

## Follow-up Surveys

Step 1 – 2 questions below completed by interested stakeholder (the questions are available on the NPCES website or we can provide them to those who contact us directly). Returns sent to [england.insight-queries@nhs.net](mailto:england.insight-queries@nhs.net)

Step 2 – initial discussion between NHS England and interested stakeholder (if agree to progress)

Step 3 – Required IG documentation identified (DPIA, DPA (possibly amendment to Picker's current DPA) – this will depend on what the survey entails e.g. if a charity wants to include their own contacts in the survey, we will need to work out data controller arrangements and therefore which paperwork is needed

Step 4 – IG documentation completed/approved

Step 5 – Survey timetable agreed with Picker

Step 6 – NHS trusts advised that the survey is taking place along with the survey advisory group

Step 7 – Survey carried out (including deceased checks ahead of initial and any reminder mailings)

1. Please provide an outline of the proposed survey including the following:

- Purpose/aim
- Whether the survey has been run previously
- Methodology (Paper? Online? Mixed mode? Will reminders be sent?)
- Details of who the survey will be sent to (specific patient groups? CPES respondents only? CPES respondents as well as others?)
- Proposed start date
- Intended benefits
- Combination of data – in which case has section 251 been gained?

2. Please provide details of the work to be undertaken, such as:

- Questionnaire development (is this a brand new questionnaire? or an existing questionnaire which requires review)?
- Development of an online questionnaire
- Development of covering letters
- Survey mailout
- Analysis and reporting

#### Principles for any follow-up survey:

- NHS England is the data controller (responsible for the use of CPES data and the data produced by the follow up survey). Data for which NHS England is the data controller must not be used without formal written consent meaning that a follow up survey must only be carried out under the instructions of NHS England.
- Patient communications (invitation letter etc) must make clear that patient data has not been shared with the commissioning organisation (it is NHS England writing to the patient again)
- It is carried out under the instructions of NHS England (as data controller) by our data processor, under a sub-data processing agreement (to our existing DPA) which is subject to the agreement of our processor (resource availability etc)
- Must have a fully approved Data Privacy Impact Assessment
- Must be run at a time that will not impact on the NCPES – timing will be agreed on a case by case basis but requesters should consider working within the Feb-June window for follow up surveys to be started and fully completed including reporting
- Survey must be a true follow up survey, must not repeat NCPES questions unless doing so will provide additional data that is not currently available. All follow up surveys must have clear aims and intended benefits
- If the survey is being run using more than one method e.g. promotion via social media and the results from the different methods are to be combined, there must be a legal basis for doing so e.g. section 251. (Same as for PHE, NHS Digital where data sets are being linked together)