



# NHS England – Learning Disability Improvement Standards (LDIS) project

## Patient and Family/Carer Survey Guidance Notes

If you have any questions, please contact the NHS Benchmarking Network team via [nhsbn.nhsildsupport@nhs.net](mailto:nhsbn.nhsildsupport@nhs.net)



## 1. Introduction

This document is intended to provide guidance on NHS England – Learning Disability Improvement Standards (LDIS) Patient and Family/Carer Surveys. These surveys form part of the LDIS benchmarking project which has been undertaken to evaluate NHS trusts' compliance with the national [Learning Disability Improvement Standards for NHS trusts](#).

The Learning Disability Improvement Standards were introduced by NHS England in 2018. They are a way of making sure people with a learning disability and autistic people are getting good quality services.

To meet the standards, hospitals need to make sure the rights of people with a learning disability, autistic people, and their families are respected. People should also be meaningfully involved, as partners in their own care, and should be supported by staff, who have the right knowledge, skills, and values.

These surveys have been designed to ask questions relating to perceptions of the quality of care received by people with a learning disability and overall patient experience within NHS trusts.

The **Patient Survey** is to be completed by patient with a learning disability over the age of 18 years old who accessed hospital care in the last year. The patient survey can be completed with the help of a family member or carer.

Meanwhile the **Family/Carer Survey** is to be completed by families/carers of individuals with a learning disability who accessed hospital care in the last year.

**Should you have any queries about completing any element of the surveys then please contact the team via [nhsbn.nhsildsupport@nhs.net](mailto:nhsbn.nhsildsupport@nhs.net)**



## 2. Accessing the survey

The online Patient and Family/Carer Surveys can be accessed via the following URL – <https://www.improvementstandards.nhs.uk/patient-survey>.

### **Step 1: Who are you completing this for?**

The online survey will begin by asking you which survey you need.

**A) I had treatment** – This option will take you to the patient survey and is to be completed by patients with a learning disability over the age of 18 years old who accessed hospital care in the last year. The patient survey can be completed with the help of a family member or carer.

**B) A family member had treatment** – This option will take you to family/carers survey is to be completed by families/carers of individuals with a learning disability and who accessed hospital care in the last year.



## **Step 2: Where did you receive care?**

The next page will ask you, “Where did you receive care?”. Please select the option that best matches where you (or the person you care for) most recently received care.

Search for your hospital or Trust by name:

### Where did you receive care? I don't know

[◀ Back](#)

Choose the option that best matches the care you (or the person you care for) received.

**In the community (not in a hospital)**

**In a hospital**

You'll choose your region next.

**A) In the community (not in a hospital)** – select this option if you did not receive care in a hospital for example at a clinic, health centre, or at home.

**B) In a hospital** – select this option if you received care in a hospital.

## **Step 3: Where do you live and who provided your care?**

The next page will ask you which region you live in and then to select which Trust provided your community care or which hospital you received care (depending on which option you selected earlier). This helps the NHS know which hospital or trust your answers are about.

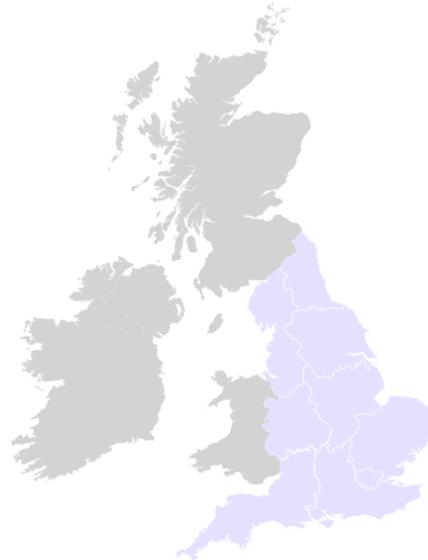


Search for your hospital by name:

## Where do you live?

[I don't know](#) [Help](#)

- East
- East Midlands
- London
- North East
- North West
- South East
- South West
- West Midlands
- Yorkshire and Humberside



Search for your hospital or Trust by name:

## Which hospital did you visit?

[I don't know](#)

[← Back](#) **London**

### Barking and Dagenham

Barking Birth Centre, Barking  
Barts Health NHS Trust

Barking Community Hospital, Barking  
Barking, Havering and Redbridge University Hospitals NHS Trust

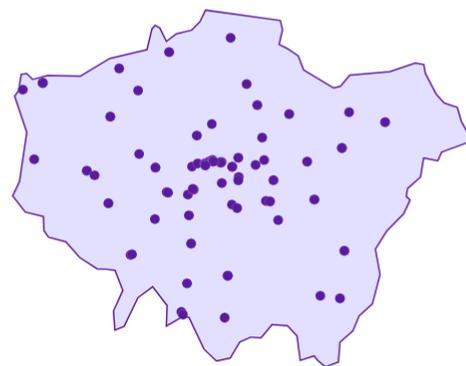
### Barnet

Barnet General Hospital, Barnet  
Royal Free London NHS Foundation Trust

Edgware Community Hospital, Edgware  
Royal Free London NHS Foundation Trust

### Bexley

Queen Mary's Hospital, Sidcup  
Dartford and Gravesham NHS Trust





Alternatively, you can use the search function at the top to search your hospital/NHS trust by name. If you don't know which hospital/NHS trust you attended but would still like to provide a response, then please select the "I don't know" button at the top right-hand side of the screen.

#### **Step 4: Is this correct?**

Once you have selected the hospital or NHS trusts that you, or the person you cared for, attended you will be shown the screen below. This will include the hospital's/NHS Trust logo and the hospital's or NHS trust's name,

Search for your hospital or Trust by name:

**Is this correct?** I don't know

This will take you to a short survey about the care you received.

**Continue to patient survey**

Want to choose a different hospital or Trust?

**This is not correct**

**NHS**  
Manchester University  
NHS Foundation Trust  
Manchester University NHS Foundation Trust

**Manchester Royal Infirmary**

You will be given two options:

- A) "Continue to patient survey" or "Continue to carer survey"** – Depending on the option you selected in step 1, this will take you to the either the patient survey or the carer survey for that particular hospital/NHS trust
- B) "This is not correct"** – This will take you back to the previous page where you can choose a different hospital or Trust

### **3. Patient Survey**

This survey should take roughly 6 minutes to complete. You don't have to answer all questions. Only answer the questions that mean something to you.

Questions are split into 5 sections:

- 1) Talking and Understanding**



- 2) **Respect and Kindness**
- 3) **Choice in Care**
- 4) **Feeling Safe and Being Heard**
- 5) **Your Overall Experience**

Questions will look like the image below with answer options and pictures provided:



a. Did staff explain things to you in a way you could understand?

 A Yes	 B No	 C Sometimes	 D Doesn't apply to me
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OK



Once you have selected your answer the next question will appear. If you don't want to answer you can press "OK". Alternatively, you can move to the next question or previous question using the arrows in the bottom right corner (circled in red above).



a. Overall, how would you rate your care?

 A Good	 B Ok	 C Poor
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Submit

Never submit passwords! - [Report abuse](#)

When you have reached the end of the survey, please press the "submit" button.



#### 4. Family/Carer Survey

This survey should take roughly 7 minutes to complete with 16 questions in total. You don't have to answer all questions. Only answer the questions that mean something to you. We will keep your answers private

Questions will look like the image below with answer options provided:

2 Staff in hospital listen to my relative

- A Strongly agree
- B Agree
- C Neither agree nor disagree
- D Disagree
- E Strongly disagree



Once you have selected your answer the next question will appear. If you don't want to answer you can press "OK". Alternatively, you can move to the next question or previous question using the arrows in the bottom right corner (circled in red above).



16 Overall, how would you rate the care and support given to your relative?

A Excellent

B Good

C Fair

D Poor

Submit

When you have reached the end of the survey, please press the “submit” button.

★ Thank you! ★

Thank you very much for taking part. Your feedback is valued and helps us improve the quality and safety of care for people with a learning disability.