



Improving patients' experiences of your accident and emergency department

Picker Institute Europe is a not-for-profit charity with unrivalled experience in measuring and improving patient and staff experience of healthcare in the UK.

As an approved patient survey contractor, you can rely on us to manage your survey in accordance with all the national requirements, while our additional services and expertise will help you get the maximum possible value from your results.

www.pickereurope.org

**picker**
Institute Europe

Our approach

We provide dedicated support from start to finish, working with you to:



Collect high quality patient experience data that is robust, representative and comparable.

Why choose Picker Institute Europe?

We are an experienced and reliable survey contractor. We designed the national patient survey programme and have served as its national coordination centre ever since.

You can rely on us to manage your survey in accordance with all the national requirements.



Engage staff and share feedback data through our online Picker Results system, enabling staff to identify behaviours that impact experience.

Why choose Picker Institute Europe?

Our online results system enables you to identify key improvement areas, as well as specific issues which are contributing to lower scores.

You can also track any changes in performance against previous survey results and establish correlations between staff engagement and patient feedback.

We offer unlimited additional analysis at no extra charge.



Communicate results and act upon feedback to drive quality improvements.

Why choose Picker Institute Europe?

Our detailed analysis helps you to inspire a culture of excellence at your trust through identifying and sharing areas of best practice.

We will help you develop plans to improve patient experience at an action planning meeting held at your trust. You will also be given two free delegate passes to one of our Action Planning Workshops.

Contact us

For further information, or to commission Picker Institute Europe as your contractor for the NHS Accident and Emergency Survey 2014, contact:

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Alternatively, you can sign up by completing our booking form at: <http://tinyurl.com/UKEME14>



Timetable:

Exact timings will not be available until the survey guidance is released in April. The following dates are based on our experience:

- Sampling months – **January - March**
- Fieldwork – **May - September**
- Survey results - available one week after fieldwork has closed
- Final reports sent to trusts - **October**