

NPDA PREM Survey – Template communication

The NPDA has created a template communication to help support units to encourage responses to the survey from children and young people with Type 1 diabetes and their parents/carers using their service.

To use the template:

- Copy the text below into a separate Word document, letter creator or email
- Edit the words in [xxx] to suit your needs
- Ensure that the links (blue and underlined) are working
- If sending the communication via email, we have written a recommended subject line:
“Have your say! Your diabetes clinic wants your views”

If you have any questions, please feel free to contact the NPDA Team.

Best Wishes,

The NPDA Team

npda@rcpch.ac.uk
020 7092 6137

Dear xxx,

Our clinic, [insert clinic name], would like to have your views on the care that you have received from us. We are taking part in the [How are we doing? 2018-19 national survey](#) and would like to understand your experiences of our clinic. This survey is especially for paediatric diabetes clinics and is offered by the [National Paediatric Diabetes Audit](#) (NPDA). We would be grateful if you could please take 5-10 minutes to complete it online.

To have your say, please visit <http://www.howarewedoing2018-19.co.uk/>

Once you have completed the survey, you have the opportunity to enter a prize draw to win a 50£ Amazon eGift voucher. Entry to this is via a linked but separate webform, so your responses won't be able to be linked to the email address provided for the draw.

We may also invite you to complete the survey when you come to clinic for your next visit. Completion is optional, and only one response is invited per parent/carer/child whilst the survey is available (until 31st July).

For Your Information:

What is "How are we doing? 2018-19"?

This survey aims to help clinics understand the perspectives and experiences of children and young people with diabetes and their parents or carers of the services that they have received. By supporting parents, carers and children and young people to give structured feedback, this enables them to have their say about how their services can better meet their needs, as well as affirm and acknowledge good care.

How long will the survey take to complete?

Usually from 5-10 minutes.

What is the NPDA?

The NPDA is carried out by the Royal College of Paediatrics and Child Health (RCPCH), and funded by NHS England and the Welsh Government). Along with performing a national audit on the care provided by paediatric diabetes clinics in England and Wales, the NPDA also looks at what parents/carers and children and young people with diabetes think in order to help clinics understand what they are doing well and how they can improve their healthcare services. You can find out more about the [NPDA](#) on the RCPCH website.

How has the survey been created?

The NPDA has previously run two national surveys, collecting thousands of responses from parents and children and young people receiving care from paediatric diabetes units. This new survey has been commissioned from The Picker Institute who have developed a refreshed version of the surveys to make sure we are collecting information that reflect what matters to children and young people with diabetes and their parents/carers and enables real comparison between clinics. The Picker Institute held workshops to identify common themes in what parents and children and young people valued about their care, created questions mapped to these, and then tested the questions with a small group of volunteer clinics.

Can I complete the survey in a different language?

The survey is available in Welsh, Polish, Urdu (Pakistani) and Punjabi (Indian) as well as in English.

Is the survey anonymous?

Yes. No personal information is requested in the survey, so your clinic will not be able to identify you from your feedback. If you include any information that could potentially identify you or a specific staff member, this will be anonymised/redacted before your comments are fed back to your clinic. If you are completing the survey in clinic, you should have the opportunity to do so in private so that you feel free to provide honest feedback. For more information about your privacy within the NPDA, please see the [NPDA's privacy statement](#). Clinics will not be able to tell who has completed a survey.

What will happen to my responses?

The NPDA team will create a summary report for each participating clinic detailing the breakdown of answers received for each question. We will review our report as a team to identify where we are doing well, and what we could do to further improve our service.

Further information on the survey can be found on r

Thank you in advance for taking the time to have your say.

Best Wishes,

[Sender's name]

[Clinic details/email signature]