

Neonatal Survey 2014

A voluntary survey of parents' experiences of neonatal care is being offered to all NHS trusts in 2014. The survey was first carried out in 2011 with 125 neonatal units and will be repeated in February 2014.

The survey will allow trusts to:

- gather feedback about parents' experiences of neonatal care using a standardised tool and methodology
- identify where there is room for improvement
- benchmark results against other units (including units of the same care level)
- measure performance against neonatal care standards (e.g. DH, NICE and BAPM)
- monitor performance over time if participated in the previous survey

Trusts will be required to compile their sample and carry out necessary checks for deceased patients. The Picker Institute will:

- provide detailed sampling guidance and supporting materials
- provide survey publicity materials to units
- liaise directly with trust staff throughout the survey and provide ongoing support
- carry out checks on samples before mailing
- conduct the mailings (including sending out the reminders to non-responders)
- run a freephone survey helpline
- provide weekly response rate updates to units
- complete data entry from returned questionnaires
- undertake the data cleaning, analysis and reporting

Survey timings and costs

The survey will run in two waves during 2014; trusts will be required to draw samples in February (wave 1) and August (wave 2). Final results and full reports will be available end of 2014. The deadline for trusts to sign up to participate is **31st December 2013**.

Trusts will need to fund the survey themselves; we are recommending that (where numbers allow) trusts sample 100 parents whose babies were discharged from a neonatal unit over the specified sample period in each wave (i.e. 200 in total). The standard cost per trust will be £2,500 (excluding VAT) based on trusts with one neonatal unit. For those trusts with two units, the cost will be £3,500+vat (because a patient sample for each unit will be mailed, and a separate report will be supplied to each unit). Larger units will have the option to pay extra to boost their sample size.

Further Information

For further information about the neonatal survey, or if you are interested in participating, please contact Sarah-Ann Burger, Amy Tallett or Esther Ainley on 01865 208100 or email neonatal.survey@pickereurope.ac.uk

Paediatric Surveys

Picker Institute Europe run voluntary paediatric surveys every year to obtain feedback about hospital experiences of young people aged 0-16 years. The paediatric inpatient and outpatient surveys take place every spring, and the emergency department survey runs every autumn. The surveys ask both parents and children to report about their care, and can be used to:

- gather feedback about young patient experiences in hospital
- identify where there is room for improvement
- benchmark against other participating NHS trusts
- monitor performance over time

If you would like some more information about the paediatric surveys then please contact Amy Tallett on 01865 208115 or email Amy.Tallett@pickereurope.ac.uk