



Children's Inpatient and Day Case Voluntary Survey 2015

Ensuring positive experiences of health and social care for children and young people

Picker Institute Europe is a leading international charity in the field of person centred care. We have unrivalled experience in measuring people's experiences and supporting NHS trusts to use their results to improve the quality of care.

The Picker Institute will be running a children's inpatient and day case voluntary survey in autumn 2015 to help providers of paediatric healthcare improve quality, by listening and learning from the experiences of children, young people and their parents.

Working with us

Last year we licensed our children and young people's inpatient and day case questionnaire to the Care Quality Commission for the national survey programme, and conducted the survey fieldwork for 70 organisations. As owners of the questionnaire we are the only organisation able to offer the repeat voluntary survey to help you take a proactive approach to improving children and young people's experiences of care.

As part of the survey package you will receive:

- Your own dedicated survey lead
- Guidance and help with sampling
- Printing and posting of all questionnaire packs and reminders x2
- Freephone patient survey helpline with a link to LanguageLine
- Entry of all data and patient comments
- Online results including
 - Access to live response rates
 - Benchmarking
 - Comparative data by hospital sites and respondent
 - Full freetext comments
- A hard copy of your Final Report and Executive Summary
- A face-to-face presentation or meeting at your trust to assist with interpreting and disseminating results



What young people and children told us in the 2014 National Survey

24% of children and young people felt staff didn't fully talk to them about their worries or concerns

“I relied mostly on my mum if I was sad or worried, and my parents explained to me a lot about the operations”

90% of children and their parents always felt they/their child was safe on the ward

“We felt the staff were helpful and caring for both us and our baby. They were reassuring and explained things in full”



Costs

The cost of running the Children's Inpatient and Day Case Survey is £5,000 (excl. VAT) with a sample size of 850 records. The sample can be boosted (please contact us for additional costs).

To complete the picture we also implement Paediatric Emergency Department and Outpatient surveys annually. We are offering discount packages for running more than one voluntary paediatric survey.

To sign up please complete our online booking form <http://bit.ly/1BJ0Elv>

Sign up by Monday 27 July

Contact us

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