



# NHS Inpatient Survey 2015

Supporting you to deliver the highest  
quality care

  
picker  
Institute Europe

Picker Institute Europe is an international charity dedicated to improving the quality of health and social care. As the approved contractor for over half of acute trusts in the UK, we have unrivalled experience in measuring people's experiences of care and pride ourselves on the quality of service we provide.

The NHS Inpatient Survey was developed by the Picker Institute in 2002 and has remained the corner stone of the CQC National Survey Programme ever since. This year the national requirements have been developed to include a fixed sample month and increased sample size. We will support your trust throughout this process, while providing a unique range of services and expertise to ensure your trust always gets the most out of your data.

## Why work with the Picker Institute?



### The most comprehensive and robust benchmarking

Last year we worked with over 50% of all UK acute trusts on the National Inpatient Survey meaning we are able to provide trusts with the most robust benchmarking available. Every year we work with more and more trusts looking to get the most out of their data and implement improvement strategies.



### Additional tools and services offer value for money

As a charity, our main objective is to improve the quality of care for patients and service users, meaning we do everything we can to help trusts achieve the lowest possible cost with no hidden charges. Our survey package includes a unique range of improvement tools, as well as unlimited additional analysis and has been kept strictly at cost for the increase in sample size.



### Drive improvement by turning data into insight

We are continually at the forefront in developing new and innovative analysis tools to support your trust's improvement plans and to benefit the quality of care your patients experience. One of our recent innovations, the Picker Improvement Maps have been hugely popular with trusts and are being used extensively to target key areas for improvement.

## What do customers think of us?

- 91% of respondents said we offered good value for money
- 100% of trusts who requested extra analysis said they found it useful
- 82% found the presentation to their trust very useful
- All respondents said the speed of response to emails and phone calls was "very good" or "good"
- 95% of trusts who used 'Picker Improvement Maps' found them useful



## Your survey package

You will receive everything required in the CQC guidelines including:

- A dedicated survey lead
- Extensive support and guidance and help with sampling
- Printing and posting of all questionnaires
- Freephone patient survey helpline and languageline
- Entry of all data and patient comments
- Final data checking and submission to the CQC

Plus so much more...

## The added benefits of our all-inclusive survey package

### Implement improvement plans ahead of national release

Our reports are released 2-3 weeks after close of fieldwork and are designed to help target areas for improvement using robust statistical tests (t test). Identify real changes over time and differences to the 'Picker Average'.

### Unlimited, expert analysis to turn your data into insight

The increased sample size this year means we are able to provide meaningful analysis that was not always possible previously such as breakdown by specialty. Unlimited additional analysis is available at no extra cost and can include breakdown by specialties and demographics, as well as ranking reports. What's more, your trust will have the full use of innovative analysis techniques such as our Picker Improvement Maps and Dartboard Charts.

### Keep track of response rates with access to online results

You and any of your trust colleagues can be provided with access to our online results system from the beginning of

the survey cycle onward. This will enable you to keep track of your survey's response rates, download your respondent's freetext comments and your reports.

### Identify improvement priorities with a presentation of your results and workshop

We will visit your trust to provide a presentation of results and action planning workshop. This involves a close examination of your results, Q&A session, identifying what your priorities will be and where to target actions within your trust.

### Share positive practice and network with colleagues

Every year we hold our regional workshops in London and Leeds. They provide an overview of the Inpatients 2015 results, an in-depth focus on quality improvement measures and an action planning workshop. You will receive two delegate places for this event which offers the opportunity to work with neighbouring trusts and share ideas and examples of positive practice.

**“ I have always found staff at Picker to be very responsive and courteous. They respond to queries in a very timely manner and the quality of the work produced is very clear and informative. The regional workshops are particularly informative and an excellent opportunity to network and learn from others, and are always tailored to suit our requirements. The 'Bullseye' charts and 'Spider Chart' reports really help when sharing and explaining results to staff. Picker 'Improvement Maps' have greatly helped us in identifying priorities for improvement. ”**

Ann Wathall, Patient Experience Manager, Mid Yorkshire Hospitals NHST



# Contact us

We would love the chance to visit your trust and discuss the ways in which we can help you.

Please call Vincent on 01865 208146 or email [vincent.coole@pickereurope.ac.uk](mailto:vincent.coole@pickereurope.ac.uk) to arrange a meeting.

Of course, you are welcome to speak to us over the phone, or simply sign up with us now using the link below:

**<http://tinyurl.com/nmje592>**

For further information, please contact a member of the team:

Vincent Coole

Tel: 01865 208146      [vincent.coole@pickereurope.ac.uk](mailto:vincent.coole@pickereurope.ac.uk)

Dominic Shaw

Tel: 01865 208131      [dominic.shaw@pickereurope.ac.uk](mailto:dominic.shaw@pickereurope.ac.uk)

Tim Markham

Tel: 01865 208137      [tim.markham@pickereurope.ac.uk](mailto:tim.markham@pickereurope.ac.uk)

“ **The workshop has enabled teams to prioritise areas to identify actions to support service improvements that will hopefully contribute to increased patient satisfaction in the 2015 survey** ”

Sally Madden, Project Manager Patient Experience Team, University Hospital of South Manchester NHSFT

## Freetext coding report of your Inpatient results

The Inpatient freetext comments are a rich qualitative data source that we will code and produce in an easy to understand report.

For pricing information please contact Vincent Coole on 01865 208146 or [vincent.coole@pickereurope.ac.uk](mailto:vincent.coole@pickereurope.ac.uk) for more information.

## Children's Inpatient and Day Case Survey

The Picker Institute will be repeating the Children's Inpatient and Day Case Survey as a voluntary survey this autumn, to allow organisations to monitor performance following the national 2014 survey.

For further information, please contact Sarah-Ann or Tamara on 01865 208100 or email [paediatric.survey@pickereurope.ac.uk](mailto:paediatric.survey@pickereurope.ac.uk)

Picker Institute Europe  
Buxton Court  
3 West Way  
Oxford OX2 0JB

Tel: + 44 (0) 1865 208100  
Fax: + 44 (0) 1865 208101

[info@pickereurope.ac.uk](mailto:info@pickereurope.ac.uk)  
[www.pickereurope.org](http://www.pickereurope.org)