

Customer Service and User Engagement Statement Patient Experience Statistics Published by NHS England

NHS England's statement on customer service and user engagement is in the corporate procedures and standards section of the statistical pages on the NHS England website:

www.england.nhs.uk/statistics/code-compliance/

To supplement the corporate statement, this statement provides a more detailed summary of arrangements relating to patient experience statistics published by NHS England, including plans to increase our understanding of users and to develop and improve the way we work with users.

Where we refer to 'we' or 'us' in this statement, this means the analytical team that is responsible for publishing these National Statistics.

User engagement policy

NHS England published national statistics from the patient experience series for the first time in September 2013 for the Community Mental Health survey, following the transfer of responsibility for publication of the overall measure from the Department of Health to NHS England in April 2013.

NHS England will maintain the customer service and user engagement policy adopted previously by the Department of Health.

NHS England will therefore engage effectively with all data users, both internal and external. We will continue with specific measures to ensure all users have the opportunity to provide feedback, allowing users to work with us to improve these statistics. In particular we are interested in hearing from external users. The following measures have been put in place with this in mind:

- We will publish a detailed commentary with each newly published statistical series, to help users understand the figures and enable them to comment on their usefulness
- Our statistical web release pages can be accessed at www.england.nhs.uk/statistics/statistical-work-areas/patient-experience/ for publications in this series. This will include a contact email address so users can provide feedback
- We will provide a feedback questionnaire to accompany each release in this series, to invite comments on the usefulness and relevance of

the statistics

- We will publish a statement of users' experiences (entitled 'What you told us') alongside each publication in this series. This will show users that we are considering and reflecting on their views
- We will keep a record of all user feedback and maintain a mailing list for those who have submitted comments. We will write to our 'user list' from time to time to alert them of new developments, including any new publications in this series.

Our aim is to develop an ongoing working relationship with both internal and external users, so that all users feel they are able to comment, being assured that we take their views seriously and that we reflect on their views when considering how to develop this series.

In compliance with the NHS England statement on customer service and user engagement, we will reflect and report on the feedback we receive and adapt our style of engagement to recognise the different needs of our users.

Engagement with external users

We have expanded our engagement policy with the intention of more effectively engaging users outside NHS England. The primary mode for engaging with, and providing information to, our external users is the NHS England statistical section of our website. This is complemented by our feedback email address, a user feedback form and direct mailings to users who have commented in the past.

The main elements of our engagement strategy are:

- To improve the way we communicate through our web pages and
- To make our products more accessible to non-specialist users

Policy into practice (1):

NHS England's statistical web pages are designed to be easy to navigate, with one main patient experience statistics series page that contains links to all the relevant supporting documents.

All patient experience publications, datasets, supporting documents and tools 'associated' with this series are linked to this page so they can be easily identified from it. There is no duplication of linked documents and navigating, only from the main series page, providing users with confidence that they have access to all the documents that they need.

A commentary is provided with all new statistical releases, with the aim of making the data more accessible to non-specialist users and to aid their interpretation of the statistics. Our objective is to ensure external users are able to make sense of, and use of, the information.

Policy into practice (2):

NHS England's statistical web pages provide a user feedback form. The form has been designed to better engage with external users. In particular, we hope to find out who they are, what they use the statistics for, whether the statistics meet their needs, whether they think the statistics can be improved and their overall understanding of the statistics. All feedback is recorded and taken into consideration for future publications.

External users can provide comments or make queries to the NHS England analytical team via the email address provided. Contacts are recorded onto a 'user log' so we can keep a record of our response. This record acts as our patient experience 'user list'.

Policy into practice (3):

The user list allows the NHS England analytical team to contact previous external users, for example we will inform users when updated patient experience statistics are published.

We will encourage external users to fill in a user feedback form. They can also contact the analytical team direct if they have any queries or comments on the new publication.

Engagement with the NHS

Various teams and organisations, who collectively form part of the NHS, are key users of the statistical data the NHS England analytical team publishes.

The term NHS includes, but is not limited to, NHS Hospital Trusts, NHS Foundation Trusts, Clinical Commissioning Groups and Area Teams.

There are a number of key stakeholders within NHS England such as:

- Patient Experience Policy Team
- NHS Insight and Feedback Team

The NHS England analytical team aim to engage with these users to ensure their needs as both data suppliers and data users is sufficient. The primary route of engagement is via the NHS England website.

Engagement with data suppliers

The Care Quality Commission (CQC) oversees collection of the data that feed our statistical publications. It is essential that we maintain effective communication links with the CQC, especially around the time of statistical publications, to ensure that important information about the data is

communicated by both parties in an efficient and timely manner.

Modes of engagement

The primary mode for engagement is via the NHS England statistical web pages, included in this is our feedback email contact address. We engage users further through direct mailings to users and face to face meetings where appropriate.

We try to ensure effective engagement by:

- Carefully considering the presentation and accessibility of our statistics. We have designed the web pages to assist in navigation and aim to provide detailed commentary with each newly published statistical series
- Provision of tools to allow users to explore and understand the overall headline measures in more detail
- Sharing results with other publicly accessible sources such as NHS Choices
- Maintaining a 'User Log' of contacts from external users so that we can develop mechanisms to maintain regular contact to check we are meeting the needs of external users.

Access to statistics – Routine publications

Routinely produced statistics are available free of charge on the statistical pages of the NHS England website at

www.england.nhs.uk/statistics/statistical-work-areas/patient-experience/

Our statistical publications are announced via the:

- Forthcoming and recent publications section on the NHS England statistical web pages
- Office for National Statistics Publication Hub

In accordance with guidance from the National Statistician, we will aim to announce the month of release of these statistics at least 12 months in advance, and the exact date at least four weeks in advance. However, precise publication dates are dependent on CQC results, because we aim to publish at the same time.

All NHS England national statistics are published at 9.30am on the scheduled day unless otherwise announced.

Any revisions to published statistics will be produced in accordance with the team's Data Revisions Policy, which is available on the NHS England statistical web pages.

Our publications will comply with Internet Accessibility policies.

Access to information not available in scheduled publications

Routinely published patient experience data only include national level figures, although commentary has been expanded to include comment on variation across NHS organisations.

NHS England can provide users, on request, with summary statistics to meet their requirements. Where appropriate, this may include the provision of analytical tools that allow users to drill down from the national measure to a local score.

Any requests from users for individual level data are passed onto CQC, since they are the owners of the data.

Consultation on statistical developments

When conducting and responding to consultations, we will comply with the NHS England statement on customer service and user engagement. Where appropriate, we will consult on any substantive changes to our National Statistics.

Complaints

If you feel that the service you receive from us has fallen below the standards you expect then please contact us so we can investigate. In the first instance, please address any complaints to the analytical team's contact email address:

england.feedback-data@nhs.net

All complaints are addressed in accordance with the standard NHS England complaints policy.