

HES Customer Survey Summary

Following the publication of the annual 2010-11 inpatient HES data in November 2011 the Health and Social Care Information Centre (HSCIC) published a survey seeking feedback from users on their use of our data.

This survey was advertised on HESonline and also on the HSCIC website and ran for 3 months until February 2012 generating 36 responses. Only 15 of these respondents had used any of our publications.

Summary of responses:

Monthly publication

- 4 of the 34 respondents to the question about the provisional monthly publication had used the publication.
- They had found the content met their expectations or contained most of what they needed.
- 3 people used the publication every month.
- Nobody recommended any subjects to be considered as topics of interest.

Annual Inpatient publication

- 7 of the 32 respondents to the question about the annual inpatient publication had used the publication.
- There was a mixed response from the 5 people who responded to the questions about the publication content meeting their expectations.
- Age standardised rates of hospital admissions by PCT for all the most common diagnoses and procedure groups were suggested for inclusion in future publications.

Annual Outpatient publication

- 3 of the 30 respondents to the question about the annual outpatient publication had used the publication.
- The 2 respondents who left feedback about their expectations found the content met their expectations or contained most of what they needed.
- Nobody recommended any additional analyses.

Annual Maternity publication

- 7 of the 21 respondents to the question about the annual maternity publication had used the publication.

- There was a mixed response from the 5 people who responded to the questions about the publication content meeting their expectations
- Additional analyses suggested for future publications were:
 - Maternal obesity rates
 - Normal birth rates

Annual A&E publication

- 5 of the 27 respondents to the question about the annual A&E publication had used the publication.
- There was a mixed response from the 4 people who responded to the questions about the publication content meeting their expectations.
- Nobody recommended any additional analyses.

PROMS, critical care and mortality publications

- 4 of the 26 respondents to the question about these publications had used the publications.
- The 3 respondents who left feedback about their expectations found the content met their expectations or contained most of what they needed.

Data Quality

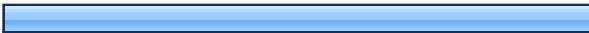

- 15 of the 20 respondents to the question about HES data quality were either satisfied or very satisfied that the data was of suitable quality for their needs. 3 of the 5 respondents who were not satisfied raised concerns about the content or timeliness of the data as opposed to data quality.
- 13 of the 14 respondents who had used explanatory notes or data quality notes found them quite or very useful in providing the information they needed.

Further action

Only one user left contact details asking us to contact them about any consultations we run about the products they use.

The HSCIC will look into the feasibility of adding the new analyses suggested by the survey but this will be constrained by resources and identifying clear definitions for the new analyses.

1. Please tell us about your experience with the HES Monthly Data

		Response Percent	Response Count
I have NOT used Monthly HES data		88.2%	30
I have used Monthly HES data (provisional data) or the Monthly Topic of Interest		11.8%	4
answered question			34
skipped question			2




2. Which HES Monthly Report do you use and how did it meet your expectations? (select all that apply)

	Not used this report	Everything I needed	Most of what I needed	Not quite what I needed	The data did not meet my needs	Response Count
Inpatient monthly HES	33.3% (1)	33.3% (1)	33.3% (1)	0.0% (0)	0.0% (0)	3
Outpatient monthly HES	33.3% (1)	33.3% (1)	33.3% (1)	0.0% (0)	0.0% (0)	3
Topic of Interest monthly HES	0.0% (0)	75.0% (3)	25.0% (1)	0.0% (0)	0.0% (0)	4
Accident and Emergency Monthly HES	0.0% (0)	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	3
answered question						4
skipped question						32







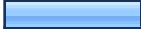

3. Which of the following statements best describes the frequency you use this report?

		Response Percent	Response Count
I use the monthly data every month / most months		60.0%	3
I use the monthly data every quarter		0.0%	0
I use the monthly data every six months		20.0%	1
I use the monthly data every year		20.0%	1
I use the monthly data on an occasional basis (no pattern, just when needed)		0.0%	0
I use the monthly data when there is a topic of interest that interests me		0.0%	0
I do not use the monthly report		0.0%	0
answered question			5
skipped question			31

4. How did you find out about this report? (please choose one)

		Response Percent	Response Count
NHS IC Website		40.0%	2
Internet Search Engine		20.0%	1
HESOnline		0.0%	0
UK Stats Pub Hub		40.0%	2
Department of Health		0.0%	0
National Press		0.0%	0
Healthcare press		0.0%	0
Healthcare event		0.0%	0
Internally circulated email/ staff intranet		0.0%	0
Working with the NHS IC		0.0%	0
Advertising		0.0%	0
Word of mouth		0.0%	0
	Other (please specify)		0
		answered question	5
		skipped question	31

5. Which of the monthly topics of interest have you viewed?

		Response Percent	Response Count
Assaults		20.0%	1
Falls		60.0%	3
Influenza		40.0%	2
Duration of Accident and Emergency attendances		20.0%	1
Outpatients attendance types by treatment specialty		0.0%	0
Hospital Admissions caused by dogs, nonvenomous arthropods, reptiles and other mammals		20.0%	1
Mortality		20.0%	1
Complications		20.0%	1
Intentional self harm		0.0%	0
Eating disorders		0.0%	0
Asthma		40.0%	2
A&E sports injury attendances		0.0%	0
NHS hospital deliveries		0.0%	0
answered question			5
skipped question			31

6. Are there any new topics that you would like us to consider?

	Response Count
	0
answered question	0
skipped question	36

7. Generally, do you

	Response Percent	Response Count
Use the data in the published format, no further calculations on the data	100.0%	3
Perform calculations on the data to get the final results you need or examine it further	0.0%	0
answered question		3
skipped question		33

8. Please use the box below for any other comments about the Monthly Reports

	Response Count
	0
answered question	0
skipped question	36




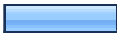

9. Please tell us about your experience with the Annual Inpatient Data

		Response Percent	Response Count
I have NOT used any Annual Inpatient Data		78.1%	25
I have used Annual Inpatient Data		21.9%	7
		answered question	32
		skipped question	4

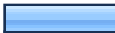


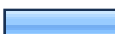
10. Which Inpatient Data tables have you used, and how did they meet with your expectations?

	Not used these data	Everything I needed	Most of what I needed	Not quite what I needed	The data did not meet my needs	Response Count
Headline figures	40.0% (2)	0.0% (0)	40.0% (2)	0.0% (0)	20.0% (1)	5
Inpatient Provider figures	50.0% (2)	25.0% (1)	0.0% (0)	0.0% (0)	25.0% (1)	4
Inpatient Primary diagnosis	0.0% (0)	33.3% (1)	33.3% (1)	0.0% (0)	33.3% (1)	3
Inpatient Main procedures	25.0% (1)	25.0% (1)	25.0% (1)	0.0% (0)	25.0% (1)	4
Inpatient Healthcare Resource Groups	33.3% (1)	0.0% (0)	33.3% (1)	0.0% (0)	33.3% (1)	3
Inpatient Hospital Providers	25.0% (1)	0.0% (0)	25.0% (1)	25.0% (1)	25.0% (1)	4
Inpatient Main specialty	25.0% (1)	50.0% (2)	0.0% (0)	0.0% (0)	25.0% (1)	4
Inpatient Strategic health authority of residence	33.3% (1)	33.3% (1)	0.0% (0)	0.0% (0)	33.3% (1)	3
Inpatient Total procedures and interventions	25.0% (1)	0.0% (0)	50.0% (2)	0.0% (0)	25.0% (1)	4
Inpatient External Cause	66.7% (2)	0.0% (0)	0.0% (0)	0.0% (0)	33.3% (1)	3
Inpatient Primary care trust of responsibility	66.7% (2)	0.0% (0)	0.0% (0)	0.0% (0)	33.3% (1)	3
answered question						5
skipped question						31

11. Which of the following statements best describes the frequency you use this report?

		Response Percent	Response Count
I use the monthly data every month / most months		0.0%	0
I use the monthly data every quarter		0.0%	0
I use the monthly data every six months		16.7%	1
I use the monthly data every year		16.7%	1
I use the monthly data on an occasional basis (no pattern, just when needed)		16.7%	1
I use the monthly data when there is a topic of interest that interests me		16.7%	1
I do not use the monthly report		33.3%	2
		answered question	6
		skipped question	30



12. How did you find out about this report?

		Response Percent	Response Count
NHS IC Website		16.7%	1
Internet Search Engine		16.7%	1
HESOnline		50.0%	3
UK Stats Pub Hub		0.0%	0
Department of Health		0.0%	0
National Press		0.0%	0
Healthcare press		16.7%	1
Healthcare event		0.0%	0
Internally circulated email/ staff intranet		0.0%	0
Working with the NHS IC		0.0%	0
Advertising		0.0%	0
Word of mouth		0.0%	0
answered question			6
skipped question			30

13. Are there any new analyses that you would like us to consider adding?

	Response Count
	1
answered question	1
skipped question	35



14. Generally, do you?

		Response Percent	Response Count
Use the data in the published format, no further calculations on the data		60.0%	3
Perform calculations on the data to get the final results you need or examine it further		40.0%	2
		answered question	5
		skipped question	31

15. Please use the box for any other comments about Inpatient Data

		Response Count	
		1	
		answered question	1
		skipped question	35


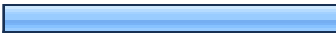
16. Please tell us about your experience with the Annual Outpatient Data

		Response Percent	Response Count
I have NOT used any Annual Outpatient Data		90.0%	27
I have used Annual Outpatient Data		10.0%	3
		answered question	30
		skipped question	6



17. Which Outpatient Data tables have you used, and how did they meet your expectations?

	Not used these data	Everything I needed	Most of what I needed	Not quite what I needed	The data did not meet my needs	Response Count
Outpatient: SHA and provider level analysis	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	1
Outpatient Attendances	50.0% (1)	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	2
Outpatient Specialty	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	1
Outpatient Primary Diagnosis	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	1
Outpatient Main procedures and interventions	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	1
Outpatient Hospital Providers	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	1
answered question						2
skipped question						34

18. Which of the following statements best describes the frequency you use this report?

		Response Percent	Response Count
I use the monthly data every month / most months		0.0%	0
I use the monthly data every quarter		0.0%	0
I use the monthly data every six months		0.0%	0
I use the monthly data every year		0.0%	0
I use the monthly data on an occasional basis (no pattern, just when needed)		50.0%	1
I use the monthly data when there is a topic of interest that interests me		50.0%	1
I do not use the monthly report		0.0%	0
		answered question	2
		skipped question	34



19. How did you find out about this report? (please choose one)

		Response Percent	Response Count
NHS IC Website		0.0%	0
Internet Search Engine		50.0%	1
HESOnline		0.0%	0
UK Stats Pub Hub		0.0%	0
Department of Health		0.0%	0
National Press		0.0%	0
Healthcare press		0.0%	0
Healthcare event		0.0%	0
Internally circulated email/ staff intranet		50.0%	1
Working with the NHS IC		0.0%	0
Advertising		0.0%	0
Word of mouth		0.0%	0
answered question			2
skipped question			34

20. Are there any new analyses that you would like us to consider adding?

	Response Count
	0
answered question	0
skipped question	36


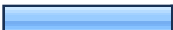
21. Generally, do you?

		Response Percent	Response Count
Use the data in the published format, no further calculations on the data		50.0%	1
Perform calculations on the data to get the final results you need or examine it further		50.0%	1
		answered question	2
		skipped question	34

22. Please use this box for any other comments about Outpatient Data

		Response Count	
		0	
		answered question	0
		skipped question	36






23. Please tell us about your experience with the Annual Maternity Data

		Response Percent	Response Count
I have NOT used any Annual Maternity Data		75.0%	21
I have used Annual Maternity Data		25.0%	7
		answered question	28
		skipped question	8

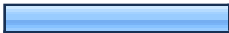



24. Which maternity Data have you used, and how did they meet your expectations?

	Not used these data	Everything I needed	Most of what I needed	Not quite what I needed	The data did not meet my needs	Response Count
NHS Maternity Statistics	20.0% (1)	0.0% (0)	40.0% (2)	0.0% (0)	40.0% (2)	5
Maternity: Provider level analysis	50.0% (2)	0.0% (0)	25.0% (1)	0.0% (0)	25.0% (1)	4
answered question						5
skipped question						31

25. Which of the following statements best describes the frequency you use this report?

		Response Percent	Response Count
I use the monthly data every month / most months		0.0%	0
I use the monthly data every quarter		16.7%	1
I use the monthly data every six months		16.7%	1
I use the monthly data every year		16.7%	1
I use the monthly data on an occasional basis (no pattern, just when needed)		16.7%	1
I use the monthly data when there is a topic of interest that interests me		0.0%	0
I do not use the monthly report		33.3%	2
answered question			6
skipped question			30



26. How did you find out about this report? (please choose one)

		Response Percent	Response Count
NHS IC Website		33.3%	2
Internet Search Engine		16.7%	1
HESOnline		33.3%	2
UK Stats Pub Hub		0.0%	0
Department of Health		0.0%	0
National Press		0.0%	0
Healthcare press		0.0%	0
Healthcare event		0.0%	0
Internally circulated email/ staff intranet		0.0%	0
Working with the NHS IC		0.0%	0
Advertising		0.0%	0
Word of mouth		16.7%	1
answered question			6
skipped question			30

27. Are there any new analyses that you would like us to consider adding?

	Response Count
	2
answered question	2
skipped question	34


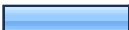
28. Generally, do you?

		Response Percent	Response Count
Use the data in the published format, no further calculations on the data		80.0%	4
Perform calculations on the data to get the final results you need or examine it further		20.0%	1
		answered question	5
		skipped question	31

29. Please use this box for any other comments about Maternity Data

		Response Count	
		1	
		answered question	1
		skipped question	35




30. Please tell us about your experience with the Accident and Emergency (A&E) Data

		Response Percent	Response Count
I have NOT used any Annual A&E Data		81.5%	22
I have used Annual A&E Data		18.5%	5
		answered question	27
		skipped question	9

31. Which A&E Data have you used, and how did they meet your expectations?

	Not used these data	Everything I needed	Most of what I needed	Not quite what I needed	The data did not meet my needs	Response Count
Accident and Emergency Attendances in England	25.0% (1)	50.0% (2)	0.0% (0)	0.0% (0)	25.0% (1)	4
Accident and Emergency Attendances in England, Provider level analysis	33.3% (1)	0.0% (0)	66.7% (2)	0.0% (0)	0.0% (0)	3
answered question						4
skipped question						32

32. Which of the following statements best describes the frequency you use this report?

		Response Percent	Response Count
I use the monthly data every month / most months		0.0%	0
I use the monthly data every quarter		0.0%	0
I use the monthly data every six months		25.0%	1
I use the monthly data every year		0.0%	0
I use the monthly data on an occasional basis (no pattern, just when needed)		50.0%	2
I use the monthly data when there is a topic of interest that interests me		0.0%	0
I do not use the annual report		25.0%	1
answered question			4
skipped question			32



33. How did you find out about this report? (please choose one)

		Response Percent	Response Count
NHS IC Website	<input type="checkbox"/>	25.0%	1
Internet Search Engine	<input type="checkbox"/>	0.0%	0
HESOnline	<input type="checkbox"/>	0.0%	0
UK Stats Pub Hub	<input type="checkbox"/>	25.0%	1
Department of Health	<input type="checkbox"/>	25.0%	1
National Press	<input type="checkbox"/>	0.0%	0
Healthcare press	<input type="checkbox"/>	0.0%	0
Healthcare event	<input type="checkbox"/>	25.0%	1
Internally circulated email/ staff intranet	<input type="checkbox"/>	0.0%	0
Working with the NHS IC	<input type="checkbox"/>	0.0%	0
Advertising	<input type="checkbox"/>	0.0%	0
Word of mouth	<input type="checkbox"/>	0.0%	0
answered question			4
skipped question			32

34. Are there any new analyses that you would like us to consider adding?

	Response Count
	0
answered question	0
skipped question	36



35. Generally, do you

		Response Percent	Response Count
Use the data in the published format, no further calculations on the data		66.7%	2
Perform calculations on the data to get the final results you need or examine it further		33.3%	1
		answered question	3
		skipped question	33

36. Please use this box for any other comments about A&E Data

		Response Count	
		1	
		answered question	1
		skipped question	35

37. Please tell us about your experience with the other HES data releases - Adult critical care, PROMs data, Mortality data

		Response Percent	Response Count
I have NOT used one of the above data releases		84.6%	22
I have used one of the above data releases		15.4%	4
		answered question	26
		skipped question	10




38. Which other HES data releases Data have you used, and how did they meet your expectations?

	Not used these data	Everything I needed	Most of what I needed	Not quite what I needed	The data did not meet my needs	Response Count
Adult critical care (Experimental Statistics)	33.3% (1)	33.3% (1)	33.3% (1)	0.0% (0)	0.0% (0)	3
Finalised Patient Reported Outcome Measures (PROMS)	66.7% (2)	0.0% (0)	33.3% (1)	0.0% (0)	0.0% (0)	3
answered question						3
skipped question						33

39. Which of the following statements best describes the frequency you use this report?

		Response Percent	Response Count
I use the monthly data every month / most months		0.0%	0
I use the monthly data every quarter		0.0%	0
I use the monthly data every six months		25.0%	1
I use the monthly data every year		50.0%	2
I use the monthly data on an occasional basis (no pattern, just when needed)		25.0%	1
I use the monthly data when there is a topic of interest that interests me		0.0%	0
I do not use the annual report		0.0%	0
answered question			4
skipped question			32



40. How did you find out about this report? (please choose one)

		Response Percent	Response Count
NHS IC Website		0.0%	0
Internet Search Engine		50.0%	2
HESOnline		25.0%	1
UK Stats Pub Hub		0.0%	0
Department of Health		25.0%	1
National Press		0.0%	0
Healthcare press		0.0%	0
Healthcare event		0.0%	0
Internally circulated email/ staff intranet		0.0%	0
Working with the NHS IC		0.0%	0
Advertising		0.0%	0
Word of mouth		0.0%	0
answered question			4
skipped question			32

41. Are there any new analyses that you would like us to consider adding?

	Response Count
	0
answered question	0
skipped question	36




42. Generally, do you

		Response Percent	Response Count
Use the data in the published format, no further calculations on the data		75.0%	3
Perform calculations on the data to get the final results you need or examine it further		25.0%	1
		answered question	4
		skipped question	32





43. Please use this box for any other comments about other HES Data

		Response Count	
		0	
		answered question	0
		skipped question	36






44. We are constantly working to improve the data quality of HES. How satisfied were you with the quality of HES?

		Response Percent	Response Count
Very satisfied, the data was of suitable quality for my needs		40.0%	8
Mostly satisfied, no significant issues		35.0%	7
Not satisfied, significant issues		25.0%	5
	If the data was not suitable, please describe any issues that you had		3
	answered question		20
	skipped question		16







45. How useful did you find the explanatory notes/data quality reports?

		Response Percent	Response Count
Very useful, provided me with the information I needed		30.0%	6
Quite useful, most of the information I needed was available		35.0%	7
Quite poor, little information I needed was available		5.0%	1
Very poor, no information on data quality		0.0%	0
Did not look at any explanatory notes or data quality reports before using HES data		30.0%	6
	answered question		20
	skipped question		16




46. Did you use the HES data dictionary to help understand the data, and how useful did you find it?

		Response Percent	Response Count
Did not use it		45.0%	9
Content is useful, easy to use		35.0%	7
Content not useful, but easy to use		5.0%	1
Content is useful, not easy to use		10.0%	2
Content not useful, not easy to use		5.0%	1
		answered question	20
		skipped question	16



**47. We find it useful to know how you use HES data. Which of the following applies?
(choose all that apply)**

		Response Percent	Response Count
Local or regional NHS use to monitor services		29.4%	5
National NHS use to monitor services		11.8%	2
Local or regional policy development		11.8%	2
National policy development		11.8%	2
School, college or undergraduate essay or coursework		11.8%	2
Post-graduate research		23.5%	4
Media or press		0.0%	0
	Other (please specify)		2
		answered question	17
		skipped question	19

48. This information is optional, but we find it useful to know who our customers are so we can better meet your needs. All of this information will be securely held and we won't contact you unless you ask us to.

		Response Percent	Response Count
First Name		100.0%	5
Organisation		100.0%	5
Email Address:		100.0%	5
answered question			5
skipped question			31

49. Contact me

		Response Percent	Response Count
Contact me if you run a consultation about the products I use		66.7%	2
Contact me about a HESOnline newsletter		33.3%	1
answered question			3
skipped question			33