

## Patient Experience Surveys for Children and Young People

As an approved provider of CQC National Patient Experience Programme Surveys we have a wealth of experience and expertise in providing National Surveys for Children and Young People.



We are also experts in designing and running tailor made survey programmes to include those children and young people not included in the National Survey Programme. Surveys can be completed by children and young people and/or their parents and carers.

- 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, hospital or community based.
- 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 younger people as are completion via tablets or kiosks.
- There is no impact upon your staff's time as the whole survey programme is managed by us 'behind the scenes'. Our fully managed and comprehensive service is provided to you by a named project manager who supports you throughout the process.
- Survey methods and questionnaire design take into account the specific needs of the surveyed patient group such as those related to age, literacy, 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.
- Our bespoke reports are 'Board presentation ready' and include benchmarking, a results dashboard and advice on how to turn your results into improvements. Written comments can be coded and analysed and reported in detailed additional reports.
- Our facilitated feedback to teams at service improvement workshops has been shown to improve the translation of survey results into service improvements.

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

Some of the services we have surveyed:

- Inpatients
- Outpatients
- Therapies
- Dental services
- Urgent care including Out of Hours services and Minor Injuries Units
- Specialist nursing teams
- Health visiting and school nursing
- CAMHS

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



call **01865 205100**



or email him at **[surveys@patientperspective.org](mailto: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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