

## NEW Health Visiting Service User Experience Toolkit Launched Nationwide

[Picker Institute Europe](#) have developed and launched a [Health Visitor Service User Experience Survey and toolkit](#), designed specifically to measure the experiences of families who use these services across England. Commissioned by [NHS England](#), the survey and toolkit are available to health visiting service providers in England to license free of charge.

The survey was designed to support better understanding of people's experiences of home visits and clinic appointments with a health visiting team. It covers key aspects of person-centred care including accessing the service, emotional support, information provision and communication with staff. In addition to experienced-based questions, it also incorporates open-ended questions so service users can share further insights about their experiences of the health visiting service in comment format.

Like all Picker Institute Europe questionnaires, it was created using rigorous research that included a stakeholder consultation, and in-depth interviews and cognitive testing with service users. This approach has ensured that the survey is fit for purpose and that the right questions are asked in the most appropriate way.

The survey was piloted with an NHS and a non-NHS Local Authority provider. This demonstrated that it can be used to deliver actionable results, which can support health visiting providers in understanding people's experiences of the service. It can also inform care provider decisions, ultimately driving the data into service and commissioning improvements. A toolkit was developed alongside the pilot phase, containing supporting guidance that enables providers to implement the survey themselves.

Available to licence and download free of charge from the [Picker Institute](#) website, service providers in England can use the toolkit independently to canvass people's feedback, or alternatively contract Picker Institute Europe to run and implement the survey implementation and/or data analysis and reporting, on their behalf.

### **Notes to Editors**

- *The Health Visiting Toolkit is available to [download here](#)*
- For further information about the Health Visiting Toolkit, including queries about access to the toolkit outside of England, please contact Amanda Attwood and Tamara van Doorn on [HVToolKit@pickereurope.ac.uk](mailto:HVToolKit@pickereurope.ac.uk)
- Picker Institute Europe are a leading charity, dedicated to healthcare improvement and more specifically, to understanding and using people's experiences effectively, as a tool to support care quality and patient experience improvement.
- For all Picker Institute Europe media enquiries, speaker opportunities and recent news please contact: Lanisha Butterfield on [Lanisha.butterfield@pickereurope.ac.uk](mailto:Lanisha.butterfield@pickereurope.ac.uk) or 01865 208166