

Why do we need to measure patients' experiences of care and treatment?

Data from Picker surveys helps to highlight areas that need to improve to provide a patient-led healthcare service.

The Picker Institute's quality improvement activities enable patients to get involved, and translate feedback from staff and the public into real improvements



What patients want

Through extensive work with patients the Picker Institute has identified those issues found to be most important to them:

Fast access to reliable health advice	Effective treatment delivered by trusted professionals
Effective treatment delivered by trusted professionals	Participation in decisions and respect for preferences
Participation in decisions and respect for preferences	Clear, comprehensible information and support for self-care
Involvement of, and support for family and carers	Attention to physical and environmental needs
Emotional support, empathy and respect	Continuity of care and smooth transitions.

Please take the time to complete

If you do receive one of the surveys, we encourage you to complete it; your views do count and help to shape our future services.

Below are the 2018/19 Pickers surveys we have planned and relevant

Survey	Sample month	Sampling period	Fieldwork Period	Picker Report available	CQC report available
Maternity Survey 2018	February 2018	March – April 2018	April - August 2018	September 2018	TBC [Maternity 2017 survey report released in January 2018]
Inpatients Survey 2018	July 2018	August – September 2018	August 2018 - January 2019	February 2019	TBC [Inpatients 2016 survey report released in May 2017]
Emergency Department Survey 2018	September 2018	November – December 2018	December 2018 - February 2019	March 2019	TBC [Emergency Department 2016 survey report released in October 2017]
Children & Young People's Survey 2018	December 2018	January – February 2019	February - April 2019	May 2019	TBC [Children & Young People 2016 survey report released in November 2017]
Maternity Survey 2019	February 2019	March – April 2019	April - August 2019	September 2019	TBC [Maternity 2018 survey report released in January 2019]