



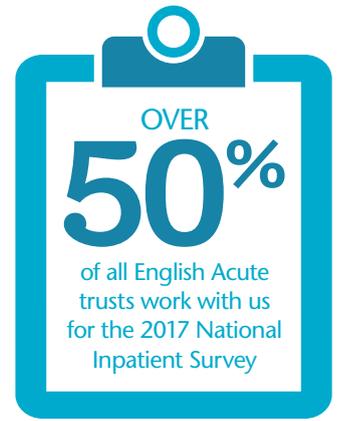
National Inpatient Survey 2018

Supporting you to deliver the
highest quality care

www.picker.org

 **Picker**

Who we are and our approach



Picker is an international healthcare charity and has been at the forefront of measuring, understanding and acting upon staff and patient feedback within health and social care for over 25 years. Our work is built around the Picker Principles of Patient Centred Care, which were developed by Picker in 1987 and have become an internationally renowned framework for supporting the delivery of high quality person centred care

We have over 25 years experience in developing and delivering national programmes to evaluate experiences of care and the NHS Inpatient Survey was developed by Picker in 2002.

We are a CQC approved contractor and currently work with over 50% of Acute trusts in England on their Inpatient survey. Our survey package is built on this experience and knowledge.

Post survey we provide additional reporting, analysis and consulting beyond the national mandated requirements.

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 Inpatient 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** – handle all mailings, processing of returns, manage weekly monitoring of patient calls, guidance and support throughout the survey
 - **Post survey** – final data delivered to NHS England and Picker reports to your Trust plus the option of either a presentation of the results at your Trust or a workshop 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



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
- A workshop at your Trust to facilitate action planning*



Picker offers a range of services and tools to assist organisations with research into understanding views and experiences of their patients, staff and service users including focus groups, thematic reviews, free text analysis.

To find out more please contact marketing@pickereurope.ac.uk

* These may be subject to an additional cost, depending on your survey package

Procurement Checklist

Our National Inpatient Survey 2018 package includes the following:

	Services offered	Included
Approved contractor status:	A CQC approved contractor for National Patient Surveys	✓
Running your survey	Paper survey in line with NHS Guidance	✓
	Basic or boosted sample size 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	✓
	Access to Picker online result reporting system	✓
	Presentation and Q&A of your results at the Trust	✓
	2 free tickets to National Inpatients Survey workshop	✓
Security and data protection	ISO 20252 and ISO 270001 certified to guarantee all information is handled securely	✓
	Comply with the General Data Protection Regulation (EU) 2016/679, the Data Protection Act 1998 and the Data Protection Act 2018.	✓
	Secure data transfer between trust and Picker	✓
	Comply with the Market Research Society's Code of Conduct	✓

Contact us

We would welcome the opportunity to visit your trust and discuss ways we can work with you.

Please call Jessica Pentelow on 01865 208137 or email jessica.pentelow@pickereurope.ac.uk to arrange a meeting.

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