

# User feedback on Health and Social Care Information Centre Official Statistics Publications

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**January 2016**

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# Contents

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<b>Introduction</b>	<b>3</b>
Have your say	3
HSCIC Contact Centre	6

## Introduction

The Health and Social Care Information Centre (HSCIC) encourages user and stakeholder feedback on each statistical publication and considers all feedback when designing subsequent releases in the series.

Feedback can be submitted in a variety of ways including online or via the HSCIC Contact Centre.

## Have your say

Every publication web page has a link to the ‘You can also [Have your Say](#) about our statistical publications’ on its release page on the HSCIC website. The form collects information using drop down menus along with a free text box for comments.

Feedback collected by Have your Say is sent to the head of the relevant statistical production team for consideration.

Feedback can be left anonymously but if users choose to provide contact details they may be contacted by the team for additional information or in response to queries. While all feedback is welcomed and considered, where no contact details are provided no contact can be made.

The following summarises user feedback from Have your Say. Up to 31<sup>st</sup> December 2015 the HSCIC and its predecessor body to April 2013 had received 232 comments on Official and National Statistics publications as summarised below.

Table 1: How useful did you find the content within this publication?

	Number of responses	Percentage <sup>1</sup>
Very useful	78	33
Useful	83	35
Not very useful	44	19
Not at all useful	29	12
<b>Total</b>	<b>234</b>	<b>100</b>

<sup>1</sup> Note that row percentages do not sum to a total of 100% due to rounding.

Table 2: Summary of response type by type of feedback / comment

	Number of responses	Percentage
Questions	77	33
Technical Comments <sup>2</sup>	56	24
No Comment	30	13
Positive	27	12
Negative	24	10
Miscellaneous	12	5
Suggested Correction	8	3
<b>Total</b>	<b>234</b>	<b>100</b>

Table 3: How did you find out about this publication?

	Number of responses	Percentage <sup>3</sup>
HSCIC website	99	42
Search engine	43	18
Department of Health	15	6
National Press	14	6
GOV.UK site / Publications hub	3	13
Other <sup>4</sup>	59	25
Word of mouth	1	0
<b>Total</b>	<b>234</b>	<b>100</b>

<sup>2</sup> Including comments or queries regarding methodology or format of the published materials

<sup>3</sup> Note that row percentages do not sum to a total of 100% due to rounding.

<sup>4</sup> Including health and social care event, specialist journal, specialist media

Table 4: Category of organisation providing feedback

	Number of responses	Percentage <sup>5</sup>
Health <sup>6</sup>	95	41
Research	47	20
Private Sector <sup>7</sup>	37	16
Local Authority	24	10
Government <sup>8</sup>	7	3
Charity	6	3
Other <sup>9</sup>	18	8
<b>Total</b>	<b>234</b>	<b>100</b>

<sup>5</sup> Note that row percentages do not sum to a total of 100% due to rounding.

<sup>6</sup> e.g. Clinical Commissioning Group (CCG), Local Area Team (LAT), Primary Care Trust (PCT), Strategic Health Authority (SHA), Public Health Organisation

<sup>7</sup> e.g. Media, Retail Sector, Industry

<sup>8</sup> e.g. Government Departments, Audit Commission

<sup>9</sup> Including members of the public

## HSCIC Contact Centre

Feedback can be submitted via the HSCIC Contact Centre by email at [enquires@hscic.gov.uk](mailto:enquires@hscic.gov.uk) or by telephone on 0300 303 5678.

The HSCIC Contact Centre received 74,859 calls or emails in the financial year 2014-15. Queries and feedback directly related to statistical publications (not including clinical audits) covered areas such as:

- Access
- Application / user tool functionality
- Data / data collections
- Data Protection Act
- Events
- Feedback
- Freedom of Information (FOI)
- Formal Complaint
- Ministerial Briefing
- Request for Change
- Re-use of data

and accounted for 21,914 contacts (calls or emails) between April 2014 and March 2015.

This compares with 11,290 contacts concerned with statistical publications between April 2012 and March 2013, and 25,893 between April 2013 and March 2014. Overall the contact centre received 40,096 contacts in 2012/13 and 71,642 in 2013/14.

These figures will be updated to include the 2014/15 financial year as soon as the data are available.

Of these contacts, feedback was submitted in the following areas:

Feedback on publications received via Contact Centre: Financial Year 2014-15

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	2013/14
Health and Lifestyles	2	1		2									5
Hospital Care	5	5		2	2	1	1	1	1		1	1	20
Mental Health	2		5	1	1	1					1	1	12
Population / Surveys	1	2		1	2	1	1			3	1	2	14
Primary Care	7	1	1	1	4	1			1		1	3	20
Quality	1		1								2		4
Safety Thermometer			2	1			1						4
Social Care		3	1		2								6
Workforce	1	3	1	1	3		1	1			1		14
<b>Total</b>	<b>19</b>	<b>15</b>	<b>11</b>	<b>9</b>	<b>14</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>99</b>

Feedback on publications received via Contact Centre: Financial Year 2013-14

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	2013/14
Health and Lifestyles							1	2		1	2	1	7
Hospital Care	4	37	2	1	2	2	9	9	5	8	2	1	82
Mental Health						1			1		1	2	5
Population / Surveys		1			1	3	9	4	4	4	6	13	45
Primary Care		97	4	1	1		80	33	4	3	1	3	227
Quality	1	1			1		2	1		1	1		8
Social Care		1				1	2	1			3		8
Workforce							4	2	1	1	1	2	11
<b>Total</b>	<b>5</b>	<b>137</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>107</b>	<b>52</b>	<b>15</b>	<b>18</b>	<b>17</b>	<b>22</b>	<b>393</b>

Feedback on publications received via Contact Centre: Financial Year 2012-13

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	2013/14
Health and Lifestyles		1	1	2	1		4	3		1			13
Hospital Care			1				1	1		1	1		5
Mental Health			2			2		1			1		6
Population / Surveys		2	3	1	1	1	1	5	1				15
Primary Care					1	1		4	1		1		8
Quality		1	1		2	1	1						6
Social Care			1		2		1		2				6
Workforce			1	2	2	1	1						7
<b>Total</b>	<b>0</b>	<b>4</b>	<b>10</b>	<b>5</b>	<b>9</b>	<b>6</b>	<b>9</b>	<b>14</b>	<b>4</b>	<b>2</b>	<b>3</b>		<b>66</b>