NHS Patient Survey Programme

Finding your survey statistics

January 2016

Introduction

This guide provides an overview of statistics available for surveys within the NHS Patient Surveys Programme. Each survey within the Programme is presented in broadly the same format for ease of navigation. The Survey programme covers community mental health services and a range of topics in the acute sector including inpatient, outpatient, A&E, maternity and children's services. We ask about patient and service users experiences of care to assess quality and to help services improve if necessary. Statistics are used by a range of individuals and organisations.

Results of the latest NHS Patient Surveys can be found here on the CQC website. Each individual survey page shows England level results and provides access to trust level results. Survey results remain here until a new survey has run.

Materials that support the delivery of surveys, including instruction manuals, covering letters and data entry spreadsheets can be found on www.nhssurveys.org. This site is maintained by the Survey Co-ordination Centre based at The Picker Institute Europe. Trust level results, and the results for England from earlier surveys are also archived on this site, and can be found here archived under 'previous surveys' by selecting the survey of interest, and then the 'published results' folder.

Each survey provides a number of different outputs. These are listed within this document alongside an overview of the potential uses of each, in order to help users find the most relevant statistics or data for their needs.

Statistical data from the survey programme available via external sources is also discussed. In Appendix A you will find a summary of the different outputs and benefits/ limitations of each. Appendix B presents a decision diagram to help you decide which NHS trust level data is best suited to you needs. If you would like any guidance on finding statistical data to meet your needs please email patient.survey@cqc.org.uk

Survey results available on the CQC website

England results

England level results are published on the CQC website (www.cqc.org.uk/surveys) whenever a new survey publishes. Figure 1 provides an overview of the results published for England. England results are presented as percentages.

Fig 1. National results available on the CQC website
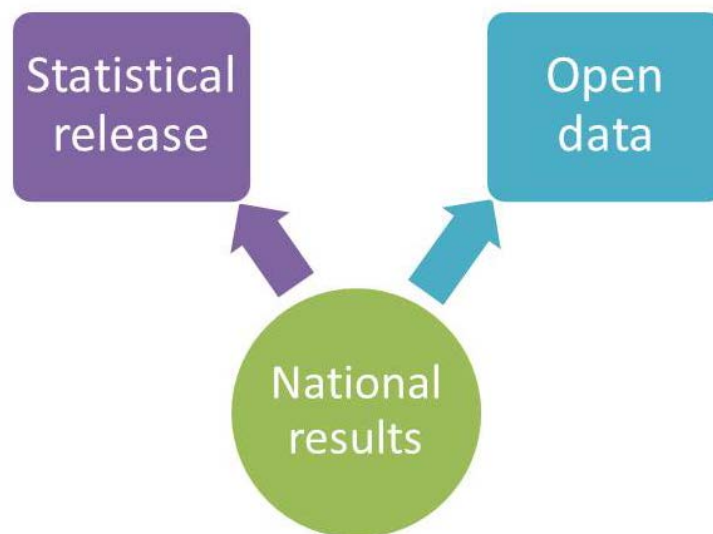
Since 2015, the presentation of England results has taken the following format. The Statistical Release summarises the main results from a specific survey and will usually publish three - four months after a survey has completed. Results are compared with surveys from previous years where possible and are tested to determine whether there have been any statistically significant changes for a survey year (i.e. that results are unlikely to have occurred by chance). The results are presented alongside contextual narrative, including relevant policies and comparisons with other studies outside of the survey programme. This release is intended as an impartial reporting of survey results.

Tables supporting this Statistical Release are presented in Open Document Spreadsheet (ODS) format and are freely available on the website.

CQC in its regulatory capacity also produces a 'CQC response' as an additional document that sits alongside the Statistical Release. It is intended to reflect CQC's regulatory view – as one user of the survey results – and does not provide exhaustive coverage of all results. It is a comment on the quality of patient experience for a given service. This document also contains a section which reports

on variation between NHS trusts based on their survey results, focusing on the better performers, and those where improvements would be beneficial overall.

Trust level results

Patients at each trust provide feedback on a variety of different aspects of their experiences of care. Benchmark reports show how well each trust scored on each question, and how this score compares to an 'expected range' (whether they performed better, worse, or about the same as most other trusts). More information about how this range is calculated is available on our website e.g. the Adult Inpatient Survey webpage. Benchmarking uses a scoring methodology which is designed to provide a single summary of trust results to a question, which are particularly beneficial for comparing trust performance. Questions are scored on a scale of 0-10, with ten being the most positive answer option and zero the least positive. This scale is used to ensure that scores are not confuseed with percentage results. More information about the development and rationale of the scoring methodology can be found here.

Graphs included in the reports display the scores for a trust, compared with the full range of results from all other trusts that took part in the survey. A detailed, numerical breakdown of the trusts' scores can be found at the end of each PDF report (and is also made freely available on the website in an ODS format in the 'Open data' tables).

Fig 2. Trust level results available on the CQC website
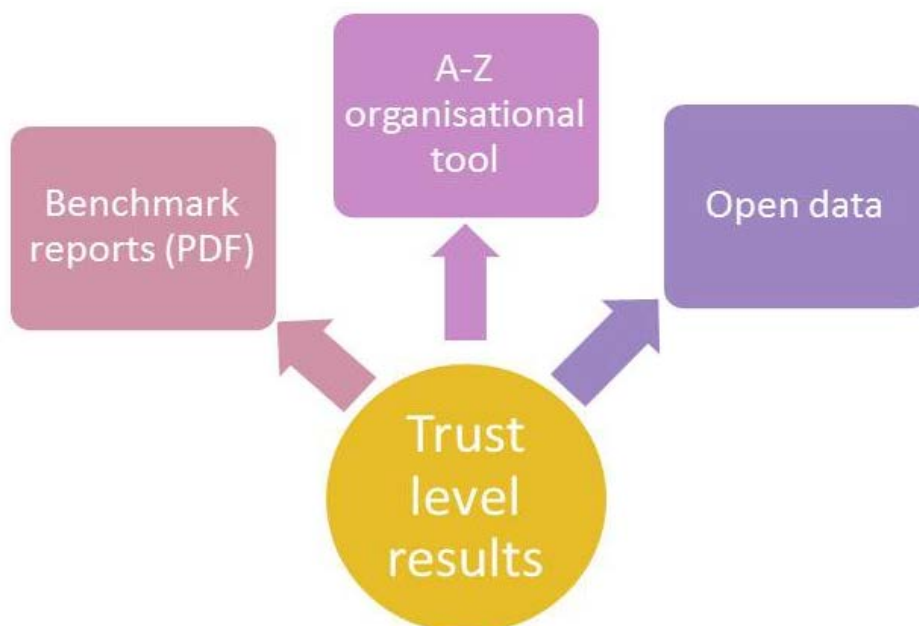
Benchmark reports can be used to identify how a trust is performing in relation to all other trusts that took part in the survey. They show if a score has significantly increased or decreased compared with the last survey. From this, areas for improvement can be identified.

Benchmark reports are currently displayed on the Survey Co-ordination Centre website at: www.nhssurveys.org and there is a link from the relevant survey web pages on the CQC surveys site. The statistics from these reports is shared with CQC inspectors prior to trust inspections and is used by CQC in assessing provider risk.

The A-Z organisational search tool presented on the CQC website is designed for a public audience, and pulls together information from various functions within CQC, including results from inspections for each trust?. Survey data presented here is identical to the information in trust benchmark PDF reports, using the same 0-10 scale, but has been visually simplified. The presentation of the survey data in this search tool was designed using feedback from users.

The score for each trust is presented alongside their benchmark 'category' (whether they performed better, worse, or about the same as most other trusts that carried out the survey).

NHS Surveys (www.nhssurveys.org)

A separate website is maintained by the Survey Co-ordination Centre. Its chief function is to act as a repository for all materials supporting the implementation of surveys, for example instruction manuals as to how to run the survey, copies of questionnaires, cover letters and publicity materials for trusts to use. It also functions as an archive for results from previous surveys no longer hosted on the CQC website.

To access results from previous surveys, please visit: http://www.nhssurveys.org/previoussurveys where you will be able to select the survey and year you are interested in. Trust level results are available for all surveys.

NHS England: Overall Patient Experience Score and Diagnostic tool

The Overall Patient Experience Scores are a statistical series measuring overall patient views of care and services provided by the NHS. The statistics are composite scores constructed using results taken from the National Patient Survey Programme (specifically the Inpatient, Outpatient, Community Mental Health and Accident and Emergency surveys). They comprise five 'domains' to which a subset of questions

from the patient surveys have been allocated. For more information about the Overall experience scores visit NHS England's website. Scores for questions are based on the same calculations as those used by CQC in benchmark reports, but scores are presented out of 100 rather than 10 for historical reasons (CQC changed to a 0-10 scale in 2007 to mirror presentation of data on the public facing A-Z organisational tool).

'Overall Patient Experience Scores' are available at England and trust level but differ from CQC England and trust level results as they focus on five composite 'domain scores' which are comprised of a subset of questions and are presented out of 100. The aim of creating these domains was to summarise the full range of service aspects impacting on patients' views of the NHS. The domains provide a concise summary of trust performance in a given area, and construction of domains is consistent over time wherever possible. The domains are:

- Access and waiting
- Safe, high quality co-ordinated care
- Better information, more choice
- Building closer relationships
- Clean, comfortable, friendly place to be

These domains were created based on a review of relevant literature in consultation with Department of Health statisticians and policy officials. Relevant survey questions are mapped to domains, though only a limited number of questions are used. More information about the development of this approach can be found here.

NHS England has produced a diagnostic tool to help NHS managers and the general public understand what feeds in to the Overall Patient Experience Scores and to see how scores vary across individual NHS provider organisations. This tool contains domain, and question level results for surveys questions included in the Overall Patient Experience Tool.

Department of Health: NHS Outcomes Framework

The NHS Outcomes Framework provides a national overview of how well the NHS is performing. It was developed in December 2010 and is updated annually. It sets out the national outcome goals that the Secretary of State uses to monitor the progress of NHS England.

The survey program contributes to the NHS outcomes framework by evaluating patient experience under 'Domain 4: Ensuring that people have a positive experience of care'. Statistics are presented at trust and Clinical Commissioning

Group[1] (CCG) level; breakdowns are also provided by ethnic group and long term condition.

More information about the NHS Outcome Framework can be found [here.](#)

UK Data Archive

Respondent level data is available from the [UK Data Archive](#) for each published survey. This data allows people to access data to conduct their own analyses. The data is anonymised with restrictions on demographic information available, however it does enable analysis at trust level. A recent analysis of those who have requested data from the Archive is available in our '[Survey Outputs User Report'](#) which shows heaviest users are researchers, academics and those working in central government. The Archive does allow wider access to the general public however.

Ad-hoc data requests

If you wish to access data not available under any of the above formats, in the first instance please contact patient.survey@cqc.org.uk

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[1] Clinical Commissioning Groups (CCG's) organise the delivery of NHS services for their local area

Table 1. Surveys results and uses

Report	Summary of content	Advantages	Disadvantages
CQC WEBSITE – ENGLAND LEVEL RESULTS			
Statistical release	Percentage results reported with contextual narrative on: trends over time, policies relevant to findings, and national comparisons if they exist.	1. Impartial interpretation of results – conveying key statistical trends alongside contextual narrative 2. Year to year comparability included	1. No Trust level breakdown 2. Not an exhaustive coverage of questions
CQC regulatory response to survey statistical release	Regulatory response to survey findings (based on percentage results), including what the regulator thinks messages are for the sector. Analysis of trust variations – those performing better or worse across the survey.	1. Overview of most important findings from regulatory perspective 2. CQC interpretation of results as health and social care regulator 3. Overview of trust variation in survey results - who is performing well.	1. Partial representation of findings seen from regulatory perspective. Not to be confused with the 'statistical release' above. 2. Full data tables published separately 3. Selective coverage of questions
Data tables (ODS format)	Tables presenting percentage responses for all survey questions (including demographics), compared with data from previous survey.	1. All survey questions reported with percentages, weighted to represent the average trust[2] 2. Comparisons with previous surveys and significant differences included 3. Accessible format allowing own analysis	1. The results do not present the average picture across England but the average of all trusts that participated in the survey in England

[2] See 'technical document' on survey webpage for fuller details of statistical methods.

Report	Summary of content	Advantages	Disadvantages
CQC WEBSITE – NHS TRUST LEVEL RESULTS			
Benchmark reports	Individual trust results presented as scores, with comparisons to all other trusts and previous survey performance.	1. Trust level breakdown on each question 2. Statistically robust method of comparing performance compared against all other trusts 3. Graphical representation of results in easy to print report format 4. Year to year comparability	1. Results based on scored data rather than percentages, so users cannot see a breakdown of individual responses at trust level 2. Trust performance benchmarked against peers rather than absolute thresholds – meaning if all trusts are performing poorly, those deemed 'better than expected' may still need to improve. 3. No measure summarising the performance of trusts as a whole is available.[3]
Benchmark data tables (ODS format)	Data tables with all trust results presented as scores, with comparisons to all other trusts and previous survey performance.	1. All survey questions reported based on scored results found in pdf benchmark reports 2. Comparisons with previous survey and significant differences included 3. Accessible format allowing own analysis 4. All NHS trusts presented in one spreadsheet	1. Results based on scored data rather than percentages so users cannot see a breakdown of individual responses at trust level. Results cannot be compared with the results for England due to the different method of analysis, and scored data for England is not calculated. 2. Trust performance benchmarked against

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[3] A single overall rating for each NHS Trust is not provided. This would be misleading as the survey assesses a number of different aspects of people's experiences and trust performance varies across these different aspects. The structure of the questionnaire also means that there are a different number of questions in each section, meaning sections with a larger number of questions on a topic would contribute more. It is better for people to look at the trusts in their area and see how they perform across the aspects that are most important to them

Report	Summary of content	Advantages	Disadvantages
			peers rather than absolute thresholds – meaning if all trusts are performing poorly, those deemed 'better than expected' may still need to improve. 3. Longer time series data is not provided, as results are only compared with the previous survey. However, results from earlier surveys are available on request from the surveys team at patient.survey@cqc.org.uk
A-Z list of survey findings	Very simple presentation of individual trust results presented as scores, with comparisons to all other trusts and previous survey performance.	1.Search tool 2. Contains information from other areas within CQC's functions. 3. Presents the groupings of trust results in a user friendly way 4. Compares trusts' scores in a 'better' or 'worse' format, meaning people can easily tell at a glance how a trust is performing across different topics.	1. Not enough detail is provided for in-depth analysis 2. Scored data rather than percentages so users cannot see a breakdown of individual responses at trust level. 3. Trust performance benchmarked against peers rather than absolute thresholds – meaning if all trusts are performing poorly, those deemed 'better than expected' may still need to improve. 4. No measure summarising the performance of trusts as a whole is available.

Report	Summary of content	Advantages	Disadvantages
NHS SURVEYS			
Archived survey results	England and trust level results for previous surveys. Archived results for all Adult Inpatient and Community Mental Health Surveys stored here. Trust level results for all other surveys available with England level to follow.	1. Access to all England level and trust level results published on CQC website and available on request from the surveys team for earlier surveys by contacting patient.survey@cqc,org,uk	1. Open data not currently available on site but can be requested from the surveys team at patient.surveys@cqc.org.uk 2. Questions are reviewed before each survey to determine whether any new questions are needed, to ensure the questionnaire is up to date and in line with current policy and practice However, this does mean that changes made to questions, or the removal of questions, mean results for these questions are not be comparable.
NHS ENGLAND			
Overall patient experience scores (England)	Overall Patient Experience Scores presented as composite scores across five domains of experience: - Access and waiting - Safe, high quality co-ordinated care - Better information, more choice - Building closer relationships - Clean,	1. Providing overall patient views of care and services provided by the NHS – as the questions are fixed, the composite scores can be used for comparisons of domains over time to show how they have declined or improved	1. Combining various survey results means results not available on specific questions. These are overall measures. 2. Scores presented out of 100 which means they could be confused with percentages, and are not consistent with the presentation of scores by the Care Quality Commission. 3. Domains based on restricted number of questions – fixed over

Report	Summary of content	Advantages	Disadvantages
	comfortable, friendly place to be		time. They do not therefore include any new questions developed to ensure to ensure the questionnaire is up to date and in line with current policy and practice 4. As the domains are a composite of a selected subset of survey questions, it does not include all survey questions
Overall patient experience scores for NHS trusts (diagnostic tool)	Overall Patient Experience Scores presented as composite scores across five domains of experience with results presented for all trusts enabling users to see changes over time in one place.	1. Providing overall patient views of care and services provided by individual trusts 2. Statistics are composite scores – summary measures useful for making high level comparisons 3. Diagnostic tool user friendly and attractive way of presenting data. Helps trusts identify areas for improvement. 4. Question level data also presented (for a limited number of questions).	1. Scores could be confused with percentages as presented out of 100. 2. Selection of survey questions only – fixed over time. They do not therefore include any new questions developed to ensure to ensure the questionnaire is up to date and in line with current policy and practice
DEPARTMENT OF HEALTH			
NHS Outcomes framework (England / CCG)	Results for indicators used by the Department of Health to hold NHS England to account. Uses Overall Patient Experience score produced by NHS England as	1. Contributes to Domain 4 of the NHS outcomes framework by evaluating patient experience. 2. Breakdown available of responses by CCG level. 3. Breakdowns by ethnic group and long term conditions.	1. High level indicator is average of domain scores used by NHS England resulting in one overall measure

Report	Summary of content	Advantages	Disadvantages
	indicator.	4. Indicators consistent over time 5. Sets out patient experience within the context of wider performance of NHS England	
UK DATA ARCHIVE			
UK Data Archive (England/Trusts)	Raw (unweighted and unanalysed), respondent level data set provided in SPSS and .dat format. The .dat format is suitable for import into other programmes or analysis packages such as STATA or excel.	1. Free access to respondent level data for own analysis 2. Analysis can be conducted on responses at trust level	1. Anonymisation requirements mean most sample variables removed or banded

APPENDIX B. A decision tree to help you find the results you need.

Do you want to see how well a trust performed, e.g. see results for your local trust, or the results for all trusts across England combined?

Trust

England

I am interested in the performance of a trust for specific questions

I am interested in summary measures

I want raw data (unanalysed and unweighted)

I want raw (unanalysed and unweighted data)

I am interested in the results for all questions

I am interested in summary measures

I want the most recent results

I want historical results

I want the most recent results

I want historical results

'Scores' available at www.cqc.org.uk/surveys You can see how well any trust performed compared to all other trusts and find out whether they were 'better' or 'worse' than others.

Benchmark reports for each trust contain the same data as published on the CQC website. Reports from all years are available at: http://www.nhssurveys.org/previoussurveys

Trusts can be compared using five summary scores on the NHS England website (Overall Patient Experience Statistics). A 'diagnostic tool' is also available here. https://www.england.nhs.uk/statistics/statistical-work-areas/pat-exp/

The raw data sets are available via the UK Data Archive: http://www.data-archive.ac.uk/

The statistical release showing the results for all questions with policy commentary is available at www.cqc.org.uk/surveys.

The open data for England showing the results for all questions is available at www.cqc.org.uk/surveys.

Reports with England results from previous surveys are available at http://www.nhssurveys.org/previoussurveys

Summary scores are available on the NHS England website (Overall Patient Experience Statistics) https://www.england.nhs.uk/statistics/statistical-work-areas/pat-exp/

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