NHS Inpatient Survey 2014
Improving the quality of Inpatient care

www.pickereurope.org
Picker Institute Europe is a not-for-profit charity with unrivalled experience in measuring patient and staff experience in the UK. We designed the national survey programme and have served as its national co-ordination centre ever since.

We will manage your Inpatient Survey in accordance with all national requirements, while providing a unique range of additional services and expertise to ensure your trust is getting the best possible value for money.

How the Picker Institute will help your trust

The Picker Institute offers your trust a range of benefits with our Inpatient 2014 package:

Reports that really help you improve
Our reports have been designed to help you prepare action plans. We use robust statistical tests (t-test) to identify real changes over time and differences to the ‘Picker Average’. We show trends over 5 years and offer benchmarking against the largest pool of trusts in the UK.

Additional, expert analysis
Our analysts will perform additional breakdowns of your data. Your trust will have the full use of new and innovate analysis techniques such as our Picker Improvement Maps™ and Dartboard Charts.

Presentation of your results at your trust
We will provide your trust with a presentation of results or action planning workshop at no extra cost.

Two complementary places at one of our regional workshops
This will provide an overview of the Inpatient 2014 results, an in-depth focus on quality improvement measures, and an action-planning workshop. It will also enable you to work with neighbouring trusts by sharing best practice to help each other’s quality improvement measures.

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.

Providing a patient-centred service means considering what matters most to patients. By determining how much each question correlates to the overall rating question, we can see which questions most affect patients’ overall experience.

Your Survey Package

Expert project management for security and peace of mind.
You will receive everything required in the CQC guidelines:

- A dedicated survey lead
- Guidance and help with sampling
- Printing and posting all questionnaires
- Freephone patient survey helpline and languageline
- Entry of all data and patient comments
- Submission of final data to the CQC

Plus so much more...

Access to online results
You will have access to our online results system from the beginning of the survey cycle onwards. This will enable you to keep track of your survey’s response rates, download your respondents’ freetext comments, and your reports.

Delivery of report and executive summary
Your comprehensive final report and executive summary will be delivered to your trust 3-4 weeks after close of fieldwork, and will include all frequency tables, benchmarking and historical trends over the past 5 years.

Any additional analysis
At no extra cost we will perform any additional analysis you require, such as results broken down by site, specialty, ward, age, gender or route of admission.

Presentations of results and workshops
You will receive an onsite presentation/workshop from one of our expert project managers, which can be booked for any time between February and May. Plus, two delegate places will be available to your trust for the Picker Institute’s Regional Workshop in spring 2015.

All of this included in your survey package at no extra charge.

Sue Butler, Sheffield Teaching Hospitals NHS Foundation Trust
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 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/UKINP2014

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

**Vincent Coole**
Tel: 01865 208146 vincent.coole@pickereurope.ac.uk

**Dominic Shaw**
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**Tim Markham**
Tel: 01865 208137 tim.markham@pickereurope.ac.uk

The staff at The Picker Institute are always responsive to any queries and as always the quality of your service is excellent

Joy Wilk, Ealing Hospital NHS Trust

Additional services from The Picker Institute:

**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 just £595 (+VAT).

To request a freetext coding report simply select the option in the booking form or contact Vincent Coole on 01865 208146 or vincent.coole@pickereurope.ac.uk for more information.

**The Friends and Family Test: Plus Five**
For more information contact Andrew Cameron on 01865 208165 or andrew.cameron@pickereurope.ac.uk

**National Children and Young People Inpatient Survey**
For more information please contact Amy Tallett on 01865 208115 or amy.tallett@pickereurope.ac.uk