

Acute, Foundation and Specialist Trust Patient Experience Surveys

We are an approved contractor providing the standardised CQC national surveys and are also specialists in designing and creating bespoke surveys tailor made to support individual Trusts' patient experience programmes



- We work with large and small Acute Trusts, Foundation Trusts and Specialist Trusts, carrying out surveys of the full range of patient groups
- We carry out surveys largely by post but can supplement this work with telephone and face to face interviews, focus groups and workshops as required
- We provide Friends and Family Test postcards for each ward or department to be handed out to patients and returned to staff or by Freepost to us, followed by results posters that can be displayed on wards
- We also conduct surveys online, using SMS (Texting) and hand held tablets or kiosks
- There is no impact upon busy clinical staff's time as the whole survey programme is managed 'behind the scenes' and there are no costly or temperamental devices to manage
- Surveys can be conducted at Trust, business unit, department, ward, team or individual clinician level - enabling you to fully support internal benchmarking, service development, professional registration and professional practice development initiatives
- We provide bespoke reports to you that are 'Board presentation ready', and include benchmarking data, a results dashboard and advice on how to turn your patient experience feedback into service improvements
- Facilitated feedback to teams can improve the translation of survey results into service improvements

"We have used Patient Perspective for five years now and feel in very safe and professional hands"

NHS Trust

A fully managed, bespoke survey programme can cost as little as £1 per patient surveyed.

Some of the services we have surveyed:

- Inpatients
- Outpatients
- Day cases
- Emergency departments
- Minor injury units
- Maternity services
- Children and young peoples' services
- Psychiatry of older age services
- Friends and Family Test

CONTACT STEVE BRUSTER FOR A DISCUSSION ABOUT HOW WE CAN BEST HELP YOU



call **01865 205100**



or email him at **surveys@patientperspective.org**

Expertise
and quality

Personalised
and responsive
customer
service

Value for
money

A recognised expert in patient experience surveys, Patient Perspective Ltd is a **nationally approved survey contractor**.



We are an approved contractor for both the Care Quality Commission National Patient Survey Programme in England and the Scottish Government Better Together survey programme.

We are **specialists in reliably and accurately reporting patient experience survey results to services, teams or individuals**.



We provide high quality information to help healthcare teams improve the services and care they provide and to help individual clinicians in their professional practice and development.

We are **experts in carrying out patient experience surveys using proven methods tailor made to meet your needs**.



We design and run postal, telephone and web-based surveys, hold focus groups and face-to-face interviews to help you gather patients' perspectives on their experiences of care.

We help you **take action to improve services based upon what patients and their families tell you about their healthcare experiences**.



We can advise you on quality improvement approaches and help you design and facilitate quality improvement activities such as workshops to turn your patient experience feedback into improvement actions.

We use **scientifically rigorous methods which deliver statistically reliable results**.



Patients are enabled to say what matters to them and staff can be confident they have reliable and meaningful information.

We offer a **personalised, responsive service focused on your needs**.



Our considerable experience and expertise means that we can make the same 'quality commitment' to each of our customers: a personalised relationship, a tailor made service, a focus on quality.

"A reliable,
flexible service
and good value
for money"

NHS
Trust

In our most recent customer survey,

100% of our customers rated the service they received from us as **"Excellent"**.

We offer a range of support options that can be fully tailored to meet your specific requirements

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