



National Maternity Survey 2019

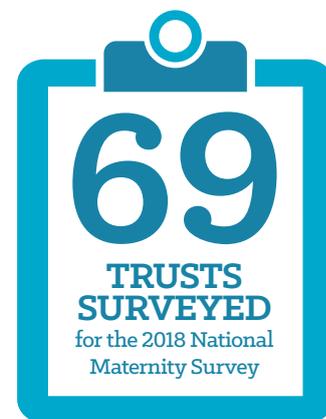
Working with you to understand and
improve the experience of your maternity
service for mothers and families

www.picker.org



Picker

Who we are and our approach



Picker is an international healthcare charity dedicated to ensuring patient care is at the heart of healthcare systems, and a CQC approved contractor for the National Patient Surveys. We know how important it is to measure patient experience to drive quality improvements.

Our maternity survey package is built on experience and knowledge gained from working over the last 20 years on patient experience surveys.

Post survey we provide additional reporting, analysis and consulting beyond the national mandated requirements

We have developed a programme framework and a suite of reporting tools to ensure surveys are conducted and delivered on time in accordance with national requirements with detailed reporting and process management.

Our reporting and data analytics deliver evidence based insights and insights to shape long-term action planning and sustainable improvement in patient experiences.



Our 2019 Maternity Survey package



Core components:

1 A dedicated management team who will support you through the process from start to finish:

- **Pre-survey set up** – survey guidance, sample checking and letter set up
- **During the survey** – mailing of the questionnaire to mothers and Freephone support
- **Post survey** – final data delivered to the CQC and Picker reports to your trust, plus the option of either a presentation, workshop or on-line seminar*



2 Comprehensive reporting and analysis to drive improvement:

- Executive summary with key findings
- Management report with executive summary and full survey findings
- Site reports enabling trusts to compare rankings of sites and overall performance
- Historical data on a trust's performance over time
- External benchmarking against other similar trusts and matched against the "Picker" average
- Dartboard charts – eye catching, easy to read graphical representation of data giving trusts a visual view of key strengths and problem areas
- Picker Improvement Maps™ – designed to show trusts the questions that matter most to patients against a trust's performance.



Additional analysis including free text analysis is available on request, subject to scope and may be charged*.

3 Improvement planning

Included in the survey package are two free delegate passes to our national workshops. Unique to Picker, the workshops enable trusts to share ideas for improvement, understand national trends and network with peers.

4 Trust specific presentations and workshops

To help trusts communicate their results to key stakeholders we offer a choice of:

- Presentation of results to the Board*
- A workshop for key stakeholders*
- Online webinar for the front line staff*.

* Subject to your service contract.

Procurement Checklist

Our National Maternity Survey 2019 package includes the following:

	Services offered	Included
Approved contractor status:	CQC approved contractor for National Patient Surveys	✓
Running your survey	Paper mode in line with NHS guidance	✓
	Basic or extended sample size and full census surveys available	✓
	Reminder messages in line with NHS guidance	✓
	Delivery of paper surveys to patient address	✓
	Personal help from Picker throughout the process	✓
	Data sent to the NHS Coordination Centre for national benchmarking	✓
Reporting and analysis	Full management report including executive summary	✓
	Site reports available where respondent numbers allow	✓
	Additional analysis of your data upon request	✓
	Presentation and Q&A of your results at the Trust	✓
	2 free tickets to National Maternity Survey workshop	✓
Security and data protection	ISO 20252 and ISO 270001 certified to guarantee all information is handled securely	✓
	Comply with the GDPR and Data Protection Act 1998 and Market Research Society's Code of Conduct	✓
	Secure data transfer between trust and Picker	✓

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

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

clientdevelopment@pickereurope.ac.uk
www.picker.org

Charity registered in England and Wales: 1081688
Charity registered in Scotland: SC045048
Company limited by guarantee registered in England and Wales

Contact us

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

Please call Client Development on 01865 208137 or email clientdevelopment@pickereurope.ac.uk to arrange a meeting.