



National Maternity Survey 2018

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 an NHS England 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, free of charge

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 2018 Maternity Survey package



Core components:

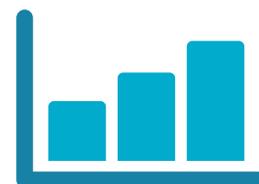
1 A dedicated management team who will support you through the process from start to finish:

- **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 NHS England and Picker reports to your Trust plus the option of either a presentation, workshop or on-line webinar within 3 months of the Picker survey reporting.



2 Comprehensive reporting and analysis to drive improvement:

- Executive summary with key findings
- Management report with 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

Procurement Checklist

Our National Maternity Survey 2018 package includes the following:

	Services offered	Included
Approved contractor status:	NHS England approved contractor for National Patient Survey	✓
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 and stand-alone executive summary	✓
	Site reports available where respondent numbers allow	✓
	Additional analysis of your data upon request	✓
	Access to our online system where all reports and survey details are stored	✓
	Opportunity to contact other "Picker" trusts for shared experiences	✓
	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 Data Protection Act 1998 and Market Research Society's (MRS) Code of Conduct	✓
	Secure data transfer between Trust and Picker	✓
	Picker is registered under Data Protection Act 1998 (Z4942556)	✓

Contact us

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

Please call Jessica Pentelow on 01865 208137 or email jessica.pentelow@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 using [this link](#):

* please see previous page for details of options

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