

REVISIONS AND CORRECTIONS POLICY

Coverage

This policy relates to the National Patient Experience Survey statistics, published by CQC as official statistics. The policy includes all local benchmark reports, and national tables and summaries for the following surveys: adult inpatients, community mental health, accident and emergency and maternity.

It addresses the requirements of the [Code of Practice for Official Statistics](#), specifically practices 6 and 7, principle 2 regarding Impartiality and Objectivity.

Practice 6: Publish a Revisions Policy for those outputs that are subject to scheduled revisions. Provide a statement explaining the nature and extent of revisions at the time they are released.

Practice 7: Correct errors discovered in statistical reports, and alert stakeholders, promptly.

The policy does not include actions to correct any errors within sampling that may occur. These errors cannot be corrected where they are identified near the completion of the survey both for practical reasons and to avoid the introduction of bias.

Where such errors occur in the development of any survey a separate report is published alongside the results on www.nhssurveys.org. This report will identify the frequency and types of such errors.

Scheduled Revisions

This National Patient Experience Survey data is not subject to any scheduled revision as they capture the views of patients about their experiences of care at a specific point in time. All new survey results are, therefore, published on CQC's website and NHS Surveys, as appropriate, and previously published results for the same survey are not revised.

Correction of Errors

This policy sets out below how CQC will respond if an error within the data is identified and it becomes necessary to correct published data and/or reports as outlined in 'Coverage' above.

Review of Potential Errors

Where CQC identifies, or is otherwise made aware of, a potential error within the published survey results, we will investigate the issue in order to determine:

- whether an error exists within the data and the cause of that issue

- its impact on the quality and integrity of the survey results including any local benchmarked data, or national tables and summaries.

Where CQC determines that an error has occurred that has a material impact on the quality of the data, we will revise the published results and disseminate that revision.

To determine whether there is a material impact we will use the following criteria:

1. A material impact will be confirmed where the correction of an error affects trust(s) scoring for one or more question against the expected range in local benchmark reports. Where the score has changed for one or more questions within a benchmark report the whole report will be re-issued and corrections made on any published website as needed.
2. A material impact will be confirmed where the correction of an error changes a key finding, as stated in any Executive Summary, within the national tables or summary. Where this is the case CQC will either re-issue the report or publish an erratum correcting the error.
3. A material impact will be confirmed where the correction of an error changes either in historical local benchmark reports or the key findings of historical national tables or summery reports. Where this is the case, CQC will only publish an erratum to the data alongside any published results as needed.

The Survey Team will undertake or commission any analysis necessary to advise CQC's Director of Intelligence whether a material impact has taken place as a result of an error. The Director of Intelligence will confirm material impact and determine the cause of action needed considering the above criteria.

CQC reserves the right to not to revise published survey results where an error has been identified that does not have a material impact to the published datasets.

Timing

Timescales to correct identified errors with a material impact will vary depending on the nature and scale of the error. However, once material impact has been agreed CQC will publish a statement that a correction will be made and remove incorrect data within five working days. CQC will publish any corrections, as necessary, within 20 working days of agreement to do so.

Dissemination

Revised data will be published on CQC's website and the NHS Surveys website, as appropriate, and publicised as appropriate. This may include through a press notice or other notice published on the relevant website(s) as soon as practicable. This notice will state the reason for the revision, its impact on previously published data and alert users to where revised data can be accessed.

CQC will also contact all known users of the data by email to advise them of any corrections that have been undertaken. This will include, but will not be limited to, local providers affected by the correction, NHS England, the NHS Trust Development Authority and Department of Health.