

Understanding what patients say: Coding and thematic analysis of patient written comments

Patient experience feedback is a powerful driver for service design, delivery and improvement.



Written comments can really bring to life hard statistics as they tell the stories of care in patients' own words. Supplementing the standard patient experience statistics with thematic analysis of real patient comments will help you to maximise the benefit of gathering patient perspectives on care.

When coding and analysing patient comments we do not rely upon computer programmes, which search for standard phrases only and are therefore a somewhat blunt tool. Many patient written comments are fairly complex, can contain several messages and require a degree of interpretation. Our trained coders read, understand and analyse the written responses to survey questions with the aim of capturing the full meaning of each written comment.

What we offer:

- A coding schema is developed based upon written comments made across a sample of surveys - this captures the overall themes reflected in what patients are writing about
- We read each written comment captured in your survey
- Each comment is coded using the coding schema
- The coded data is then analysed and emerging themes are captured and reported to you in a 'Board ready' format
- Sample comments are included in the report to illustrate the analysis
- A full searchable database of comments received is also provided as a separate appendix to the report
- We can also provide posters for displaying the results to patients

Benefits of this approach:

- We save you time - let us do the work of reviewing and analysing your patient comments and writing a report which you can take straight to your Board or Patient Experience Committee
- Sometimes there's just not enough time for you to read all of the comments. This gives you an 'at a glance' summary of the key issues that matter to patients
- This detailed qualitative analysis helps you better understand patients' experiences of care by 'bringing to life' the quantitative analysis provided in your standard survey report
- The analysis enables comparison with individual question scores and supports prioritisation of areas for improvement
- The analysis is ready to use in workshops or other quality improvement initiatives you are planning, to stimulate discussion about what matters to your patients
- Posters can be used to communicate the results to patients

CONTACT CHRIS HENDERSON FOR A DISCUSSION ABOUT HOW WE CAN BEST HELP YOU



call **07922 663 292**



or email him at chris.henderson@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.

"Just finished the board meeting and they were mightily impressed with the information. So a credit to the system and everyone involved."

NHS
Trust

In our most recent customer survey,

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

To request coding and thematic analysis of patient written comments for any of your surveys:

CONTACT CHRIS HENDERSON FOR A DISCUSSION ABOUT HOW WE CAN BEST HELP YOU



call 07922 663 292



or email him at chris.henderson@patientperspective.org