

## Handling patient survey data in healthcare – massaging the data or sound practice?



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& Dr Gary Abel PhD, Senior Lecturer, UEMS

Workshop consisting of three 20 minute talks with time for discussion after each:

1. **Common current myths about national patient experience surveys: learning from research on US's CAHPS surveys** – summarising myths about patient experience surveys that have been common in the US and the evidence that bears on them (ME)
2. **Reporting patient experience and quality of care by ethnicity: could US approach for health plans be applied to UK practices?** – describing a new approach in which the US Centers for Medicare & Medicaid Services report national and health plan quality of care by ethnicity (ME)
3. **Non-response weighting and case-mix adjustment: a tale of two surveys** – discussing the conceptual ideas behind non-response weights and case-mix adjustment and providing insights into how they are calculated. Also illustrating the implementation of the two concepts using examples from the GP Patient Survey and the Cancer Patient Experience Survey (GA)

**Date: 30 November 2016**

**Lunch: 12.30 Lunch (please book) Workshop: 1.00-3.30**

**Venue: JS07, Smeall Building, St Luke's Campus**

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