

NHSI – Learning Disability Improvement Standards

Guidance Notes September 2018

Should you have any queries about completing any element of NHSI – LD data collection, please contact the NHS Benchmarking Network on 0161 266 1940 or e-mail a.ng1@nhs.net.



Document control

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NHSI – LEARNING DISABILITY IMPROVEMENT STANDARDS

GUIDANCE NOTES FOR ALL PARTICIPATING ORGANISATIONS

1. Introduction

This document is intended to provide guidance on each aspect of NHSI - LD data collection for all participating organisations.

2. NHSI- LD Improvement Standards project participation

The NHSI – LD data collection is open to all NHS Trust in England.

The NHSI - LD Improvement Standards project is split into three elements;

1. Organisational level data collection:

- To be completed by a nominated Executive Learning Disability lead or named board member.
- This will review the policies and protocols in place within your organisation, as well as activity, workforce and quality and outcomes.

2. Staff survey

- To be completed by a representative sample of 20 staff members, chosen by the Trust.
- This will survey themes of care delivery, workforce capacity and training.

3. Patient survey

- To be completed by a representative sample of 80 patients with learning disabilities (**adults 18+**). Carers/ parents can also help to complete the survey. The chosen patients must have accessed a service within the last year. A&E, Inpatient, Outpatient and Community patients are all included in the scope of the project – the Trust can select how the number of patients is split across these areas, depending on what might be a representative cross-section of patients.
- Children's trusts and Ambulance trusts are asked not to take part in the patient level data collection (although are encouraged to participate in the organisational survey and staff survey).
- The survey will explore perceptions on the quality of care received by people with learning disabilities, and overall patient experience for your Trust.

3. Registration

To register for the NHSI - LD Improvement Standards data collection organisations are asked to complete a [key contact form](#). Once this has been completed, the key contact within your organisation will be provided with a log-in to the NHSBNs members' area. Once log-in details are received, please log in to the NHSBN members' area and register.

Organisations will only be asked to complete one submission per Trust for the organisational data collection. During registration, Trusts will be asked to identify their Trust type as either Acute, Community, Mental Health (no specialist LD), or Specialist LD service provider. Any organisation who provides a specialist learning disability service is asked to register as a 'Specialist LD provider'.

During registration, each organisation is asked to provide details on the following project roles;

4. **Project Lead:** This is the overall lead for the project in your Trust and the main contact throughout. The project lead has full access to all the elements of the audit and can assign data submission leads and deputy project leads at any stage of data collection. The project lead is responsible for the overall coordination of the data collection within each Trust.
5. **Deputy Project Lead:** Deputy project leads will have the same access to the data collection pages as the Project Lead, however will not be the projects main point of contact.
6. **Submission Lead:** The submission lead is the lead for the data entry submission. Any validation queries at the end of data collection will be sent to both the Project Lead and Submission Lead.

To view any of the above roles or submissions assigned within your organisation, please view the NHSI-LD registration overview page by selecting 'Registration' next to NHSI-LD on the Network members' area home page.

4. Data collection

Data collection for NHSI-LD is completed through the NHS Benchmarking Network [members' area](#). If you require log in details for data collection, please contact Jessica.walsh1@nhs.net.

To access the NHSI-LD project overview page select the 'Data Collection' tab next to the NHSI - LD title on the Network [members' area home page](#). The tab will not be accessible until data collection opens on the 17th September.

Select Submission

Organisation

NHS Benchmarking Network

Year

2018

Submission

NHS Test Submission

Submission Options

Access the project questions for NHSI - Learning Disabilities. These questions are asked once per submission.

Project Questions

NHSI - LD Audit Monitoring Document - code:14753-99DE2254-EF15

Download

Lock the data collection pages so that they become read-only to other users in your organisation. You can unlock the submission at any time until data collection closes. The deadline for all data submissions will be Nov 30, 2018. You will not be able to amend data after this date.

Lock Collection

4.1 Organisation

Your organisation will be displayed at the top of the project overview page. If an incorrect organisation is displaying, please contact Jessica.walsh1@nhs.net.

4.2 Submission dropdown

Select your organisations main type from the dropdown, this will be the submission type which was selected during registration.

4.3 Organisational level data collection

Select the 'Project Questions' button to access the data collection pages. This data collection will cover your Trust and will only need to be completed once. The organisational level data collection reviews the policies and protocols in place within your organisation, as well as activity, workforce, quality and outcomes.

Acute, Community and Mental Health Trusts will only be required to complete the 'Project Questions'. Specialist LD providers are asked to complete an additional set of questions accessed by selecting the 'Specialist LD provider' button.

4.4 NHSI – LD Improvement Standards project monitoring document

The project monitoring document will be used to coordinate the data collection for the patient survey. To access the Excel spreadsheet, select the 'Download' button next to the NHSI-LD audit monitoring document.

This document will need to be saved locally and will be essential to complete the project. Detailed instructions for the project monitoring document can be found in Section 5 of this guidance.

5. Patient survey

5.1 NHSI - LD project monitoring document

The NHSI – LD project monitoring document will be used to generate the letters inviting patients to take part in the survey. The document will be for internal use only and should not be returned to the NHSI – LD project team.

The letter generated will invite patients to either take part in the survey online or over the phone.

To use the NHSI - LD project monitoring document:

Select the 'Download' button next to the NHSI-LD project monitoring document. This will be made available when data collection opens on the 17th September.

Please note Children's trusts and Ambulance trust are not required to take part in the patient survey element of data collection.

Step by step instructions are provided on the first tab of the audit monitoring document. These are provided below:

Step 1: Save the document to your desktop/ local drive, this is to ensure you can access this document throughout data collection. The audit monitoring document should be completed on a computer with a printer connected, this will enable the patient letters to be printed once generated.

Please ensure someone within your organisation is assigned ownership of the audit monitoring document, as they will need to manage the use of this document.

Step 2:

Enter your organisation's address in the space provided on the audit monitoring document. This will be the address that is automatically printed on the patient survey letter.

Step 3: Enter your organisation's PALS or patient services contact number in the space provided on the project monitoring document. This will be given to patients if they wish to speak to the hospital directly about any issues or concerns.

Step 4: Enter the name and job title of the person/ department who will sign the patient survey letter on behalf of your organisation and copy their signature in the space provided on the 'signature' tab. It is the organisation's choice, who they wish to sign the letter.

Step 5: Generate the unique codes that will be used in the patient survey letter. For the project, each patient will be assigned a unique code to be used for their survey. The project monitoring sheet is used to manage these codes against patient information. The Trust is required to keep this log as this will allow the patient to be identified by the hospital if any safeguarding concerns are raised in the survey responses. NHSBN will only have access to these unique codes and no patient identifiable information.

To generate the codes, select the blue button on the project monitoring document labelled 'Click here to generate your organisations unique patient codes'. A pop-up box will appear asking for the project monitoring document code. This code can be found on the project overview page, next to the project monitoring document (circled below).

Select Submission

Organisation	Year
<input type="text" value="NHS Benchmarking Network"/>	<input type="text" value="2018"/>
Submission	
<input type="text" value="NHS Test Submission"/>	

Submission Options

Access the project questions for NHSI - Learning Disabilities. These questions are asked once per submission.

[Project Questions](#)

NHSI - LD Audit Monitoring Document **Code: 14753-99DE2254-EF15**

[Download](#)

Lock the data collection pages so that they become read-only to other users in your organisation. You can unlock the submission at any time until data collection closes. The deadline for all data submissions will be Nov 30, 2018. You will not be able to amend data after this date.

[Lock Collection](#)



Once the project monitoring code has been entered, 80 unique codes for service users will automatically be generated into column A on tab 2 of the audit monitoring document. If these codes do not generate as expected, please contact Jessica.walsh1@nhs.net.

Step 6: Complete the audit monitoring table found on tab 2 of the project monitoring document. The table is divided into the below sections;

- **Unique codes**

This column will be pre-populated with the codes generated in Step 5.

- **Patients name**

Assign a patient to each code, the patients selected must all have provided consent to receive the survey. An easy read consent form can be found [here](#). The consent forms can be signed by the patient's carer/ parent if necessary.

A patient survey flow diagram can be found [here](#).

- **Patient address**

The address details for each patient that will be sent the survey letter should be entered within this section.

- **Please indicate when you are ready to generate this patient survey letter?**

Organisations can determine how frequently the patient survey letters are generated throughout the data collection period. The letters can be generated in batches by changing the 'Yes / No' responses in this section. Trusts are advised to ensure all letters are sent to the patient no later than the 1st November. This will allow the patient enough time to complete the survey within the project timescales.

The letter will be created by the system and populated using the information provided on the audit monitoring document including; the organisation's return address, the patient support service available, the patient name and address. The letter will also include a link to the online NHSI-LD patient survey. This link will include their unique patient code.

- **Date when letter was generated**

Once the letter is generated, this column will pre-populate with the date. This will enable Trusts to keep track of letters generated and limit the chance of duplicate letters being created. Once the letters are generated and the date appears in this column, the 'Yes' in the 'generate letter column' will be automatically removed.

- **Please specify the date the patient survey letter was sent**

The date the letter was sent to the patient should be provided in this section. Ensure you only input the send date in the column once the letters have been dispatched. This enables Trusts to keep track of letters sent and ensure the patient does not receive this more than once.

Step 7: Generate your organisation's patient survey letters. This button will generate the patient survey letters using the information provided within the patient survey table. Letters will only generate where 'yes' was entered in the 'Please indicate if the patient survey letter should be generated for this patient section'.

You can find the letter template [here](#). The information in the letter cannot be changed by the Trust as this is automatically generated. If the Trust wishes to provide additional information, they can do so by including separate letters/leaflets with the survey.

Step 8: Print and send the generated letters. Record the date the letters are sent on the audit monitoring table.

Step 9: Please save the document for further use. The NHSI-LD Improvement Standards project monitoring document will be needed again if a patient returns any survey responses which raise any safeguarding issues/ causes for concern. In this instance the Trust will be contacted with the patient's unique code and be advised to contact them directly about concerns raised.

The patient survey will be complete online or over the phone, all response will be returned automatically to NHSBN, no further involvement is required from Trusts.

6. Staff survey

The project lead will be provided with 20 unique URL links for the staff surveys. If you have not received these please contact a.nq1@nhs.net.

Trusts are asked to assign a representative sample of 20 staff members and provide each with one of the survey URLs. Staff will need to access the URL and complete the staff survey online.

Trusts are not required to monitor which URLs are provided to which staff members, as all responses will be kept anonymous.

7. Finalising data collection and next steps

On the data collection deadline (30th November), all data collection pages will be locked, and the data saved within these will be automatically submitted for analysis. At this point you will not be able to access the data collection pages to add, edit or delete the data submitted.

A period of data validation will take place from December 2018 to January 2019, during this time you may be contacted by the project team in regard to any outlying data. You will receive a draft toolkit to analyse your position in February and can use this to highlight any changes you wish to make to your data. You can contact the NHSBN team throughout the validation period to amend your submitted data.

Final reports are due to be published March 2019.