

# How are we doing?

## 2018-19

To help support all units achieve the best possible response rate for this round of PREM data collection, we have gathered some tips and success stories from units who achieved high response rates during the 2015/16 PREM survey data collection.

## Maximising PREM response rates

### Preparation for the survey

To help prepare your PDU for the PREM survey, it may help if you:

- Have a dedicated member of staff as the PREM Champion throughout the PREM submission period
- Start the collection of data as soon as the PREM collection has opened
- Liaise with your IT team. They can help by:
  - Providing technical support to prepare your unit before the PREM collection with the relevant equipment, such as tablets or laptops
  - Providing more than one device for PREM survey completion by more than one patient or parent at a time
  - Ensuring that your unit's tablet and/or laptop is locked so that only access to the survey is possible
  - Ensuring that your PDU has adequate Wi-Fi access

### Whole team involvement

By involving all staff in the delivery of the PREM survey, this can help:

- Encourage active promotion of the PREM survey to all patients when they attend the clinic
- Spread the workload amongst all staff, including Consultants, PDSNs and administrators
- Keep all staff members up to date with the progress of the PREM, such as sharing response rate updates at regular team meetings

## **Encouraging participation**

To help encourage patients to complete the PREM survey for your unit and maximise the number of response:

- Take the time to explain to parents/patients the purpose of the survey and answer any questions that they may have
- Ensure that participants are given privacy and space to complete the survey on their own
- Approaching parents/patients whilst they are waiting for their appointments

## **Utilising NPDA Resources**

The NPDA has provided some posters, bookmarks and postcard for you to display in your clinic, such as in the waiting room. Patients can complete the survey on their on phone or tablet device but entering the link or scanning the QR code.

# Success Stories

287

responses

## PDU 1

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“The main hard work from our unit was done by our Paediatric Diabetes Health Educator (PDHE). We used tablets to collect the responses from our patients which were much easier than the traditional paper format or desktop computer. We discussed the importance of the survey in our team meeting and our PDHE kindly agreed to take responsibility for collecting the data through tablets. The patients were provided tablets when waiting to see the team in the MDT clinics. We were also encouraged by regular updates from the NPDA team with the number of responses from our unit when compared to others in our network. We also discussed regularly in our team meeting how we have progressed with data collection. We also started collecting the data once the survey started.”

251

responses

## PDU 2

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“I support the Children’s Diabetes Team and had the responsibility for promoting the surveys in the clinic. We have two tablets; this then allows both the patient and the parent to complete the questionnaire at the same time. We offer the families the use of the tablets before they go into their clinic appointment. There is an icon on the tablets that allow quick-access directly to the survey. When speaking to patients and parents I gave a brief explanation of the PREM and how it is an opportunity to express their thoughts and feelings about our clinics including ways to improve and what we do well. When approaching families I always have a happy smiling face. The children love to use the tablets and the posters and leaflets were useful to have around the clinic area.”

145

responses

## PDU 3

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“I am a PDSN and took the lead in promoting the PREM. I think it is useful for one person to take the lead, even though I am not the only person approaching families to complete the form, but that I kept on top of the dates it was running and reminding colleagues at each clinic. We struggled in the beginning to get families to complete the PREM as we were relying on them to access it themselves. As our participation rate was so poor we decided to invest in a tablet. We had some donation money that allowed us to purchase a cheap tablet. This absolutely changed our participation rate ... Families were approached by any member of the MDT while they were in the waiting room, where we explained what PREM was and all our families were happy to participate.”

# Success Stories

**251**  
responses

## PDU 4

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“The tablets were funded by the trust for educational and other purposes by the diabetes team, following a business case that was put forward. They were so useful as children/parents could fill in the questionnaire whilst waiting for clinic without having to find time/remember to do it at home. We believe the vast majority of responses came from the tablets. We believe being able to do it as part of the clinic visit really increased our response rate. However good people’s intentions are, we are all busy people, and families of children and young people with diabetes even more so!

We invited the child/parent into our open plan office where there is a small, comfortable seating area available. They were thus able to fill out the PREM in a quiet environment, without the worry of being overlooked or distracted. As we had two tablets, a child and parent could both do one at the same time, rather than having to wait for the other to finish. Being in our open plan office also gave easy access to the admin team who could provide assistance if needed and look after the tablets.

We used the PREM promotional materials in our waiting room and gave out details if anyone did not have time to stay and wanted to do the PREM at home. We are not sure how many people actually did this. All of our team helped in promoting the PREM survey. The consultants, the specialist nurses, the dietitians and our clinic clerk all played a role in identifying patients/parents who had not yet filled in the questionnaires and emphasising the importance of collating patient/parent views.”

## PDU 5

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**192**  
responses

“It certainly took a concerted effort to get the PREMS completed and we are very lucky to have an extremely proactive PDSN team who made sure that the means of completing the surveys were available in clinic. The hospital provided us with tablets that were locked to just being able to complete the questionnaires – one of the PDSNs took the lead on this and undertook the liaison with IT. The tablets were given out in clinic whilst people were waiting and they were encouraged to give honest feedback. Our Trust values patient feedback and we are always striving to improve, so we did get the support we needed to get this done, even if it did mean the nursing team working hard to get it all in place. I believe we got the majority of our responses during clinics. It was worth the extra work as we can then learn from the feedback we receive and further improve practice.”