

Community Based Services Patient Experience Surveys

For **community health services providers** we survey patients and service users often overlooked in national survey programmes.



- We work with you to design and create bespoke surveys taking into account the different needs of your disparate range of generalist and specialist services, whether large or small.
- 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. Online surveys and SMS (text) surveys are also popular for some groups of patients.
- There is no impact upon busy community staff's time as the whole survey programme is managed by us 'behind the scenes'.
- No costly or temperamental IT devices to manage - and no reliance on patchy internet coverage.
- Survey methods and questionnaire design take into account the specific needs of the surveyed patient group such as those related to age, literacy or housing status, or specific areas of improvement interest for a particular service.
- Surveys can be conducted at service, locality, team or individual clinician level - enabling you to fully support internal benchmarking, service development, professional registration and professional practice development initiatives.
- Bespoke reports to you that are 'Board presentation ready'.
- Facilitated feedback to teams can improve the translation of survey results into service

"Over our many years of working with Patient Perspective we can honestly say they have been a pleasure to work with. They are not only efficient and professional but very willing to work around any bespoke requirements we might need."

NHS
Trust

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

Some of the services we have surveyed:

- District nursing
- Therapies for children and adults
- Dental services
- Community hospitals
- Specialist nursing teams
- Stroke pathway
- Homeless services
- Re-ablement teams
- Memory clinics
- Health visiting and school nursing
- Urgent care including Out of Hours services and Minor Injuries Units

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.

"Patient Perspective provide a strong reliable competitive service."

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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