

# A mixed methods study to develop and validate a National People's Experience Survey (PES) to support service delivery and improvement

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## INTRODUCTION:

- Patient Reported Experience Measures or PREMs measure people's experience of healthcare, and are seen as a way of understanding satisfaction.
- A core PREM was developed in 2013 and updated in 2017. In order to make sure that it remains relevant to current service provision, Welsh Government commissioned a 'refresh' of the core PREM to start in autumn 2023.

**OBJECTIVES:** To develop a validated set of generic People's Experience questions to support service delivery and improvement.

**METHODS:** Mixed methods study built on an existing set of PREMs.

### Phase one: Development of draft set of questions based on information gained from:

- Interviews and focus groups (n=33)
- Patient experience team representatives from across Wales.

**Phase two:** Questions tested using rounds of online surveys (almost 800 responses)

Data were analysed to test for reliability and validity, including:

- Question accessibility
- Avoidance of collecting missing data
- Intra-rater reliability
- Internal consistency
- Criterion validity

The process of updating the PREM is an exemplar of using innovative methods of patient and public and involvement, through engaging a diverse range of participants/stakeholder and using British Sign Language (BSL) for inclusivity.

## Phase one: Qualitative phase

Feedback obtained	Changes made
Questions need to be short and concise	Simplification of language and changes to wording
Questions need to relate to specific episode of care	Changing order of questions
Inclusivity of all languages and background	Expand questions to encompass a wide range of communication and language options.
Similar groups of questions	Addition/removal/grouping of questions

### Result:

- Confirmation of face and content validity
- Eleven question survey to test

## Phase two: Quantitative phase

- All items except for question 8, showed good intra-rater reliability, with a Kappa or weighted Kappa coefficient of  $\geq 0.75$ , and p values  $< 0.005$ .
- Strong criterion validity was observed.
- Internal consistency produced an ordinal alpha, value of 0.92, with a 95% confidence interval of 0.78-0.98 for all but question 8. This question was adapted and retested.
- The subsequently adapted Question 8 again failed to meet adequate standards of validity and reliability on retest and was therefore removed.

**CONCLUSIONS:** The People's Experience Survey (PES) is a reliable and valid tool, suitable for use in any healthcare setting, and has been nationally approved to support service delivery and improvement.

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