

Overall Patient Experience Scores: Overview of published products



1. Guidance and documentation

The following documentation can be found in our patient experience series pages on the NHS England website:

www.england.nhs.uk/statistics/statistical-work-areas/pat-exp/

- Methodology Statement – Methods, Reasoning and Scope: This document explains the methods used to calculate the overall patient experience scores presented in the Statistical Bulletin and Diagnostic Tool.

The document also explains the scope and purpose of the statistics and how they relate to other measures of feedback from service users and the public.

- Overall results tables – England: This file presents the national Overall Patient Experience Scores and domain scores for all four care settings. Results are shown for all available years of the measure. The methodology for the calculation of these results is set out in the Methodology Statement.
- Quality statement: This document assesses the overall quality of the statistics against a set of pre-defined criteria. The aim is to assess whether the statistics meet the purpose for which they are intended. The document also has a summary of our quality assurance methods.
- Customer service and user engagement statement: A statement to explain how we aim to engage with people who use these statistics, and how we aim to ensure that the statistics meet user needs.
- What you told us: A summary of users' experience of these statistics, and how we are tackling any issues that users have raised.
- Use of resources statement: This document explains how much resource (staff time) we have to support this publication, and how we have ensured that the resource is targeted at meeting the needs of users.
- Data revisions policy: The process we will follow if any revisions are required to these figures.
- Pre-release access List: Job titles for individuals who were informed of the content of these statistics 24 hours before publication.

2. Supporting information

- Diagnostic tool: The diagnostic tool is designed to help NHS managers and the general public to understand what feeds in to the Overall Patient Experience Scores and to assess trust level variation. For each trust and care setting, the tool shows, where available: the trust scores for the Overall Patient Experience Scores, the score for each domain within each measure and the scores for each question used to construct the domains.

Two machine-readable versions of the diagnostic tool are provided, containing trust level data for the overall scores and the underlying domains and questions. The data is separated by organisation type, one file contains the latest and historic data for acute and specialist trusts, the second file contains data for community mental health trusts.

3. CQC publications

The Care Quality Commission (CQC) publishes a series of documents presenting the results for individual questions in the surveys of the National Patient Survey Programme. National and trust level survey results are available via the CQC website:

<http://www.cqc.org.uk/public/reports-surveys-and-reviews/surveys>

Feedback

NHS England aims to make its National Statistics accessible, useful and appropriate for the needs of users. We welcome feedback, and comments can be sent by email to:

england.feedback-data@nhs.net