

Frequently Asked Questions about the International Survey of Healthcare Experience

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Information for providers

About the survey

Who is carrying out the survey?

This survey has been commissioned in England by the [Department of Health and Social Care](#), is managed by [NHS England and NHS Improvement](#) and implemented by [Ipsos UK](#). It has been commissioned by the Organisation for Economic Co-operation and Development (OECD), on behalf of its members. You can find out more about the OECD PaRIS Survey at <http://www.oecd.org/health/paris/>

The PaRIS Survey is being developed by the international PaRIS-SUR consortium, in close collaboration with participating countries and the OECD Secretariat. The PaRIS-SUR consortium consists of five international partners:

- NIVEL (Consortium Leader), the Netherlands Institute for Health Services Research, Utrecht, The Netherlands www.nivel.nl
- Ipsos UK, London, United Kingdom www.ipsos.com
- University of Exeter, Exeter, United Kingdom www.exeter.ac.uk
- Avedis Donabedian Institute, Barcelona, Spain www.fadq.org
- OptiMedis AG, Hamburg, Germany www.optimedis.com

Why is this survey happening?

The survey aims to help to improve care for people with long-term conditions and will help encourage health systems to become more people-centred. This is an international survey that will collect views from patients and healthcare providers in a large number of countries to compare different healthcare systems. The survey is initially being run as a pilot (field trial) with decisions being made after the pilot whether it will go forward as a full survey.

Why has your GP practice been invited to take part?

Your practice has been invited to take part because it was randomly selected from a publicly available list of all GP practices in England to ensure representation of practices from urban and rural settings, areas with different levels of deprivation, and from across different regions nationally.

Who can take part?

The survey can be completed by the practice manager or any healthcare professional within the practice. Taking part is voluntary. You can stop at any time and can skip over any questions you do not want to answer. Whether or not you choose to participate will not be divulged to NHS England and NHS Improvement or the Department of Health and Social Care.

What questions will my practice be asked?

This survey asks about your opinions and experiences of managing patients with long-term conditions. There will also be some questions about your practice, as well as a question about your role. We are contacting primary care physicians, nurses or other allied health professionals and practice managers in many countries to compare how different healthcare systems work. If you choose to participate, you will help contribute towards an increased understanding of how the needs of patients with long-term conditions can be met better.

How do I take part?

You can take part by using the unique link and inputting your survey number sent to you with your letter. If you need to know your survey number or need a copy of the link, please contact uk-pa-ishe@ipsos.com. The survey will ask about your practice's experience of providing care to patients with long-term conditions.

Do I have to take part?

You have been sent this invitation to complete the questionnaire by Ipsos UK on behalf of NHS England and NHS Improvement and the Department of Health and Social Care. Taking part is voluntary. You can stop at any time and can skip over any questions you do not want to answer. Whether or not you choose to participate will not be divulged to NHS England and NHS Improvement and the Department of Health and Social Care. However, we hope you will take part, as this will give us the best possible picture of your practice's experience of providing care to patients with long-term conditions.

What should I do if my practice does not want to take part?

You don't have to do anything if your practice does not want to take part. If you prefer not to receive any further correspondence about the survey, please email uk-pa-ishe@ipsos.com.

What happens to my answers?

The results from the survey will be used to understand the provision of health care services within England and will also be used to compare how health care services work across different countries. Your responses will not be attributed to you or your practice and will be anonymised for any reporting. Your response will only be shared with NHS England and NHS Improvement and the Department of Health and Social Care anonymously and alongside the other practice responses.

When will the results for my practice be available?

We anticipate that the results for your practice will be shared with you during Summer 2022. The results of the pilot will not be published.

What is the benefit of taking part?

[Please see further information here.](#)

About the selection of patients

What do I need to do?

You will not be asked to do anything other than complete this survey. For practices who complete the survey, a representative sample of patients will be drawn by NHS Digital under the guidance of Ipsos (and NHS England and NHS Improvement as data controller). It will be made clear to patients that taking part is voluntary, anonymous and will not affect their care in any way.

Privacy and data protection

Your practice's privacy

For information on how we process data, please view the [NHS England and NHS Improvement Privacy Notice](#). As the nominated contact for your GP practice, your contact information will be kept confidential by the research team at Ipsos. Ipsos will securely remove your contact data from its systems three months after the completion of the field trial. For more information, setting out your rights and covering accessing, amending and deleting your data, go to the full survey Privacy Notice [here](#).

Accessing your personal information or make a request relating to other rights

Requests to access to your personal data or invoke your other rights under the Data Protection Act 2018, may be made in writing or by speaking to us. All requests will be recorded, and you may need to provide information to verify your identity and enable us to locate the information, including:

- full name, address, date of birth, NHS number (requests for health records)
- an indication of what information you are requesting to enable us to locate this in an efficient manner.

For requests in relation to your personal data held by NHS England and NHS Improvement, please contact the [Customer Contact Centre](#).

NHS England and NHS Improvement as a data controller

NHS England and NHS Improvement is a data controller under the EU General Data Protection Regulation and the Data Protection Act 2018. Our legal name is the NHS Commissioning Board and our head office address is:

NHS England London
Skipton House
80 London Road
London
SE1 6LH

You can contact us via our customer contact centre, using the details below:

0300 311 22 33

england.contactus@nhs.net

NHS England and NHS Improvement's Data Protection Officer is Carol Mitchell, who can be contacted at:

Corporate Information Governance Team
Transformation & Corporate Operations Directorate
NHS England
Quarry House
Quarry Hill
Leeds
LS2 7UE

england.dpo@nhs.net

Contacting the Information Commissioner's Office

You may submit a complaint to the Information Commissioner's Office at:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

0303 123 1113 (local rate)
01625 545 745 (national rate)

casework@ico.org.uk

Cookies

Some online surveys collect information using 'cookies'. These are small files stored on your computer. These files are used as sparingly as possible and only for quality control and validation. They also prevent us sending you reminders for an online survey you have already completed. It is possible for you to delete 'cookies' or to prevent their use by changing the browser settings on your computer.

Ipsos also automatically capture information about your operating system, display settings and browser type, including IP address, in order to ensure that the survey questionnaire is delivered in a form suited to the software your computer is using. Ipsos do not capture any other information from your computer.

How did you get my contact details?

You have been sent this invitation to complete the questionnaire by Ipsos on behalf of NHS England and NHS Improvement and the Department of Health who are running the survey in England on behalf of the OECD. Providers were chosen at random from a list of English GP practices publicly available. Contact details (including email addresses and telephone numbers) for each practice were purchased from Wilmington Healthcare.

How long will my personal data and identifiable responses be held for?

Ipsos will only hold your contact information a way that can identify you for as long as is necessary to support the research project and findings. In practice, this means that once we have reported the anonymous findings in an acceptable way, we will securely remove your personal, identifying data from our systems and those of our suppliers.

For this study, we will securely remove personal contact information when the data is shared outside of the data controller's jurisdiction, this is likely to be approximately three months after completion of the pilot.

Questions about completing the survey

Can I take a break part way through filling in the survey online?

Yes, when filling in the survey online your progress saves automatically. You can close the browser window containing the survey whenever you like - your progress will be saved. When you're ready to continue filling in the survey, return to the survey login page via <http://www.ipsos.uk/OECDPatientEN>. Simply log in with your survey number, and you'll be returned to where you left off.

Please note that, though your responses save automatically, unless you press the 'submit' button at the end of the survey, your responses will not be submitted to us.

Why have I been telephoned?

We may call you to remind you to take part in the survey. You can choose to complete the survey at any time, or tell us you want to opt out.

What questions are asked in the provider survey?

In the survey you will be asked about four main topics:

- 1. About your practice**

- Where the practice is located
- The type of practice you work in
- The services the practice provides, such as home visits, without an appointment and out-of-hours
- Types of appointment offered and the time allowed for each
- Funding model and additional payments

2. Medical records and data

- Format of records
- Information included in records
- Access to records during consultations
- Use of clinical information systems

3. Management of patients with long-term conditions

- What services your staff offer to patients with long-term conditions
- Types of long-term condition treated
- How care is coordinated
- Care planning and self-management
- Referrals

4. COVID-19

- Access to PPE
- Changes due to COVID-19

How will patients for the patient survey be selected?

Patients from participating GP practices will be asked for their views during April and May 2022.

For the patient survey, Ipsos UK will receive a pseudonymised list of eligible patients from NHS Digital that allows it to construct a representative sample (in terms of sex, age and geographic distribution across the practice area) that meets the criteria for involvement. For those patients (the sample), Ipsos UK will obtain the following fields from the Personal Demographic Service (PDS): name; address; NHS number; GP practice code; phone number (if available); partial date of birth and sex.

Patients will be asked to complete a questionnaire that includes questions about their health status, lifestyle, interaction with their GP practice, and demographic questions about themselves.

The patient survey will be voluntary, patients will be contacted by SMS text message where a mobile telephone number is available and by letter. We are aiming for responses from 100 patients for each participating GP practice. Patients will be able to opt out-of any further communications after receiving the initial letter.

This website will be updated before the patient survey going out with a set of frequently asked questions (FAQs) covering the patient survey as well as a downloadable information sheet for patients. Please revisit the page in April 2022.

What is the legal basis for the patient survey?

The survey supports NHS England and NHS Improvement to deliver the following general duties stated within the Health and Social Care Act 2012:

- 13E Duty as to improvement in quality of services
- 13E(1) The board must exercise its functions with a view to securing continuous improvement in the quality of services provided to individuals for or in connection with - 13E(1)(a) the prevention, diagnosis or treatment of illness
- 13E(3)(c) the quality of the experience undergone by patients.

Where can patients find out more information about the survey?

There is information about the purpose of the [survey here](#) and on the [OECD website](#).

If you have any more questions...

Contact us

If you have any queries, please visit <https://www.england.nhs.uk/gp/patient-experience/>, contact uk-pa-ishe@ipsos.com or telephone 08000 461 484.

Information for patients

About the survey

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- University of Exeter, Exeter, United Kingdom www.exeter.ac.uk
- Avedis Donabedian Institute, Barcelona, Spain www.fadq.org
- OptiMedis AG, Hamburg, Germany www.optimedis.com

Why is this survey happening?

The survey is part of an international pilot study that will help us compare and improve patient care across different countries by measuring the experiences of patients with one or more long-term conditions. Please see further information [here](#). The survey is initially being run as a pilot (field trial) with decisions being made afterwards about whether it will go forward as a full survey.

Why have I been invited to take part?

We recently invited your GP practice to take part in a survey to understand how they manage and support their patients' healthcare. Your practice was randomly selected from a publicly available list of all GP practices in England to ensure a spread of practices from urban and rural settings, areas with different levels of deprivation, and from across different regions nationally.

For the practices who completed this survey, we are now conducting a survey with their patients. Your name was chosen at random from a list of patients registered at your GP practice. Your GP practice does not know who has been selected to take part in the survey and will only receive anonymous results. There is no way that your GP or practice will be aware of you receiving a survey.

Questions about completing the survey

What questions will I be asked?

This survey asks questions about you and your health which will help NHS England and the OECD to understand your experience of care and treatment from your GP practice. By listening to the views of patients in a large number of countries, we aim to get a better understanding of how different healthcare systems work. If you choose to take part, you will be helping to improve healthcare services in England for people with long-term conditions.

In the survey you will be asked about 5 main topics:

5. Your health

- Quality of life
- Levels of activity
- Problems with sleeping and other physical symptoms
- Mental health and wellbeing

6. Managing your health and health care

- Exercise, diet, smoking, alcohol
- Role of healthcare professionals in helping you to manage your health
- Confidence in managing own health

7. Your experience of health care

- Type of healthcare professional you see for health problems
- Relationship with this healthcare professional
- Long-term conditions you have been diagnosed with
- Care you receive for long-term condition(s)
- Health goals and care plans
- Medications
- Online GP services

8. Other health services

- Questions about any support outside of primary care (your GP practice) you have received in the past 12 months

9. About yourself

- Information about yourself to understand whether there are any differences in the quality of services experienced by different groups of people

How do I take part?

You can take part by using the [link](#) and your unique survey number, sent to you in a letter. If you need to know your survey number or need a copy of the link, please contact uk-pa-ishe@ipsos.com. You may also receive a unique link in a text message, which will take you directly to the survey.

Can I take a break part way through filling in the survey online?

Yes, when filling in the survey online your progress saves automatically. You can close the browser window containing the survey whenever you like - your progress will be saved. When you're ready to continue filling in the survey, return to the survey login page via <http://www.ipsos.uk/OECDPatientEN>. Simply log in with your survey number, and you'll be returned to where you left off.

Please note that, though your responses save automatically, unless you press the 'submit' button at the end of the survey, your responses will not be submitted to us.

Do I have to take part?

You have been sent this invitation by Ipsos on behalf of NHS England. Taking part is voluntary. You can stop the survey at any time and can skip over any questions you do not want to answer. Your decision to participate (or not) will not be shared with NHS England, the Department of Health and Social Care, or your GP. We hope you will take part, as this will give us the best possible picture of people's experiences.

What should I do if I do not want to take part?

You don't have to do anything if you do not want to take part. If you prefer not to receive any further correspondence about the survey, please email uk-pa-ishe@ipsos.com

What happens to my answers?

The results from the survey will be used to understand the provision of healthcare services within England and will also be used to compare how healthcare services work across different countries.

Your answers will be put together with the answers from other health care providers in your country. This dataset will not include your name or contact details. It will be analysed by the international PaRIS-SUR consortium on behalf of NHS England. Your answers will be linked with the answers that your GP practice gave on a separate survey, but your responses will remain anonymous.

What is the benefit of taking part?

If you choose to complete the survey, you will be helping to improve healthcare services in England for people with long-term conditions. For more information about the benefits of taking part in the survey please see:

<https://www.england.nhs.uk/publication/international-survey-of-healthcare-experience/>

Privacy and data protection

Your privacy

For information on how we process data, please view the [NHS England Privacy Notice](#).

NHS England has shared a limited amount of your personal data so that Ipsos can invite you to take part in this research. This data includes:

- Your name and address
- GP practice code and NHS number
- Gender and month/year of birth
- Mobile telephone number (if available)

Ipsos will keep your name, address, mobile number, age gender and NHS number confidential and only use them to send you this survey. Ipsos has not been given any information about your health. Once the survey is over, Ipsos will securely destroy your details.

For more information, setting out your rights and covering accessing, amending and deleting your data, go to the full survey Privacy Notice [NHS England » NHS England's privacy notice](#).

Accessing your personal information or make a request relating to other rights

Requests to access to your personal data or invoke your other rights under the Data Protection Act 2018, may be made in writing or by speaking to us. All requests will be recorded, and you may need to provide information to verify your identity and enable us to locate the information, including:

- full name, address, date of birth, NHS number (requests for health records)
- an indication of what information you are requesting to enable us to locate this in an efficient manner.

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NHS England as a data controller

NHS England is a data controller under the EU General Data Protection Regulation and the Data Protection Act 2018. Our legal name is the NHS Commissioning Board and our head office address is:

NHS England London
Skipton House
80 London Road
London
SE1 6LH

You can contact us via our customer contact centre, using the details below:

0300 311 22 33

england.contactus@nhs.net

NHS England's Data Protection Officer is Carol Mitchell, who can be contacted at:

Corporate Information Governance Team
Transformation & Corporate Operations Directorate
NHS England
Quarry House
Quarry Hill
Leeds
LS2 7UE

england.dpo@nhs.net

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Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

0303 123 1113 (local rate)
01625 545 745 (national rate)

casework@ico.org.uk

Does the online survey use 'cookies'?

Some online surveys collect information through the use of 'cookies'. These are small files stored on your computer. We only use these files for quality control and validation. They also allow Ipsos to see which ID numbers have completed the questionnaire (which means we do not need to send you a reminder), and allow you to re-enter if you do not complete it in one sitting. It is possible for you to delete 'cookies' or to prevent their use by changing the browser settings on your computer.

We also automatically capture information about your operating system, display settings and browser type, including IP address, in order to ensure that the survey questionnaire is delivered in a form suited to the software your computer is using. We do not capture any other information from your computer.

How long will my personal data and identifiable responses be held for?

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that once we have reported the anonymous findings, we will securely remove your personal, identifying data from our systems and those of our suppliers.

For this study, we will securely remove personal contact information when the data is shared anonymously outside of the data controller's jurisdiction, this is likely to be approximately 3 months after completion of the pilot.

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