of data to the interpretation and presentation of the survey results.

Success is delivered through innovative solutions that boost response rates and minimize the time demands on NHS staff. Throughout the process we keep our clients informed through our online information system.

PatientDynamics regularly achieves response rates well in excess of 50% for high quality patient experience surveys within the NHS. Our on-line reporting allows you to track the progress of your survey as it happens. The eye-catching, user friendly materials invite attention and encourage respondents to complete the survey.

Our comprehensive written report includes an executive summary, charts, listed comments, demographic breakdown of data and trend analysis where appropriate. We offer a PowerPoint Presentation of the results to your board, plus the file on CD to enable you to cascade the information throughout the organisation.

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Costs

The cost for our standard survey is £3,750 + VAT. Please contact our survey team for further details.