

### ● ABOUT PATIENT PERSPECTIVE

Patient Perspective uses carefully designed surveys, interviews and focus-groups to collect information from patients. However, our focus is on quality improvement – we want you to be able to improve healthcare quality from the patient's perspective. We work very closely with our customers to help them make the most of their survey results, with our results summaries, Powerpoint presentations, on-site presentations and quality improvement workshops.

Stephen Bruster, the founder and chief executive of Patient Perspective, has been carrying out surveys for over 15 years. He was the lead researcher in developing and running the first National Inpatient survey in 1992 when at Imperial College of Science, Technology & Medicine. Since then, he has surveyed over 1 million patients in England, Scotland and Wales. Since 1999, Stephen has carried out over 1,200 patient surveys, has presented results at numerous NHS Trusts and carried out many quality improvement workshops.

Patient Perspective has been appointed as an approved survey contractor by the Healthcare Commission for the National NHS Patient Survey Programme in England.

### ● OUR SURVEYS

We are currently running surveys in the following areas:

- inpatients
- minor injuries unit
- hip-replacement
- diabetes
- day-surgery
- cancer
- maternity/childbirth
- emergency
- heart disease
- young patients

We also survey staff about their experience of trying to provide high quality patient care.

### ● WORKING IN-HOUSE

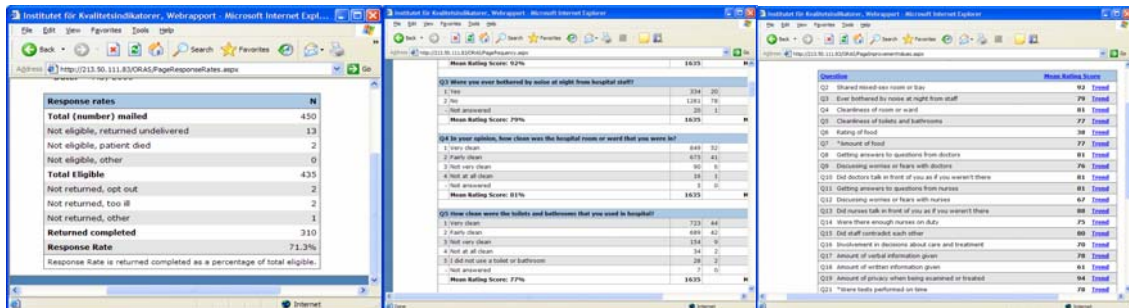
Patient Perspective has established highly efficient in-house systems that allow the costs of the surveys to be kept as low as possible without compromising accuracy. This includes in-house printing of questionnaires, in-house scanning of questionnaires rather than manual data-entry and automatic on-line reporting of survey results.

All elements of the survey process are carried out in-house by Patient Perspective. We pack all the questionnaires in the office, mail out from here, take receipt of completed questionnaires and do the data-entry (scanning) here in the office. We personally take all the Freephone calls from patients. We can send out questionnaires as soon as your list of names and addresses is ready and can leave fieldwork as late as possible to maximise response rates.

As we carry out all the work in house, we don't have to send your patient names and addresses to external field-houses.

## ON-LINE ANALYSIS & REPORTING

We've developed a new on-line reporting system specifically for the patient survey results. It includes all the things you would expect – response rates, frequency tables, mean rating scores. We've also added trend analyses and allow you to choose your own analyses from our list of options.



Our system provides results by site and department and you can benchmark your scores against national averages. For each survey you can download a detailed report and a PowerPoint presentation summarising the results. As the Healthcare Commission has published all of the survey data, we have added all survey results since 2002 to our system. If you'd like to see example survey results on-line, including trend analyses, contact us and we'll give you a login and password.

## HOW MUCH?

Our cost for the National NHS Patient Survey Programme, required by the Healthcare Commission, is £2,750 (+VAT) for the survey of 850 patients. This includes all printing, packing, postage, data-entry, Freephone Helpline, on-line and printed reporting and an on-site presentation of results.

## CONTACT US

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