National Patient Experience Survey

Process Guide for Hospitals

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National Patient Experience Survey

Process Guide

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1. Introduction

1.1 What is the National Patient Experience Survey?

The National Patient Experience (NPE) Survey is conducted on an annual basis. The purpose of the survey is to learn from patients' feedback in order to improve hospital care. The National Patient Experience Survey falls under the National Care Experience Programme which is a partnership approach between the Health Information and Quality Authority (HIQA), the Health Service Executive (HSE) and the Department of Health.

1.2 How does the survey work?

Eligible participants will receive a survey pack two weeks after discharge. This is followed by a reminder letter four weeks after discharge and a further and final survey pack six weeks after discharge. Participants can complete the survey online or by returning the survey in the post.

The core National Patient Experience (NPE) team is based in HIQA. HIQA has contracted a market research company B&A (Behaviour and Attitudes), to manage the collation of eligible participants' contact data and distribution of surveys. HIQA is responsible for managing this service.

1.3 What role do hospitals play in implementing the NPE Survey?

Between 1 and 31 May, hospitals will be responsible for:

- identifying and entering eligible participants in the NPE Contact Dataset
- quality assuring data contained in the NPE Contact Dataset
- uploading the NPE Contact Datasets to B&A on a weekly basis
- opting patients out of the survey in hospital, if requested to do so.

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2. NPE Contact Dataset

The NPE Contact Dataset will consist of patients who are eligible to participate in the survey. Each hospital will identify eligible patients through the Patient Administration System (PAS).

2.1 NPE Eligibility Criteria

Eligible participants <u>must</u>:

- **be discharged between 00:01 on 1 May and 23:59 on 31 May**

- **be aged 16 years or over**

- **have stayed 24 hours or more in a public acute hospital**

- **hold a postal address in the Republic of Ireland**

The following <u>should not</u> be included in the NPE Contact Dataset – please double check your extraction codes to ensure they are not included:

- **deceased patients**

- **persons under the age of 16 years at the time of sampling (patients born after 1st May 2003 <u>should not</u> be included)**

- **obstetrics/maternity service users (gynaecology patients are included in this survey**

- **psychiatry patients**

- **outpatients/day-case patients**

- **patients who stayed in hospital for less than 24 hours**

- **participants who reside in a prison institution**

- **patients who do not have a postal address in the Republic of Ireland**

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2.2 What information should the NPE Contact Dataset contain?

Name	Format
First name	e.g. Ciara
Family name	e.g. Murphy
Address line 1	Current address
Address line 2	Current address
Address line 3	Current address, if applicable
Address line 4	Current address, if applicable
Address line 5	Current address, if applicable
Date of birth	dd/mm/yyyy
Gender	Female/Male
Date of admission	dd/mm/yyyy
Source of admission category	Emergency/non-emergency
Date of Discharge	dd/mm/yyyy
Discharge destination	a) transfer to other hospital b) home/usual residence c) nursing home d) other
Length of stay	XX days
Hospital group	e.g. Dublin Midlands Hospital Group.
Hospital name	For example, Naas General Hospital
NPE hospital code	For example, NGH

Table 1: NPE Contact Dataset - data fields and format

NB: All fields must contain the data items above in the format set out in the above table.

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3. Identification, inclusion and uploading of eligible participants' data

All NPE Contact Datasets should be uploaded to your sFTP (secure File Transfer Protocol) as per the schedule below in Table 2. If they are not received by 9am every Wednesday morning from 8 May to 5 June inclusive, they cannot be included in the survey run for that week. Yvonne Cantwell and her team will export the NPE Contact Datasets to B&A at 9am on Wednesday 8, 15, 22 and 29 May and 5 June.

Date of extraction	Task for hospitals	Deadline for upload of contact dataset
Tuesday 7 May	Extract for discharges **1—5 May** inclusive.	Upload contact dataset by **9am** on 8 May
Tuesday 14 May	Extract for discharges **6—12 May** inclusive.	Upload contact dataset by **9am** on 15 May
Tuesday 21 May	Extract for discharges **13—19 May** inclusive.	Upload contact dataset by **9am** on 22 May
Tuesday 28 May	Extract for discharges **20—26 May** inclusive.	Upload contact dataset by **9am** on 29 May
Tuesday 4 June	Extract for discharges **27—31 May** inclusive.	Upload contact dataset by **9am** on 5 June

Table 2: Schedule for extracting and submitting the NPE Contact Dataset

3.1 What role do hospitals play?

Step 1: apply eligibility criteria

- The designated person within each hospital will identify eligible participants by applying the following criteria. To be eligible, patients must:

- be discharged between 00:01 on 1 May and 23:59 on 31 May

- be aged **16 years or over**

- have stayed 24 hours or more in a public acute hospital

- hold a postal address in the Republic of Ireland.

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- If the eligibility criteria are not adhered to, it will result in a data breach, which will be reported in line with the NPE's Data Security Policy.

Step 2: create weekly NPE Contact Dataset

- Extract and upload eligible participants' details to an Excel or CSV file, as per the fields in the NPE Contact Dataset outlined in Table 1 (page 7).

Step 3: quality assure the data

- Data quality checks are essential and are outlined in detail in Section 6. Review of Data Quality (page 19).

- Check all codes to ensure that only the details for eligible patients are extracted.

Step 4: save and title the NPE Contact Dataset

- The NPE Contact Dataset must be saved and titled appropriately. This step is crucial to ensure that each of your responses are attributed to your hospital. If the file code is not standardised, then the response will not appear under your hospital on the online dashboard.

- An NPE Survey code has been assigned to each hospital, which must be used in the filename. Hospital codes can be found in Table 3 (page 11/12).

- Files should be titled as follows:

- your assigned hospital code_date of upload to B&A_QA
  e.g. Naas General Hospital: NGH_070519_QA

- Ensure you include QA (Quality Assurance) at the end of your filename. This confirms to B&A that your NPE Contact Dataset has been quality assured and is ready for download.

Step 5: upload NPE Contact Dataset to B&A

- Send the NPE Contact Dataset to B&A, using secure File Transfer Protocol (sFTP). The data will be securely stored by B&A for the duration of the NPE Survey cycle.

- Delete the dataset from the local computer and sFTP tunnel.

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Yvonne and her team will acknowledge receipt of the NPE Contact Dataset, and follow up where none have been received or if they have identified any quality issues.

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3.2 NPE Hospital Names and Codes

Saolta University Health Care Group	
Hospital Name	**Hospital code**
Galway University Hospitals	GUH
Letterkenny University Hospital	LUH
Mayo University Hospital	MUHM
Portiuncula University Hospital	PUH
Roscommon University Hospital	RCH
Sligo University Hospital	SUH
UL Hospitals	
Hospital Name	**Hospital code**
Croom Orthopaedic Hospital	ULCOH
St John's Hospital	ULSJH
Ennis Hospital	ULHE
Nenagh Hospital	ULHN
University Hospital Limerick	UHL
Ireland East Hospital Group	
Hospital Name	**Hospital code**
Cappagh National Orthopaedic Hospital	COH
Mater Misericordiae University Hospital	MMUH
Midland Regional Hospital Mullingar	MRHM
Our Lady's Hospital, Navan	OLH
Royal Victoria Eye and Ear Hospital	RVEEH
St Columcille's Hospital	SCH
St Luke's General Hospital	SLGH
St Michael's Hospital	SMH
St Vincent's University Hospital	SVUH
Wexford General Hospital	WGH
Dublin Midlands Hospital Group	
Hospital Name	**Hospital Code**
Midland Regional Hospital Portlaoise	MRHP
Midland Regional Hospital Tullamore	MHRT
Naas General Hospital	NGH
St James's Hospital	SJH
Tallaght University Hospital	THD

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RCSI Hospital Group	
Hospital Name	**Hospital Code**
Beaumont Hospital	BHD
Cavan and Monaghan Hospital	CMH
Connolly Hospital	CHB
Louth County Hospital	LCH
Our Lady of Lourdes Hospital	OLOL
South/South West Hospital Group	
Hospital Name	**Hospital Code**
University Hospital Waterford	UHW
Bantry General Hospital	BGH
Cork University Hospital	CUH
Kilcreene Regional Orthopaedic Hospital	KOH
Mallow General Hospital	MGH
Mercy University Hospital	MUHC
South Infirmary Victoria University Hospital	SIVUH
South Tipperary General Hospital	STGH
University Hospital Kerry	UHK

Table 3: NPE hospital names and codes

3.3   Security arrangements

The NPE Survey complies with data protection laws including the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Eligible participants' information will be used for the sole purpose of the survey and will be deleted as soon as the survey is complete. Further details can be found on www.patientexperience.ie.

Each hospital is responsible for ensuring that their NPE Contact Dataset is secure, and must adhere to HSE security policies at individual hospital level.

At all times there must be clarity and defined ownership around:

1. what PC the NPE Contact Dataset is stored on

2. what security measures are in place to ensure that only the nominated person(s) has access to the NPE Contact Dataset

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3. NCEP retention and destruction policies and processes are adhered to. For more information, please see https://www.patientexperience.ie/about-the-survey/information-governance/

4. all NPE Contact Datasets are deleted from your PC on 19 July 2019.

Identification of Eligible Participants
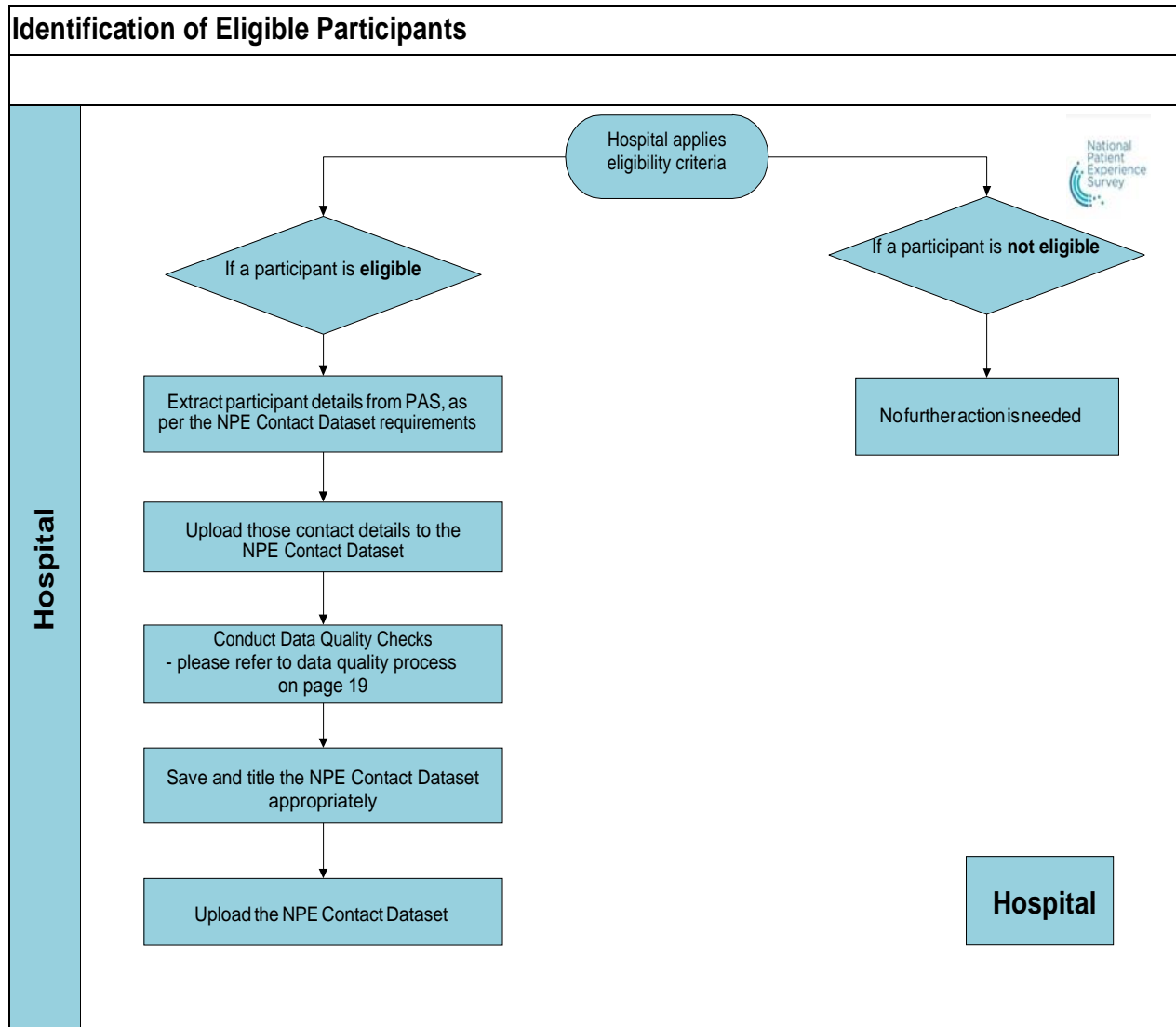
Figure 1: Identification of eligible participants

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4. Opt out process

Participation in the NPE Survey is voluntary. If a participant does not wish to take part in the survey, there are processes in place to facilitate opt outs.

4.1 What role do hospitals play in the opt out process?

Upon receipt of their NPE Survey discharge pack, patients can request to opt out. The hospital must take the following steps:

1. The hospital staff member will record the patient's name, address and date of birth on the envelope of their survey discharge pack and send it to the PAS office, via internal post.

2. The PAS office will remove the patient's name from the NPE Contact Dataset prior to uploading it to B&A. This will ensure that the patient does not receive any correspondence about the survey.

3. The patient's envelope, containing the patient's details, should then be shredded immediately.

4.2 Opting out following discharge

Eligible participants can also opt out by

- calling the NPE Freephone number: 1800 314 093

- logging on to www.patientexperience.ie

  emailing info@patientexperience.ie

- returning the freepost survey pack in the post

- not responding to the survey.

Requests to opt out will be processed and logged in the NPE Opt Out File. The participant's details will be destroyed at the end of the respective survey cycle.

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5. A Review of Death Notifications

The NPE Survey involves the input of participants' details following their discharge from hospital. There is a risk that some participants may pass away over the course of the survey period. As part of the quality assurance process, it is essential that adequate and standardised measures are taken to prevent the distribution of survey packs to deceased participants, wherever possible. A nominated staff member within each hospital will be responsible for this process.

This process will be conducted for 42 days (six weeks) following the survey period to ensure that participants discharged in the latter half of the month are accounted for.

Each participating hospital is responsible for the following steps:

Step 1: review available resources as per the schedule shown in Table 4 on the next page.

Step 2: verify deceased participants' details, against the NPE Contact Dataset.

Step 3: upload the names to the Death Check Dataset, as per the data fields outlined in Table 5 on the next page.

Step 4: save the dataset and apply the correct filename.
Filename format: **DC_your assigned hospital code_date of upload**
e.g. Naas General Hospital: **DC_NGH_070519**

Step 5: upload Death Check Dataset to B&A as per agreed timelines in Table 4.

Step 6: delete the dataset from the local computer and sFTP tunnel.

The HSE will acknowledge receipt of the Death Checks, and follow up where none have been received.

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Date	Review of death notifications
Tuesday 7 May	Review of death notifications for discharges from 1–5 May inclusive.
Tuesday 14 May	Review of death notifications for discharges from 1–12 May inclusive.
Tuesday 21 May	Review of death notifications for discharges from 1–19 May inclusive.
Tuesday 28 May	Review of death notifications for discharges from 1–26 May inclusive.
Tuesday 4 June	Review of death notifications for discharges from 1–31 May inclusive.
Tuesday 11 June	Review of death notifications for discharges from 1–31 May inclusive.
Tuesday 18 June	Review of death notifications for discharges from 7–31 May inclusive.
Tuesday 25 June	Review of death notifications for discharges from 14–31 May inclusive.
Tuesday 2 July	Death checks for discharges from 21–31 May inclusive.
Tuesday 9 July	Death checks for discharges from 28–31 May inclusive.

Table 4: Schedule for conducting and submitting Death Checks to B&A

Name	Usage
First name	e.g. Ciara
Family name	e.g. Murphy
Address line 1	Current address
Address line 2	Current address
Address line 3	Current address
Address line 4	Current address, if applicable
Address line 5	Current address, if applicable

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Date of birth	dd/mm/yyyy
Date of death	dd/mm/yyyy
Source of death notification	e.g. Nursing home, Relative, RIP.ie, G.P., Hospice, Other, Unknown
Hospital name	e.g. Naas General Hospital

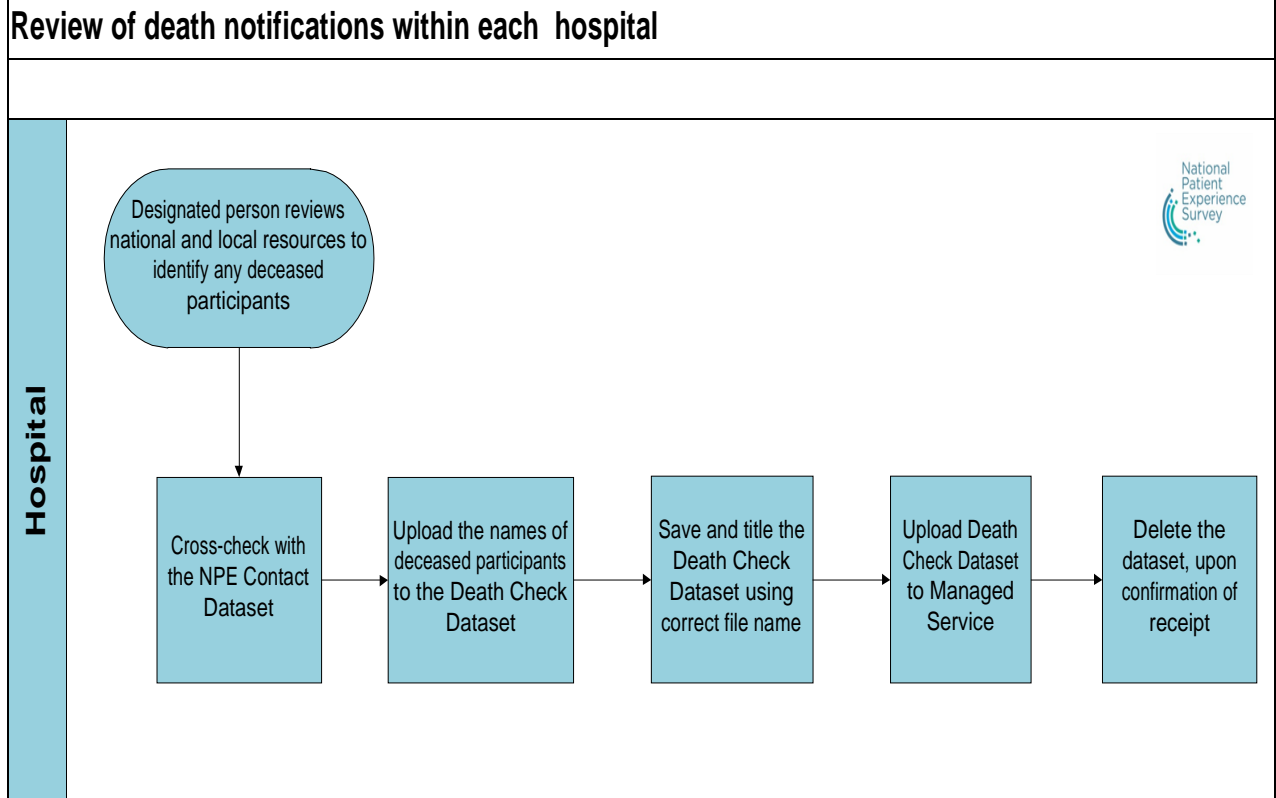Table 5: Data fields for the NPE Death Check file

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Review of death notifications within each hospital

Figure 2: Death check process

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6. Review of data quality

The NPE Contact Dataset needs to be fully quality assured before being uploaded to B&A, to ensure that it is accurate and up to date. A designated staff member within the hospital will be assigned to the task of managing data quality for the NPE Survey on behalf of the hospital.

As part of the admission process, each hospital will be required to verify a patient's current address as the success of the survey is dependent on an accurate postal address. Please ensure that the relevant staff are aware of the importance of this step when recording patient details.

Table 6 below and Figure 3 on page 21 outline the data quality assurance process.

Data quality check	Description
1. All required fields are captured and complete.	▪ All fields should be extracted from PAS and recorded in the format as per Table 1: NPE Contact Dataset (page 7)
2. The accuracy of data fields has been verified.	▪ Data should be provided under the correct fields, i.e. do not place data for 'admission source' in the 'discharge destination' field. ▪ Ensure that the format of dates are aligned correctly, i.e. dd/mm/yyyy.
3. The dataset only contains the details of eligible patients.	Eligible patients must: ▪ be discharged between 1 and 31 May ▪ be aged 16 years or over ▪ have stayed 24 hours or more in a public acute hospital ▪ hold a postal address in the Republic of Ireland.

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|	
4. The dataset only contains eligible patients.	▪ Double check all codes so that no non-eligible participants are included.
5. The dataset is free of unnecessary characters.	▪ Examples include commas, full stops, etc., as these can interfere with the recognition of your hospital by the software collating the response data.
6. The hospital name and hospital group is consistent for each upload.	▪ Please adhere to the hospital's name, as outlined in Table 3 (page 11/12), at all times for each upload. ▪ Please do not use variations of the hospital name when naming files as the software collating the response data will view different names as two separate hospitals.
7. A review of death notices has been conducted.	▪ Participants who have died since their time of discharge must be identified and uploaded to the death check dataset to ensure no further correspondence is issued.
8. Audit every 10th record.	▪ Ensure that each record contains accurate, complete and valid data as per the NPE Contact Dataset
9. The file is saved appropriately with the correct filename and hospital code.	▪ e.g. Naas General Hospital: **NGH_070519_QA**

Table 6: Review of data quality

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Review of Data Quality
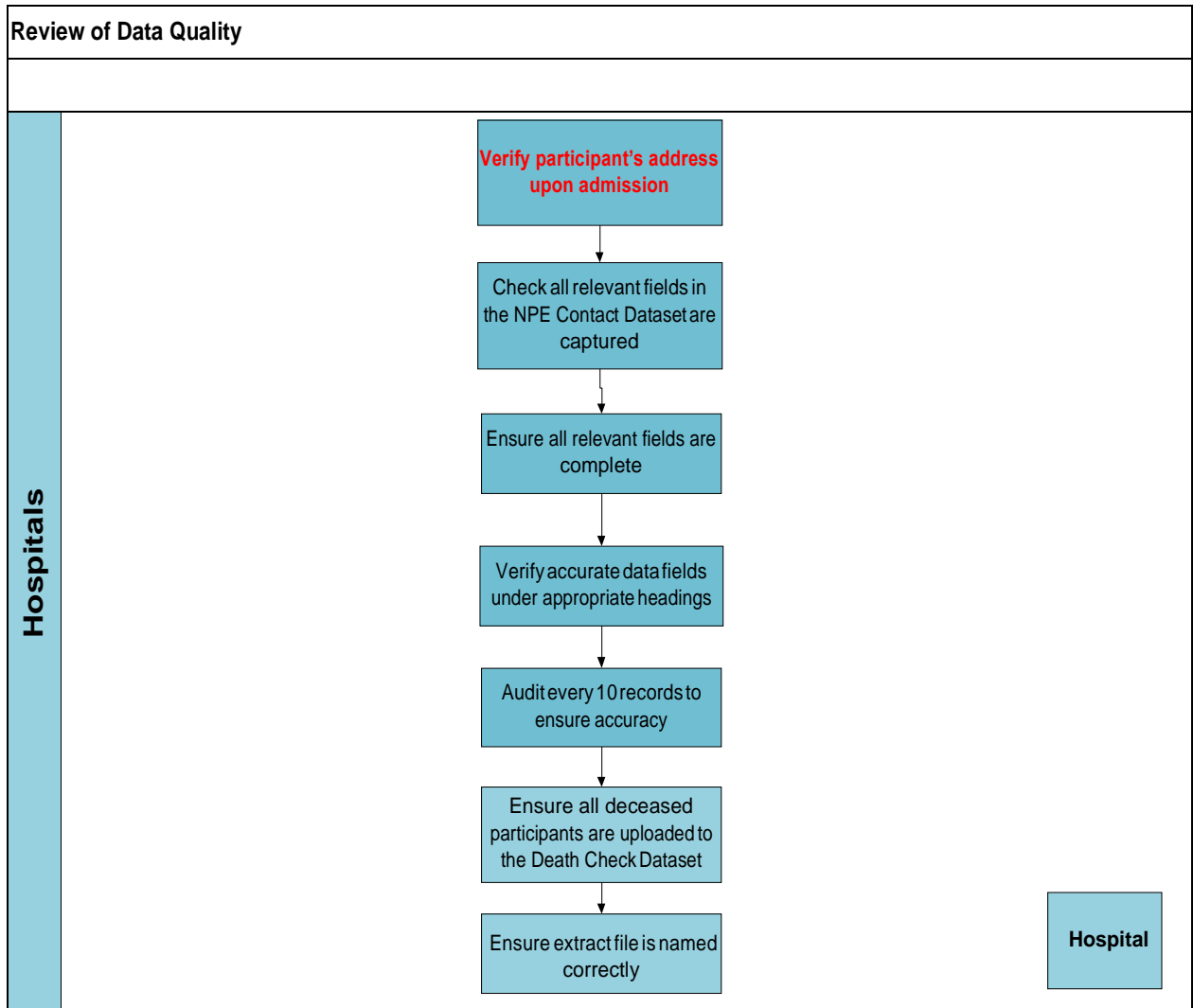
Figure 3: Review of Data Quality

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6.1 Duplicates

Data quality checks should also include the identification and removal of duplicates. This means that if an eligible participant's details appear twice in the same NPE Contact Dataset, the second set of the participant's details should be removed. Care should be taken to ensure that all of the data fields are formatted as outlined in the NPE Contact Dataset, to avoid removing two different, eligible participants with similar or identical names.

6.2 Template for Quality Assurance Checks before sending the file

General Checks

- Ensure there are field headers in Row 1 of the file.
- Ensure all the appropriate field headings are included and displayed exactly as shown below and in the order as shown below
- Remove any additional columns that are not displayed below
- Sort the file in alphabetical order and ensure you remove all duplicates
- File Name should be displayed as e.g. COH_070519_QA.xls. Quality assurance must be on the end if there is no QA it will be assumed that this has not been Quality assurance and it will miss the run for that week.
- Remove NULL from any fields.

Field	Sample Text	Checks
First Name	**Yvonne**	
Family Name	**Cantwell**	
Address Line 1	**Dr Steevens Hospital**	▪ Ensure that there are only address details in the field no additional comments or remarks. ▪ No commas, dashes or unnecessary characters.
Address Line 2	**Steevens Lane**	▪ Ensure that there are only address details in the field no additional comments or remarks. ▪ No commas, dashes or unnecessary characters.

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Address Line 3	Dublin 8	▪ Ensure that there are only address details in the field no additional comments or remarks. ▪ No commas, dashes or unnecessary characters.
Address Line 4		▪ Ensure that there are only address details in the field no additional comments or remarks. ▪ No Commas, dashes or unnecessary characters.
Address Line 5	Dublin	▪ Ensure that there are only address details in the field no additional comments or remarks. ▪ No commas, dashes or unnecessary characters.
Date of Birth	01/07/1980	▪ Format should be dd/mm/yyyy. ▪ No quotation marks. ▪ Ensure there is no time in the field hh:mm. ▪ Ensure there are no spaces before the date of birth do this by aligning the column to the right.
Gender	Female	▪ Ensure the full word "Female" or "Male" is in each column. ▪ There should not be an initial "F" or "M".
Date Of Admission	02/02/2018	▪ Format should be dd/mm/yyyy. ▪ No quotation marks. ▪ Ensure there is no time in the field hh:mm. ▪ Ensure there are no spaces before the date of birth do this by aligning the column to the right.
Source Of Admission Category	Emergency Dept	▪ Ensure this is appropriate Source Data.

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Date Of Discharge	05/05/2019	• Format should be dd/mm/yyyy. • No quotation marks. • Ensure there is no time in the field hh:mm. • Ensure there are no spaces before the date of birth do this by aligning the column to the right.
Discharge Destination	**Home**	• Ensure this is the appropriate Discharge Data.
Length of stay	**92**	• Ensure the minimum number is "**1**", this should be in days and not hours. • Ensure that there are numbers ONLY, no text.
Hospital Group	**Ireland East Hospital Group**	• Ensure you have the spelling and format exactly as displayed in **Table 3 (page 11/12)**.
Hospital Name	**St. Luke's General Hospital**	• Ensure you have the spelling and format exactly as displayed in **Table 3 (page 11/12)**.
NPE Hospital Code	**SLGH**	• Ensure you have the spelling and format exactly as displayed in **Table 3 (page 11/12)**.

Table 7: Template for quality assurance checks

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Revision

Number	Effective date	Reason for update
01	1 May 2017	Original document release
02	1 May 2018	Revised in line with changes in survey programme
03	8 May 2018	Revised based on consultation with stakeholders
04	1 May 2019	Revised in line with changes in survey programme

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