

## Information for NHS Trusts

### Why you should choose the Picker Institute for your patient survey?

We are the largest approved contractor for the Healthcare Commission's programme of NHS patient surveys. Last year 88 NHS Acute Trusts commissioned Picker Institute to carry out their inpatient surveys, more than any other contractor thereby providing the most useful and comprehensive results prior to national publication.

We can help you use your survey results to make improvements for patients. We have worked with over 70 NHS Acute Trusts in our unique programme *Patients Accelerating Change*. The learning from this hands-on quality improvement programme will be shared directly with all our clients in 2006.

We have been organising patient surveys for the NHS since 1998.

In 2006 the Healthcare Commission requires all NHS Acute Trusts to carry out an inpatient survey. The Picker Institute survey team can organise all aspects of the survey for you and will ensure it is completed within the specified timetable and to the highest quality standards.

### Our comprehensive survey package includes:

- **Benchmarking by Trust type and region:** as the largest NHS Patient Survey contractor we compare your performance against the average for other trusts and by type of trust (for example teaching, specialist, medium acute) and by region.
- **Trends over time:** as this is the fourth national survey of inpatients. We will analyse your results for each survey and highlight any significant changes.
- **Real time results:** the Picker Institute's on-line reports give you prompt access to results. You can check your response rate daily and access actual results as questionnaires are returned. Interim results can be printed off to provide an early indication of what the final report will show.
- **Results for sites or departments:** our on-line reporting system can compare results across sites and departments and indicate which areas are performing better or worse than others. To get maximum benefit from this analysis you may wish to discuss your sample size with the Picker Institute survey team, particularly if the survey includes patients from a large number of departments.
- **Using the patient comments:** the on-line reporting system gives you direct access to all your patients' comments. You can copy and save the comments into a Word or Excel document. We provide a coding frame that will help you to analyse the comments.
- **Open-invite to the Picker Institute's Oxford office:** meet with our survey and quality improvement teams to discuss results and how to set priorities to make improvements.

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## We also include:

- A dedicated and experienced Project Manager, responsible for coordinating all stages of your survey in accordance with Healthcare Commission requirements
- Printing and packing of questionnaires(8 page or 12 page versions), Freepost envelopes, letters to patients, and a translation sheet in the 20 most commonly requested languages
- Freephone helpline for patients with queries and Minicom for patients with hearing difficulties
- Telephone interviews for patients not willing or able to complete the written questionnaire, including Language Line translators for those who cannot read or write English
- All data entry, including typed up comments from patients
- On-line results service for viewing daily response rates and immediate results
- Benchmarking to compare your performance against the average for other trusts, by type and by region
- Historical data comparing your results from previous inpatient surveys
- Results by site or department within the trust
- Extra analysis of your survey data at no extra cost (e.g. ethnic groups, gender, age group) and sent to you as tables or charts
- Linking evidence from your patient survey results to the new Standards for Better Health to assist your preparation for assessment
- A full report of your survey results, including an executive summary, positive results and areas for improvement and benchmarking charts. Reports are available in paper and electronic format (Word and PDF)
- Presentation to your chosen audience, for example the Board, Clinical Governance Committee, or Patient and Public Involvement Group.
- Action guides. We have produced a series of guides to help you interpret your survey results and plan follow-up actions.
- Access to the Picker Institute Good Practice Database which contains practical examples of from NHS hospitals of how to improve specific aspects of the patients' experience
- Free telephone advice from the Quality Improvement team on using survey results.

## Costs

Our standard charge is £5,743 (+VAT) per survey. The discounted cost for the Inpatient Survey 2006 is **£5,000** (+VAT). Please contact the survey team for further details on our pricing.

## Quality improvement package

In addition to the survey package we can now offer an extended quality improvement service designed to help you make the best use of your patient feedback.

Customised workshops to develop action/improvement plans based upon a detailed discussion of your survey results with your staff (and patients). We facilitate group work to produce action plans which focus on your priorities for improvement.

**Cost:** £1,000 ( +VAT)

## To contact us

If you would like to learn more about the services we offer, or have any questions on the above, please contact any member of our survey team who will be happy to help.

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