

Statement on Use of Resources Overall Patient Experience Scores Published by NHS England

Introduction and context

This statement sets out how NHS England monitors and reviews expenditure on the Overall Patient Experience Scores, taking into account user needs.

In understanding the stewardship of resources in this area, it is helpful to note that NHS England does not have a centralised statistics directorate; statisticians work within the policy areas that they support. There is therefore no NHS England-wide statistics business plan. Different teams have their own work plans, including careful plans for their statistical resource. Statistical resources are carefully managed within the bounds of local business planning to ensure that the needs of users are met, and informed by broader strategic consideration of user need.

Business planning within NHS England currently provides the equivalent of one whole time equivalent (1 WTE) staff resource to support this area during the period of producing this publication.

Main user need

Further documentation and supporting information about these statistics, including this statement, is published on the NHS England Statistical web page, accessible at:

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

NHS England provides documentation summarising user needs and user feedback in the same way the Department of Health has done previously. Previous feedback, including that to the Department of Health, can be found using the link above.

The main need is for Overall Patient Experience Scores that capture the full range of experience, across areas that matter to patients, in a way that is comparable over time.

In order to minimise the data collection burden placed upon data providers and

to make best use of available resources, NHS England uses the existing Care Quality Commission (CQC) National Patient Survey Programme (NPSP) as an administrative source to compile the statistics.

This core need is fully met by the statistical release on our website, and user feedback confirms that the measure meets needs exactly by being specifically defined to measure NHS performance. Producing this report requires two months of statistician time per year at a resource cost to NHS England of around £5,000. This is sufficient to produce a high quality release in a timely manner, showing the overall measure and its component domains, with supporting documentation, meeting the requirements of the Code of Practice for Official Statistics.

The release on the publication website meets this main user need. The need exists, and the amount of resource assigned to it is moderate, and proportionate.

Unmet needs – The scope for delivery

The remainder of the 1 WTE of resource is used to provide analytical support to general policy development on patient experience, for example considering the means to adjust incentives in the system to promote continual improvements.

Feedback from users identified that it is useful for us to report on variations in experience for black and minority ethnic groups. NHS England have identified that the core need is for us to make clear statements about this variation, rather than committing to fixed methods of analysis.

Some users have expressed a desire to increase the frequency of the statistics. NHS England is currently unable to address this need directly with additional bespoke surveys due to resource constraints. NHS England will give due consideration to amending the publication frequency of the Overall Patient Experience Scores in response to any changes to the publication frequency of the underlying data.

NHS England will maintain and update the supporting documentation and information for the Overall Patient Experience Scores for publications effective as of April 2013. Prior to this it was the responsibility of the Department of Health to produce and publish the statistics.

In a more general context (beyond Official Statistics) NHS England is considering ways to improve the measurement of patient experience, and to embed this more fully into the way the NHS operates.

Where appropriate, we would consult users on any future changes to National

Statistics. The resource required to support such a consultation is likely to be beyond our usual £5,000 of resource, but would be identified in local business planning arrangements.

Conclusion

Overall, NHS England has made proportionate decisions about the allocation of resources to published statistics in this area, mindful of resource constraints and also of other roles and responsibilities for the available professional statistician resource.