



Children and Young People's Patient Experience Survey 2018

Ensuring children and young people's
voices are heard

www.picker.org

 **Picker**

Who we are and our approach



Picker is an international healthcare charity with a long history of capturing and understanding children and young people's experiences.

Negative experiences of healthcare at a young age can have a profound effect on the attitude to care and a direct impact on health outcomes later in life.

Systematically capturing, analysing and acting on young people's feedback can play a crucial role in preventing negative healthcare outcomes and avoiding poor outcomes.

We have a long history of working with leading NHS children's hospitals, NHS England and the Care Quality Commission, specialist interest groups and children's charities to capture and

understand children and young people's (CYP) healthcare experiences.

We helped develop the first voluntary CYP survey which now has a regular place on the CQC survey programme.

We are an approved National Patient survey contractor and our experience and expertise in this sector has enabled us to develop the following survey package.



Children and Young People Patient Experience Survey 2018

Core components:

1 A single point of contact for your organisation from within a wider team to support you from start to finish

- Pre-survey set up – survey guidance, sample checking and letter set up
- During the survey – mailing of questionnaires to children and their parents with Freephone support
- Post survey – final data delivered to CQC and Picker reports to your Trust plus the option of either a presentation, workshop or online webinar*

2 Comprehensive reporting and analysis to drive improvement

- Management report with full survey findings
- Site reports (where applicable) enabling you to compare rankings of sites and overall performance
- Historical data on your performance over time
- “Picker Average” - the largest data set available before the CQC report is published
- 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 which questions matter most to patients



Additional analysis including free text analysis is available on request*

3 Improvement planning

Included in the standard 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 or presentation of results for your staff
- Online webinar for the front line staff



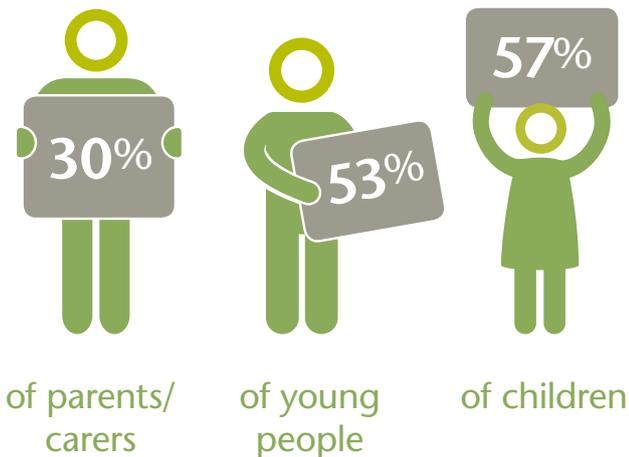
Picker is a CQC approved contractor for the National Patient Surveys. We are ISO20252 and ISO27001 certified to guarantee all information is handled securely. We comply with GDPR, Data Protection Act 1998 and the Market Research Society's Code of Conduct.

* Subject to contract terms

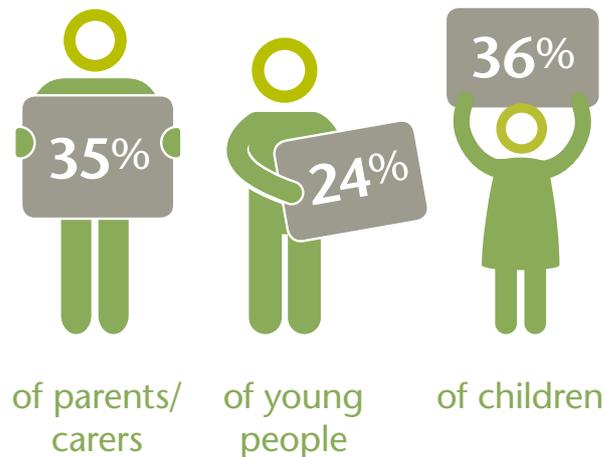
What the 2016 survey told us



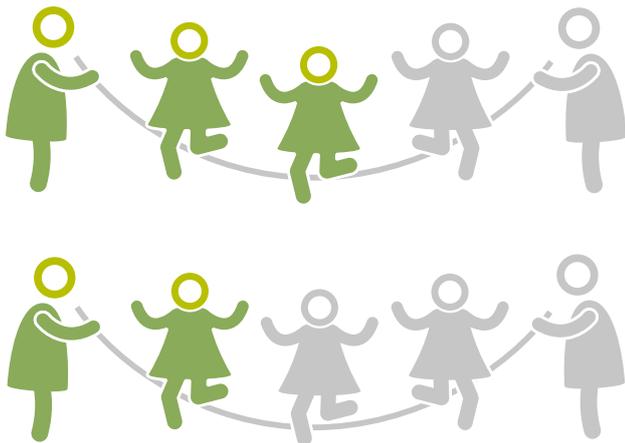
While **92%** of children and young people rated their care as very good, there were significant variations in key questions relating to communication:



...were not fully involved in decisions about care, when they wanted to be



...felt staff did not communicate with a child or young person in a way that they could understand



3 in 5 children and young people with mental health conditions were not fully involved in decisions about care, when they wanted to be

2 in 5 children with a learning disability felt staff did not always communicate with them in a way they could understand.

Contact us

For more information please contact us at clientdevelopment@pickereurope.ac.uk

We offer a range of surveys and toolkits for children and young people.

To find out more please contact us at clientdevelopment@pickereurope.ac.uk