

NHS patient experience survey programme: DRAFT outline programme 2009/10 and 2010/11

Dated: August 2009

The programme is subject to change. Updates will be posted here.

Lead sector	Survey	Fieldwork timing	Coordination centre	Notes
2009/10 surveys				
Mental Health Trusts	Mental health inpatient survey	Spring 2009	National Centre for Social Research	The mental health inpatient survey has been completed and is expected to be published in late September 2009.
Acute Trusts	Outpatient departments	Summer 2009	Picker Institute	The outpatient departments' survey is currently underway.
Acute Trusts	Emergency & elective inpatients	Autumn 2009	Picker Institute	Acute and specialist hospital trusts will need to fund implementation on the same basis as in previous years.
2010/11 surveys				
Mental Health Trusts	Community mental health survey	Winter/Spring 2010	National Centre for Social Research	Mental health trusts and PCTS with mental health functions will need to fund implementation on the same basis as in previous years.
Acute Trusts	Emergency & elective inpatients	Autumn 2010	Picker Institute	Acute and specialist hospital trusts will need to fund implementation on the same basis as in previous years.
Acute Trusts	TBC	TBC	Picker Institute	Topic area and timing to be confirmed. Acute and specialist hospital trusts will need to fund implementation.
Primary Care Trusts	Community health services survey	Winter/Spring 2011	Picker Institute	Details to be confirmed following pilot study, planned for 2010.