Day Case Survey 2014
Measuring and improving day surgery experience

www.pickereurope.org
How the Picker Institute will help your trust

The Picker Institute offers your trust a range of benefits when participating in the Day Case Survey 2014:

- **Fast turnaround reporting** – Results will be available just 1 week after the close of fieldwork in October, with individual trust reports available within 3 - 4 weeks. Picker Institute reports use robust statistical tests (t-test) to identify real change over time and differences to the ‘Picker Average’.

- **View results online** – Our dynamic online reporting system makes it easy for you to interrogate, understand and benchmark your data.

- **Unlimited and innovative analysis** – We will perform any additional breakdown analysis at no extra charge. Your trust will have full use of new and innovate analysis techniques such as Importance Mapping and our Dartboard Charts.

- **Action Planning Workshop** – As part of your survey package we offer your trust the opportunity to have an onsite presentation of results and/or action planning workshop. This will involve a close examination of your results, identifying what your priorities will be and where to target actions within your Trust.

Over the last two years the Picker Institute has worked with over a quarter of all acute trusts in the country on the only nationally co-ordinated Day Case Surgery Patient Survey.

Since its launch in summer 2012, the survey has:

- Surveyed over 40,000 patients
- Achieved excellent response rates of well over 50%
- Helped trusts gain a valuable insight into their patients’ day surgery experience
Survey Methodology and Timetable

The Day Case survey follows the tried and tested methodology of the national surveys (questionnaire and reminders sent 2 - 3 weeks apart) which is known to achieve healthy response rates. The sample will be of 850 patients who attended the trust for day surgery in May 2014.

The survey fieldwork will begin in August, and the results will become available in October.

The questionnaire – developed and tested by the Picker Institute

Our Day Case questionnaire is thoroughly tested with patients before it goes into the field. It covers all aspects of the ‘patient journey’ when being treated at day surgery:

- Referral and choice
- Waiting for appointments
- The ward (e.g. environment, cleanliness)
- Doctors and nurses
- Communication
- Patient privacy
- Pre and post-op information
- Family involvement
- Operations and procedures
- Pain management
- Leaving the hospital
- Medications

New for 2014

Once you have your survey results, how do you know where to focus your improvement efforts?

Picker Improvement Maps™ help you prioritise areas for improvement by analysing the result for each question alongside how important they are to patients. Provided in one simple graph, you can zero-in on those areas for improvement that patients feel are particularly important.

After all, providing a patient-centred service means considering what matters most to patients; not policy makers, staff or survey designers. By determining how much each question correlates to the overall rating question, we can see which questions most affect patients’ overall experience.

Good practice – how do we improve the patient experience?

Since the first Day Case Survey in 2012, many trusts have been able to make significant improvements in the patient experience.

The Picker Institute is working with trusts to identify how this success was achieved; looking at how trusts identified areas for improvement, what measures they took and what worked. The result will be a series of case studies, exclusively available to our Day Case trusts to use as a resource for their own improvement efforts.
Your Survey Package

Expert project management for security and peace of mind.

We provide dedicated support from start to finish:

- Guidance and help with sampling
- Printing and posting all questionnaires
- Freephone patient survey helpline for the duration of the survey
- Entry of all data and patient comments
- Delivery of a report to your trust, along with any additional analysis you require
- Presentations, workshops, access to online results and case studies

Costs

The cost of a Day Case survey package, sampling 850 patients, is £3,800 (+vat)

Contact us

For further information, please contact one of our experienced project managers:

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“...the staff at Picker are always responsive to any queries and as always the quality of your service is excellent.”

Joy Wilk, Ealing Hospital NHS Trust

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