



National Patient Experience Survey Programme

Review of Processes 2018

1. Introduction

The National Patient Experience Survey is a nationwide survey that offers patients the opportunity to describe their experiences of public acute healthcare in Ireland. The survey is a partnership between the Health Information and Quality Authority (HIQA), the Health Service Executive (HSE) and the Department of Health. The aim of the survey is to use patients' feedback to identify areas of good experience, and areas needing improvement.

The National Patient Experience Survey Programme is committed to continuous quality improvement. A review of processes is carried out after each survey cycle. This involves asking key stakeholders, through a targeted public consultation, which processes worked well and what could be improved. The findings of the public consultation are used to inform and improve the next survey cycle.

2. Purpose

The purpose of this document is to provide feedback on the processes used to implement the 2018 survey. It gives an overview of the public consultation process, the findings and recommendations for the future administration of the survey.

3. Scope

The review will discuss participants' feedback on:

- communications and promotion of the survey
- reporting on the survey data
- outcomes of the survey.

A number of challenges raised by participants are beyond the scope of this review, namely the frequency of the survey and resourcing within the HSE.

4. The consultation process

An online evaluation was conducted from 30 November to 21 December 2018. A questionnaire was distributed by email to stakeholders who had direct experience of National Patient Experience Survey processes. These stakeholders included:

- General Managers of participating hospitals
- Chief Executive Officers of participating Hospital Groups
- National Patient Experience Survey hospital leads in participating hospitals
- PAS (Patient Administration System) staff in participating hospitals
- National Patient Experience Survey governance group members
- people with access to the National Patient Experience Survey online reporting tool.

In all, 265 stakeholders were invited to participate. The evaluation was conducted through the online survey platform Crowd Signal and had a response rate of 21%, with 56 responses. The questionnaire consisted of the following five open-ended questions:

Questionnaire

- 1) What was your role in the National Patient Experience Survey Programme 2018?
- 2) What was good about the planning and delivery of the survey in 2018?
- 3) What was the most significant improvement or dis-improvement in the planning and delivery of the 2018 survey (compared to 2017)?
- 4) Was there anything about the planning and delivery of the survey in 2018 that could be improved?
- 5) What effects has the survey had on your area of work? For example, has the data been used to inform quality improvements, policy, etc.?

5. Overview of the responses received

5.1 Communication and promotion of the National Patient Experience Survey

The National Patient Experience Survey is communicated and promoted using a wide variety of tools, channels and methods, including:

- a dedicated National Patient Experience Survey website and helpline
- national media campaigns
- promotional materials for hospitals
- staff information and training sessions
- visits to participating hospitals by representatives of the survey
- weekly updates for hospitals on their response rates, during the survey cycle.

Recommendations on communications and promotion

- General satisfaction was expressed with the communication and promotion of the survey and the same approach should be adopted in 2019.
- There was an improvement in the quantity and distribution of promotional materials to hospitals in 2018 and this should be repeated in 2019.
- A number of respondents felt that some of the patients' comments on posters were too emotive and potentially inflammatory. The approach to reporting on qualitative responses to the survey within hospitals should be reviewed.
- The withdrawal of promotional material, which contained the signature of a HSE staff member who resigned during the survey cycle, impacted on the workload of hospital staff. The use of personal signatures on promotional material should be reviewed.

5.2 Reporting

Participants in the public consultation had access to the data through an online reporting tool, which brings live anonymised data from patients to healthcare professionals in real time. Participants also had access to the findings through reports published on www.patientexperience.ie.

Recommendations on reporting

- A number of respondents experienced difficulties in interpreting the un-weighted, pre-published data on the online reporting tool and the improvement maps in the published reports. Training should be provided on how to interpret the data.

5.3 Outcomes of the survey

The National Patient Experience Survey allows us to find out, from the patient's perspective, what is good about healthcare and where improvements are needed. 79% of respondents reported that the findings of the survey have informed quality improvements at both an operational and a policy level.

6. Overview of recommendations

- The communication and promotion campaign should be repeated in 2019.
- Promotional materials should be distributed to hospitals in a timely manner.
- A review of how the survey results were promoted in hospitals is required.
- Training should be provided on how to interpret the data.
- The use of personal signatures on promotional material should be reviewed.

7. Next steps

The third annual National Patient Experience Survey will take place in May 2019.

The recommendations outlined in this document will be reviewed by the National Patient Experience Survey Steering Group and will be used to inform and improve the planning and delivery of the National Patient Experience Survey 2019.

