

Analysis Method Notice

The average rating given by the public for the overall satisfaction with health services in Wales

This notice describes an Analysis Method that has been developed for use in the production of published national outcome indicators, performance measures and/or currencies, which are derived directly from NHS Wales data.

The Analysis Method has been reviewed by the Analysis Methodologies Group and its output submitted to the Welsh Information Standards Board (WISB) for potential accreditation.

*It should be noted that, where the data flow on which the analysis is being undertaken has not been reviewed by WISB (see 'Status of WISB Data Standards Assurance' below), accreditation of the analysis method **cannot** be interpreted as an approval of the underlying data standards or the quality of the data used.*

It is recognised that formal review and/or assurance of the data flow may have been undertaken by other bodies, where those data are being formally published; for example, as 'Official Statistics'. In such circumstances, users of this method are advised to contact the relevant organisations should they require further information on the underlying quality of the specified data source.

For further details about the group, including Terms of Reference and membership, please visit the following website:

<http://howis.wales.nhs.uk/sites3/page.cfm?orgid=742&pid=56696>

WISB Reference: ISRN 2018 / 002

Please address enquiries about this Analysis Method the NHS Wales Informatics Service Data Standards Team.

E-mail: data.standards@wales.nhs.uk / Tel: 029 2050 2539

WISB Analysis Method Appraisal Assessment	Accredited This Analysis Method has been appraised by WISB and is felt to: <ul style="list-style-type: none"> • Meet the specified indicator requirement, in that it is suitable for its calculation / derivation; • Is reproducible by organisations, where appropriate.
WISB Analysis Method Appraisal Outcome(s)	

Status of Data Standards Assurance	WISB Reviewed The data used in this Analysis Method are based on data item standards that have been through the Information Standards Assurance Process.
WISB Decision	Approved
Data Standards Assurance Outcome(s)	

Indicator

The average rating given by the public for the overall satisfaction with health services in Wales.

Target:

Improvement.

Rationale / Context

Improving health outcomes by ensuring the quality and safety of services is enhanced.

As outlined in the Health and Care Standards (2015) every person in Wales who uses health services or supports others to do so, whether in hospital, primary care, their community or in their own home has the right to receive excellent care as well as advice and support to maintain their health. One of the key aims of the Health and Care Standards, along with the Framework for Assuring Service User Experience (2015) is to ensure that people; have positive first and lasting impressions of health services; receive care in a safe, supportive, healing environment and; have an understanding of and involvement in care. These aims are also determinants of good service user experience, based on national and local published evidence.

Relates to:

Health and Care Standards (April 2015)

<http://gov.wales/docs/dhss/publications/150402standardsen.pdf>

Listening and Learning from Feedback: Framework for Assuring Service User Experience 2015

<http://gov.wales/docs/dhss/publications/151231whc061en.pdf>

This measure is comparable with Europe. Sourced from European Social Survey which runs every 2 years.

Data Source(s)

The National Survey for Wales.

Definitions:**Definitional Guidance:****Data Items:**

n/a

Terms:

n/a

Detailed Specification

Respondents are asked what they thought of the overall state of the health service in Wales, irrespective of whether they had used any health services in the previous 12 months.

Respondents are asked to consider all aspects of NHS services including GPs, pharmacies, NHS dentists, NHS opticians, community health services and hospitals.

Answers are given on a scale of zero (extremely bad) to ten (extremely good).

Respondents are aged 16 years and over when the survey is completed.

The average is defined as the arithmetic mean.

Results from the National Survey are subject to a margin of uncertainty. The randomly selected sample of the population may give a slightly different result from the results that would be obtained if the whole of the population was surveyed. The National Survey Technical Report provides further details on confidence intervals and coefficients of variation.

<http://gov.wales/statistics-and-research/national-survey/design-methodology/technical-information/?lang=en>

Data is published on an all Wales basis and by health board. Health board data is based upon where the respondent resides (local authority). Therefore, data may include Welsh residents who accesses health services in England or whose GP and/or hospital is in a different health board area to where the individual lives.

Calculation:

Numerator

A total of all the scores provided by respondents who rated their overall satisfaction with health services in Wales on a scale of nought to ten.

Denominator

The maximum score possible – i.e.10 x the total number of respondents who rated their overall satisfaction with health services in Wales on a scale of nought to ten.

Reporting Format / Frequency

Reporting Frequency	Annual
Time Delay of Reported Data?	Data collected during the previous financial year will be published in the following June. Latest data covered 2014-15 (published June 2015).

Discussion Points / Areas for Future Development

This section details any areas the Analysis Methodologies Group felt needed further consideration / review by the 'owner' of the method.

Appendix A – Additional Information

- The National Survey for Wales commenced in 2016-17. Data for this measure will only be reported if the question is included in future surveys.
- Data has been collected for 2012-13, 2013-14, 2014-15.
- There was no survey in 2015-16.

Appendix B – SQL Code (where applicable)

n/a