

Online Sample Checking Platform - User Guide and FAQs for NCPES

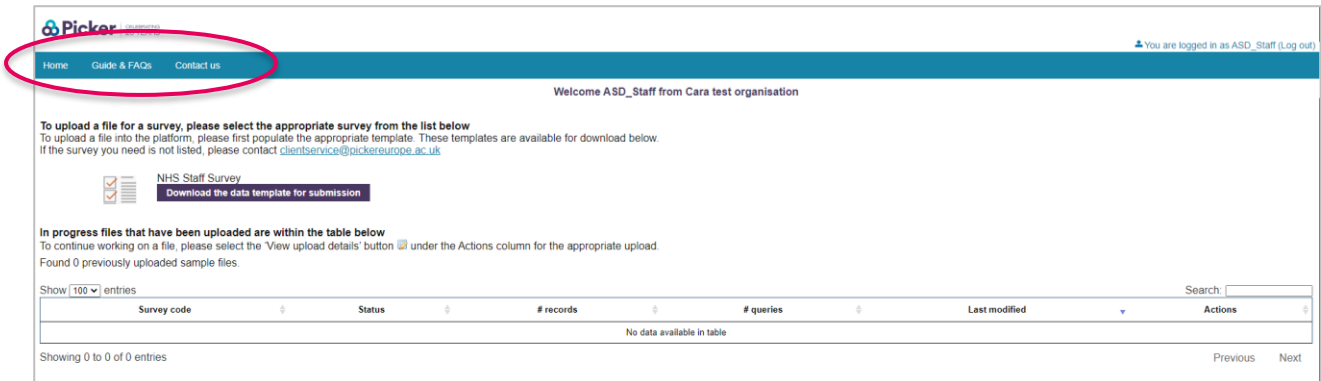
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Login

You can log in to the Online Sample Checker at <https://samplechecker.picker.org/>. **Your login details will be sent to you via email from the Picker CPES project team once your sample declaration form has been approved.** Please contact cpes@pickereurope.ac.uk if you have any questions about this.

Welcome page



The screenshot shows the Picker website's welcome page. At the top, there is a blue navigation bar with three links: 'Home', 'Guide & FAQs', and 'Contact us'. A red circle highlights this bar. Below the navigation bar, the page title is 'Welcome ASD_Staff from Cara test organisation'. The main content area contains instructions for uploading files and a list of surveys. One survey, 'NHS Staff Survey', is listed with a 'Download the data template for submission' button. Below this, there is a section for 'In progress files that have been uploaded are within the table below' and a table with columns for 'Survey code', 'Status', '# records', '# queries', 'Last modified', and 'Actions'. The table is currently empty, showing 'No data available in table'.



The control menu is the blue bar at the top of the page:

- Home: Returns you to this page
- Guide & FAQs: Opens an online version of a general guidance document, used across multiple national surveys. Please note that the copy on the survey website (<https://www.ncpes.co.uk/survey-instructions/>) has more detailed instructions on CPES, in particular.
- Contact us: Sends a pre-populated email to clientservice@pickereurope.ac.uk. **Please note that the CPES project team does not monitor this inbox on a regular basis. Instead, please contact us at cpes@pickereurope.ac.uk for a quicker response.**


Uploading a file

You may see multiple patient surveys on the homepage. Make sure to select the National Cancer Patient Experience Survey.

To upload a file for a survey, please select the appropriate survey from the list below
To upload a file into the platform, please first populate the appropriate template. These templates are available for download below. If the survey you need is not listed, please contact clientservice@pickereurope.ac.uk


	Adult Inpatient Survey Download the data template for submission
	Urgent and Emergency Care Survey Download the data template for submission
	National Cancer Patient Experience Survey Download the data template for submission
	Children and Young People's Survey Download the data template for submission

A copy of the **submission template** will have been sent to your organisation already and is also available at: <https://www.ncpes.co.uk/survey-instructions/>. You can also click '**Download the data template for submission**' for a copy.

	National Cancer Patient Experience Survey Download the data template for submission
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All files must be uploaded using this template without password protection: all other formats will be rejected by the platform.

Once your sample is ready for submission and on the **submission template**, it can be uploaded by clicking on the icon or survey name itself:

	National Cancer Patient Experience Survey Download the data template for submission
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This opens the upload page. Click 'Choose file' and select your file. Please also note the advice given on this page:

Upload data file for National Cancer Patient Experience Survey

Download the data template for National Cancer Patient Experience Survey

Upload new file

No file chosen


Please note:

- Files need to be uploaded on the specified template and must not have a password applied.
- Once a file has been uploaded, please remain on this page whilst the verification takes place. The page will automatically move on once the verification is complete.
- Larger files (>8,000 records) may take several minutes to fully process.


Once a file has been uploaded, the home page will update with information about sample status and progress.

The upload table on the home page will provide a summary of your file's status:

- **Survey code:** Will be for the survey file you have uploaded e.g. CPES23
- **Status:** Indicates the next step for your file – in the below example, queries from the uploaded file need to be resolved before it can be submitted to Picker
- **# records:** The number of records in the uploaded file
- **# queries:** The number of each type of query (see *Query Summary below*) and how many remain open
- **Last modified:** The date and time the upload was last modified
- **Actions:** Clicking the notebook icon will take you to the Query resolution page

In progress files that have been uploaded are within the table below
 To continue working on a file, please select the 'View upload details' button  under the Actions column for the appropriate upload.
 Found 1 previously uploaded sample file.

Show entries Search:

Survey code	Status	# records	# queries	Last modified	Actions
CPES20	Upload has queries	323	Errors 0 Checks 4 Notices 5 Historic 8 Total open queries 12	2021-02-10 19:29:26	

Showing 1 to 1 of 1 entries Previous Next

Query resolution page

Once your file has been uploaded, you will automatically be directed to the query resolution page. You can also access this by clicking the notebook icon under actions in the sample status table on the homepage (see above image).

Query resolution page:

Summary status
There are **16** queries for the Urgent and Emergency Care Survey file. The last update was on 2020-10-01 11:40:58

Upload status: **Upload has queries**

Number of uploads for this survey: **2**
Within the currently uploaded file containing 3550 records there are (outstanding/total):

- Errors: 1 of 1
- Checks: 8 of 8
- Historical differences: 7 of 7
- Notices: 0

Total number of queries to be resolved/explained prior to submission to Picker: **16**

Any "Error" type queries will need resolving through a revised file being uploaded.
Any "Check" or "Historic" type queries can either be resolved through a revised file being uploaded OR an explanation being provided through the 🧠 icon in the **Details** column.
Once all queries are resolved, the submission to Picker option will become available.

Download CSV To download the detailed historical comparison tables

Upload To upload a revised file


Download To download a copy of the latest file that has been uploaded

This page provides an overall summary of the status of the file, as well as options to upload a revised file, or download a copy of the most recently uploaded file. It also includes summary information on how to resolve the three query types.

Below this summary information is the table that includes the outcome of the verification run on the uploaded file.

Show entries Search:

Status	Type	Data field	# Issues	Explanation	Details
Trust	Check	Address - No permanent address located. Please review for accuracy and then verify if this is the most up to date address OR resubmit an updated patient list if this address needs to be corrected.	3		🧠
Closed	Notice	Sample size - 323 records found	1		🧠
Closed	Notice	Length of Stay - Minimum Length of Stay is 0	1		🧠
Closed	Notice	Length of Stay - Maximum Length of Stay is 33	1		🧠
Trust	Check	Discharge Dates - Dates found where no patients were discharged. Please confirm if correct OR resubmit an updated patient list.	1		🧠
Closed	Notice	Address - Percentage of address1 fields where a number is present 59%	1		🧠
Trust	Check	Patient age in years - No patients found aged 16	1		🧠
Closed	Notice	NHS number - NHS Numbers used more than once is 0	1		🧠
Trust	Check	NHS number - No duplicate NHS Numbers	1		🧠
Trust	Historic	Patient age in years - 5% differences found for Patient age in years	1		🧠
Trust	Historic	Patient age in years band - 5% differences found for Patient age in years band	1		🧠
Trust	Historic	Discharge Dates - 5% differences found for Discharge Dates	1		🧠
Trust	Historic	Discharge Days of Week - 5% differences found for Discharge Days of Week	1		🧠
Trust	Historic	Length of Stay - 5% differences found for Length of Stay	1		🧠
Trust	Historic	Main specialty of consultant - 5% differences found for Main specialty of consultant	1		🧠
Trust	Historic	ICD-10 Chapter Code - 5% differences found for ICD-10 Chapter Code	1		🧠
Trust	Historic	Site name - 5% differences found for Site name	1		🧠

You can use the grey arrows  to sort any columns in ascending or descending order.



Show: Use this to toggle the number of entries that are displayed on screen

Search: Use this to search for a particular query or category e.g. Check, Address

Status: This indicates where the query is in the checking process.

- Trust – indicates that your organisation needs to resolve or provide a response to this query
- Closed – indicates that this query is accepted and/or the query is for information purposes only and requires no response
- Picker – indicates that Picker has provided a response

Type: There are four types of query the checker will find:


- Error – These need to be corrected through a revised file being uploaded
- Check – These may or may not be an error. Can either be resolved through a revised file being uploaded OR an explanation being provided through the  icon in the Details column.
- Historic – A comparison with your data from previous years, which may or may not indicate an error. Can either be resolved through a revised file being uploaded OR an explanation being provided through the  icon in the Details column
- Notice – For your information only and does not need comment

Data field: A short explanation of the query and how it may be resolved.

- The platform uses exception reporting and will only display queries where a potential issue has been located. It will not list all possible queries.

Issues: This lists the number of records that the query applies to.

Explanation: This is where you can write your response to the query.

Details: Click this icon  to see more detail about the query – for example, which records or cells are affected by the issue raised.

For more information on the types of errors, notice and checks on NCPES and how to resolve these – please see Appendix A.

Completing query verification

As noted above, queries can be resolved in two different ways, depending on the query type:

- Error – These need to be corrected through a revised file being uploaded
- Check or Historic – These may or may not be an error. Can either be resolved through a revised file being uploaded OR an explanation being provided through the 🧠 icon in the **Details** column

In addition to the detail provided in the Data field column, additional details on which values have triggered the query can be found either by:

- Hovering your cursor over the query itself
 - This is most useful when a query affects a small number of records
- Clicking the 🧠 icon in the **Details** column

Status	Type	Data field	# Issues	Explanation	Details
Picker	Check	Address - No permanent address located. Please review for accuracy and then verify if this is the most up to date address OR resubmit an updated patient list if this address needs to be corrected.	3	fsd	
Picker	Check	Discharge Dates - Dates found where no patients were discharged. Please confirm if correct OR resubmit an updated patient list.	1	sdfs	
Picker	Check	Value: Found 261 dates where no patients were discharged: Apr-07, Apr-13, Apr-14, Apr-19, Apr-21, Apr-22, Apr-23, Apr-27, Apr-28, May-04, May-05, May-06, May-11, May-19, May-24, May-26, May-27, Jun-01, Jun-02, Jun-03, Jun-04, Jun-05, Jun-06, Jun-07, Jun-08, Jun-09, Jun-10, Jun-11, Jun-12, Jun-13, Jun-14, Jun-15, Jun-16, Jun-17, Jun-18, Jun-19, Jun-20, Jun-21, Jun-22, Jun-23, Jun-24, Jun-25, Jun-26, Jun-27, Jun-28, Jun-29, Jun-30, Jul-01, Jul-02, Jul-03, Jul-04, Jul-05, Jul-06, Jul-07, Jul-08, Jul-09, Jul-10, Jul-11, Jul-12, Jul-13, Jul-14, Jul-15, Jul-16, Jul-17, Jul-18, Jul-19, Jul-20, Jul-21, Jul-22, Jul-23, Jul-24, Jul-25, Jul-26, Jul-27, Jul-28, Jul-29, Jul-30, Jul-31, Aug-01, Aug-02, Aug-03, Aug-04, Aug-05, Aug-06, Aug-07, Aug-08, Aug-09, Aug-10, Aug-11, Aug-12, Aug-13, Aug-14, Aug-15, Aug-16, Aug-17, Aug-18, Aug-19, Aug-20, Aug-21, Aug-22, Aug-23, Aug-24, Aug-25, Aug-26, Aug-27, Aug-28, Aug-29, Aug-30, Aug-31, Sep-01, Sep-02, Sep-03, Sep-04, Sep-05, Sep-06, Sep-07, Sep-08, Sep-09, Sep-10, Sep-11, Sep-...			
Picker	Check				
Picker	Historic				
Picker	Historic				

The detailed popup for each query contains both the value(s) that have triggered the query as well as the cell reference for where this value can be located in the most recently uploaded file:

- The first part of the value is the Excel cell reference i.e. O3171 is Column O, Row 3171
- The second part of the value prefixed by 'RN:' is the record number for the affected record. This references the last 4 digits of the PRN.

This information is to allow for the quick identification of where query triggers are occurring and their resolution.

Queries for Check on Address

No permanent address located. Please review for accuracy and then verify if this is the most up to date address OR resubmit an updated patient list if this address needs to be corrected.

Explanation

Update Update and next

Show entries Search:

Additional detail	Value	Cell
	H M PRISON	F37 RN:0040
	H M PRISON	F41 RN:0045
	EVERSLEY HOTEL	F276 RN:0829

Showing 1 to 3 of 3 entries Previous Next

Downloading detailed historic comparison tables

To support the resolution of any detailed historic queries, a CSV export of the comparison tables can be downloaded. This provides a multi-year comparison of your current file's data versus previous year's data and includes a flag where the variation threshold for query has been crossed (5%).

You can access these tables in the following ways:

1) Click on Download CSV. This will download all of the historical comparison tables.

Summary status
There are 17 queries for the National Cancer Patient Experience Survey file. The last update was on 2021-02-10 19:29:26

Upload status: **Upload has queries**

Number of uploads for this survey: 1
Within the currently uploaded file containing 323 records there are (outstanding/total):

- Errors: 0 of 0
- Checks: 4 of 4
- Historical differences: 8 of 8
- Notices: 5

Total number of queries to be resolved/explained prior to submission to Picker: 12

Any 'Error' type queries will need resolving through a revised file being uploaded.
Any 'Check' or 'Historic' type queries can either be resolved through a revised file being uploaded OR an explanation being provided through the 🧠 icon in the **Details** column.
Once all queries are resolved, the submission to Picker option will become available.

Download CSV To download the detailed historical comparison tables





Upload To upload a revised file

Download To download a copy of the latest file that has been uploaded

Show 50 entries

Status	Type*	Data field
Trust	Check	Address - No permanent address located. Please review for accuracy and then verify if this is the most up to date address OR resubmit an updated patient list if this address needs to be corrected.
Closed	Notice	Sample size - 323 records found
Closed	Notice	Length of Stay - Minimum Length of Stay is 0

2) Click on the 🧠 icon next to a Historic query type. You will then be taken to a pop-up box in which you can download the historical comparisons CSV. This will only display the historical comparison tables for whatever query you have clicked on.

Trust	Check	Patient age in years - No patients found aged 16	1	
Trust	Check	NHS number - No duplicate NHS Numbers	1	
Trust	Historic	Patient age in years - 5% differences found for Patient age in years	1	<div style="border: 2px solid #e91e63; padding: 2px;"></div>
Trust	Historic	Patient age in years band - 5% differences found for Patient age in years band	1	

Queries for Historic on Discharge Dates ✕

5% differences found for Discharge Dates

Explanation

Update
Update and next

Please download the CSV to view the historic detail.

Download historical comparisons CSV

Show 25 entries

Search:

Additional detail	Value	Cell
	2018 checked	

Showing 1 to 1 of 1 entries Previous 1 Next

This will open a CSV file in which YES will appear for any differences over the threshold of 5%:

Historic comparison: Main specialty of consultant							
	2018	2019	2020	Difference to 2018	+/-5% to 2018?	Difference to 2019	+/-5% to 2019?
100	12.70%	21.10%	21.10%	8.40%	YES	0.00%	
101	7.40%	7.40%	7.40%	0.00%		0.00%	
120	0.40%	0.60%	0.60%	0.30%		0.00%	
145	0.40%	1.20%	1.20%	0.90%		0.00%	
300	0.70%	0.60%	0.60%	-0.10%		0.00%	
370	10.60%	13.90%	13.90%	3.40%		0.00%	
502	2.80%	2.20%	2.20%	-0.60%		0.00%	
800	41.90%	34.40%	34.40%	-7.50%	YES	0.00%	
823	21.50%	16.40%	16.40%	-5.10%	YES	0.00%	
950	1.80%	2.20%	2.20%	0.40%		0.00%	
CHECK: differences of more than 5% found compared with 2018							

Resolving detailed historic queries:

Explanations for historic differences are required. Depending on the query type, these could take many forms:

- Improvements in the recording of information, such as patient ethnicity
- Changes in the way a PAS records information
- Opening, closing or movement of particular services

However, Picker recognises that obtaining the causal reason behind a historic change is not always possible. As such, where *reasonable effort* has been made to locate the cause behind a change; a confirmation that **the file has been drawn in line with the guidance AND that the data within the provided file reflects the data within the organisation's system** is an acceptable explanation.

Uploading a revised file

To upload a revised file select the Upload button and you will be presented with the same upload file screen displayed originally:

Any `Error` type queries will need resolving through a revised file being uploaded.
 Any `Check` or `Historic` type queries can either be resolved through a revised file being uploaded OR an explanation being provided through the 🧩 icon in the **Details** column.
 Once all queries are resolved, the submission to Picker option will become available.

Upload To upload a revised file

Download To download a copy of the latest file that has been uploaded

Providing an explanation for a query

To provide an explanation for a Check or Historic query type, clicking on the 🧩 icon in the **Details** column will provide a text box for the entry of an explanation. Once an explanation has been entered:

- The **Update** button will save the explanation and close the detailed window for that query
- The **Update and next** will save the explanation and progress to the next query that potentially needs an explanation.

Queries for Check on Address ✕

No permanent address located. Please review for accuracy and then verify if this is the most up to date address OR resubmit an updated patient list if this address needs to be corrected.

Explanation

✔ Update
✔ Update and next

Show 25 entries Search:

If you have overarching explanations or commentary, this can be entered within the below box.

If you wish to provide Picker with any overarching commentary alongside the submission of your file, please enter this into the box below:

✔ Save explanation updates

Explanation text that has not been saved will show highlighted in **pink** on the query resolution page. The explanations can be saved at any time by clicking **Save explanation updates**.

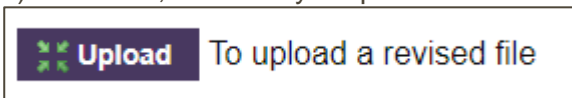
Submission of the file to Picker

Once there are no remaining errors on the query resolution page and all outstanding Check or Historic query types have a saved explanation, you can submit your file to Picker by clicking **Submit to Picker for acceptance**.

Please note that this button will not appear until Errors have been resolved and explanations have been provided for Checks and Historic queries AND you have clicked **Save explanation updates**.

To get to appear:

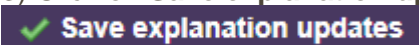
1) If needed, resubmit your patient file list until any Errors in the table disappear:



2) Provide an explanation around any Check or Historic queries (you do not need to supply this for Notices):

Status	Type	Data field	# Issues	Explanation	Details
Closed	Notice	Sample size - 323 records found	1		
Closed	Notice	Length of Stay - Minimum Length of Stay is 0	1		
Closed	Notice	Length of Stay - Maximum Length of Stay is 33	1		
Closed	Notice	Address - Percentage of address1 fields where a number is present 55%	1		
Closed	Notice	NHS number - NHS Numbers used more than once is 0	1		
Picker	Check	Address - No permanent address located. Please review for accuracy and then verify if this is the most up to date address OR resubmit an updated patient list if this address needs to be corrected.	3	This is in keeping with what we would expect	
Picker	Check	Discharge Dates - Dates found where no patients were discharged. Please confirm if correct OR resubmit an updated patient list.	1	This is correct. No patients were discharged during these dates.	
Picker	Check	Patient age in years - No patients found aged 16	1	We did not have any patients who were 16 at time of discharge	
Picker	Check	NHS number - No duplicate NHS Numbers	1	This is correct. No patients visited us multiple times during the sampling period.	
Picker	Historic	Patient age in years - 5% differences found for Patient age in years	1	the file has been drawn in line with the guidance AND that the data within the provided file reflects the data within the organisation's system	

3) Click on **Save explanation updates**:



4) Click on **Submit to Picker for acceptance**:

Show 50 entries

Status	Type	Data field	# Issues	Explanation	Details
Picker	Check	Job Title - Please confirm that these staff either were a Student Nurse and on the organisation's payroll as of the 1st September OR are NOT a student Nurse AND have a substantive role and are on the organisation's payroll.	7	This is OK	
Closed	Check	Job Title - Please confirm that these staff are NOT a non-executive director AND have a substantive role and are on the organisation's payroll.	1	message	
Picker	Historic	Sample size - General - Staff list size for 2020 survey is: 8417, staff list size for the 2019 survey was: 8320. Please confirm this aligns to your organisation's expectations.	1	message	
Picker	Historic	Sample size - General - Online surveys in 2020 survey is: 7163, online surveys in 2019 survey was: 7088. Please confirm this aligns to your organisation's expectations.	1	message	
Picker	Historic	Sample size - General - Paper surveys in 2020 survey is: 1254, paper surveys in 2019 survey was: 1242. Please confirm this aligns to your organisation's expectations.	1	message	
Picker	Check	Sample size - [Full census surveys only] - Your organisation's sample size is -5% or more smaller than the NHS workforce statistic from May 2020. If your organisation is running a full census, please confirm this is correct and only eligible staff have been included on the staff list.	1	message	

Showing 1 to 6 of 6 entries

If you wish to provide Picker with any overarching commentary alongside the submission of your file, please enter this into the box below:

Save explanation updates
Submit to Picker for acceptance

Ensure the commentary explains any outstanding queries

Please note,

- All explanatory text will be reviewed by Picker upon submission
- Once the submission to Picker has been made, no further revisions to the file can be made until either:


- Picker has reviewed the upload and has followed up on queries
- Or, a request is made to Picker via CPES@pickereurope.ac.uk

Review of uploaded file by Picker

Once an upload has been submitted to Picker, it will be reviewed along with any explanatory notes included as part of the submission.

Depending on the content of the upload or the explanatory notes provided, Picker will either accept your responses, or seek further clarification. We will be in touch via email where additional clarification is required. Either a revised file upload, or updated explanations will be made available on the platform, as appropriate, at that point.

Once all queries have been resolved and the file has been accepted the Welcome page will display an **Accepted by Picker** status.

Survey code	Status	# records	# queries	Last modified	Actions
NSS20	Accepted by Picker	8417	Errors 0 Checks 3 Notices 0 Historic 3 Total open queries 0	2020-08-25 21:56:57	

Showing 1 to 1 of 1 entries

Previous **1** Next

Questions

If you have any questions during the sampling process, please contact us at:

cpes@pickereurope.ac.uk

Appendix A: Types of CPES Errors, Notices, and Checks

Error Queries

Please note that the sample checker first searches for any errors with the PRN. If any of these are detected, subsequent checks are halted. Therefore, you may see more errors, notices and historic queries after fixing any PRN errors and uploading an updated patient sample list.

These need to be corrected through a revised file being uploaded. See [Uploading a revised file](#) for more information.

Query Type	Query Description	Query Meaning
Error	Patient record number - Missing/blank value(s) found. This field needs to be populated for each record.	PRN missing.
Error	Patient record number - Invalid Survey Code within the PRN value(s) found. The PRN should be in the format: CPES23XXXNNNNN where CPES23 is the survey code, XXX is your trust code [TRUST CODE] and NNNNN is the unique number for each record.	PRN not valid.
Error	Trust Code - Missing/blank value(s) found. This field needs to be populated for each record with your organisation's three character code +trustCode+."	Trust code missing,
Error	Trust Code - Invalid value(s) found. This field needs to be populated for each record with your organisation's three character code [TRUST CODE]	Incorrect trust code entered.
Error	Missing/blank value(s) found for Day of Discharge. This field needs to be populated for each record.	Day of discharge missing.
Error	Missing/blank value(s) found for Month of Discharge. This field needs to be populated for each record.	Month of discharge missing.
Error	Missing/blank value(s) found for Year of Discharge. This field needs to be populated for each record.	Year of discharge missing.
Error	Discharge date value not correct	Incorrectly formatted date combination.
Error	Discharge Dates - Month of Discharge value not in survey period	Discharge dates should be between April – June. The month of discharge is not in this period.
Error	Year of Discharge value not the correct year 2023	Year of discharge not 2023.

Error	Postcode - Invalid value(s) found. Supplied postcodes should be in the AB99 8KL, or AB9 8KL format.	Invalid postcode format.
Error	Address - Missing/blank value(s) found across all address fields. Paper surveys can only be delivered when addresses are provided.	Too few address lines filled in.
Error	Title - Missing/blank value(s) found. This field is optional, but preferable where only first name initials are available to ensure survey is addressed appropriately.	Title missing and Initials/ First Name field is short.
Error	Date of birth - Missing/blank value(s) found. This field needs to be populated for each record.	Date of birth missing.
Error	Date of birth - Invalid value(s) found. Please resubmit an updated patient list.	Date of birth entered incorrectly (e.g. not a number or incorrect characters like / has been included)
Error	Gender - Missing/blank value(s) found. This field needs to be populated for each record. Valid values are single digits (either 0, 1, 2 or 9).	Gender missing
Error	Gender - Invalid value(s) found. Valid values are single digits (either 0, 1, 2 or 9).	Invalid values entered for gender.
Error	Ethnicity - Invalid value(s) found. Valid values are single letters A-H, J-N, P, R, S, Z or a blank cell.	Invalid values entered for ethnicity (not A-H, J-N, P, R, S, Z or a blank cell).
Error	Missing/blank value(s) found for Day of Admission. This field needs to be populated for each record.	Day of admission missing.
Error	Missing/blank value(s) found for Month of Admission. This field needs to be populated for each record.	Month of admission missing.
Error	Missing/blank value(s) found for Year of Admission. This field needs to be populated for each record. column	Year of admission missing.
Error	Admission date value not correct	Date of admission not provided in correct format.
Error	Date of birth - Invalid value(s) found. Only patients who were aged 16 or older at the time of their discharge are eligible for the survey	Patient is under the age of 16.
Error	ICD 10 - Missing/blank value(s) found in ICD-10 Chapter Code. This field needs to be populated for each record.	Triggered if ICD 10 Chapter Code is missing (and ICD 11 hasn't been provided).

Error	ICD 10 Invalid value(s) found. This field has to be populated with a valid ICD-10 Chapter Code for each record.	Invalid value entered in ICD 10 field.
Error	ICD 10- Invalid value(s) found. This field should exclude all C44 codes and C84 codes.	Invalid ICD-10 values of C44 and C84 codes entered.
Error	ICD 11 - Missing/blank value(s) found in ICD-11 Chapter Code. This field needs to be populated for each record.	Triggered if ICD 11 Chapter Code is missing (and ICD 10 hasn't been provided).
Error	ICD 11 - Invalid value(s) found. This field has to be populated with a valid ICD-11 Chapter Code for each record.	Invalid value entered in ICD 11 field.
Error	ICD 11 - Invalid value(s) found. This field should exclude 2C3Z, 2B01, 2B02, 2A90.C, 2A90.A, 2A90.B, 2B0Z and 2B2Z.	Invalid ICD-11 values of 2C3Z, 2B01, 2B02, 2A90.C, 2A90.A, 2A90.B, 2B0Z and/or 2B2Z found.
Error	Main specialty - Missing/blank value(s) found. This field needs to be populated for each record.	Main specialty missing.
Error	Main specialty - Main specialty value not valid. This should be in the form NNN, as specified by NHS Digital.	Main specialty value does not match NHS Digital
Error	Sub ICB Location code - Missing/blank value(s) found. This field needs to be populated for each record.	Sub ICB Location code missing.
Error	Sub ICB Location code - Invalid value(s) found. This field needs to be populated using a valid code from NHS Digital's ODS (Organisational Data Service).	Value does not match NHS Digital's ODS list of Sub ICB Locations.
Error	Patient classification - Missing/blank value(s) found. This field needs to be populated for each record.	Patient classification missing.
Error	Patient classification - Invalid value(s) found. Valid values are single digits of either 1, 2, 3 or 4.	Must be 1, 2, 3, or 4
Error	Site code - Missing/blank value(s) found in Site Code. This field needs to be populated for each record.	This field is used to populate the name of the hospital on the covering letter sent to the patient. This message is triggered if Site code is missing (and Site name hasn't been provided).
Error	Site code - Invalid value(s) found. This field needs to be populated using a valid code from NHS Digital's ODS (Organisational Data Service).	Invalid site code entered that does not match with NHS Digital's ODS site code list.

Error	Site name - Missing/blank value(s) found. This field needs to be populated for each record.	This field is used to populate the name of the hospital on the covering letter sent to the patient, if site code isn't provided. This message is triggered if Site name is missing (and Site code hasn't been provided).
Check	Email - Invalid address(s) found. Please confirm if correct OR resubmit an updated patient list.	Invalid email address or no email address has been submitted.
Check	Mobile phone number - Missing/blank value(s) found. Please confirm if correct OR resubmit an updated patient list.	Invalid phone number or no phone number has been submitted.

Check Queries

Check queries may or may not indicate an error. These can either be resolved through a revised file being uploaded OR an explanation being provided through the 🧩 icon in the **Details** column. You need to provide an explanation for each check query. Seen [Providing an explanation for a query](#) for more information.

Query Type	Query Description	Query Meaning
Check	NHS Number - Invalid value(s) found. The NHS number should be a 10 digit number	The NHS number contains values other than digits.
Check	NHS Number - Invalid value(s) found. The NHS number should be a 10 digit number	The NHS number is not a valid length (10 digits)
Check	Address- No permanent address located. Please review for accuracy and then verify if this is the most up to date address OR resubmit an updated patient list if this address needs to be corrected.	The address entered contains an invalid location.
Check	Address - No fixed abode (NFA) value(s) found. Paper surveys would potentially not stand a reasonable chance of being delivered. Please confirm if is a valid address OR resubmit an updated patient list without these record(s) present.	No fixed abode values found.
Check	Postcode - Missing/blank value(s) found. This field should ideally be populated for each record to ensure a reasonable chance for delivery. Please confirm if correct OR resubmit an updated patient list.	Missing or blank values were found for postcode. Please check if these are available. If not available, please ensure that the record has a reasonable chance of being delivered (e.g. address fields complete enough for mailing to be delivered).
Check	Title - Missing/blank value(s) found.	Title is missing.
Check	Title - Potentially invalid value(s) found. This field is optional, but preferable where only first name initials are available to ensure survey is addressed appropriately.	Triggered if the first name/initials column is 1 or 2 characters and title is blank.
Check	Initials / First name - Missing/blank value(s) found. This field needs to be populated for each record.	Initials or first name missing.
Check	Initials / First name - Non-standard character(s) found. Please confirm if correct OR resubmit an updated patient list with the initials/first name updated.	Non-standard characters, such as numbers found in the initials or first name.
Check	Surname - Missing/blank value(s) found. This field needs to be populated for each record.	Surname missing.

Check	Surname - Non-standard character(s) found. Please confirm if correct OR resubmit an updated patient list with the surname updated.	Non-standard characters, such as numbers found in the surname.
Check	Gender - Potential mismatch between gender value(s) and title(s). Please confirm if correct OR resubmit an updated patient list.	Triggered when there is a male title and female gender or female title and male gender.
Check	Year of Admission value may not be the correct year 2023	Admission year not 2023
Check	Record found with age above 100. Please confirm that the patient is alive and eligible for the survey OR upload a revised patient list.	Patient is 100+ years old.
Check	Invalid Length of Stay calculated via admission and discharge dates	Length of stay is less than 0.
Check	Record found with a length of stay over 100 days. Please confirm if correct OR resubmit an updated patient list.	Length of stay is over 100 days.
Check	Sub ICB Location code. Please confirm if the address is a UK postal address OR resubmit an updated patient list.	Non-English Sub ICB Location code entered.
Check	Dates found where no patients were discharged. Please confirm if correct OR resubmit an updated patient list.	Dates found during the sampling period in which no patients were seen.
Check	No patients found aged 16	Patients may be 16 years of age if they were 16 when discharged. Please make sure that you haven't excluded them if they are, otherwise, eligible.
Check	No day day-case patients found (length of stay=0)	No length of stay equal to 0, indicating that a patient would be a day case.

Historic Queries

Historic queries point out where there are +/- 5% differences in your data from previous years, which may or may not indicate an error. These can either be resolved through a revised file being uploaded OR an explanation being provided through the 🧩 icon in the **Details** column.

Explanations for historic differences are required (see [Providing an explanation for a query](#) for more information). Depending on the query type, these could take many forms:

- Improvements in the recording of patient ethnicity
- Changes in the way a PAS records information
- Opening, closing or movement of particular services

However, Picker recognises that obtaining the causal reason behind a historic change is not always possible. As such, where *reasonable effort* has been made to locate the cause behind a change; a confirmation that **the file has been drawn in line with the guidance AND that the data within the provided file reflects the data within the organisation's system is an acceptable explanation.**

Query Type	Query Description	Query Meaning
Historic	Patient age in years – 5% differences found for Patient age in years	There is a 5% difference between numbers reported in 2023 against those reported in 2022, and / or 2021
Historic	Patient age in years band – 5% differences found for Patient age in years band	There is a 5% difference between numbers reported in 2023 against those reported in 2022, and / or 2021
Historic	Discharge Dates – 5% differences found for Discharge Dates	There is a 5% difference between numbers reported in 2023 against those reported in 2022, and / or 2021
Historic	Discharge Days of Week – 5% differences found for Discharge Days of Week	There is a 5% difference between numbers reported in 2023 against those reported in 2022, and / or 2021
Historic	Admission Dates – 5% differences found for Admission Dates	There is a 5% difference between numbers reported in 2023 against those reported in 2022, and / or 2021
Historic	Gender – 5% differences found for Gender	There is a 5% difference between numbers reported in 2023 against those reported in 2022, and / or 2021
Historic	Ethnicity – 5% differences found for Ethnicity	There is a 5% difference between numbers reported in 2023 against those reported in 2022, and / or 2021
Historic	Length of Stay – 5% differences found for Length of Stay	There is a 5% difference between numbers reported in 2023 against those reported in 2022, and / or 2021
Historic	Main specialty of consultant – 5% differences found for Main specialty of consultant	There is a 5% difference between numbers reported in 2023 against those reported in 2022, and / or 2021
Historic	ICD-10 Chapter Code – 5% differences found for ICD-10 Chapter Code	There is a 5% difference between numbers reported in 2023 against those reported in 2022, and / or 2021

Historic	Sub ICB Location code– 5% differences found for Sub ICB Location code	There is a 5% difference between numbers reported in 2023 against those reported in 2022, and / or 2021
Historic	Patient classification – 5% differences found for Patient classification	There is a 5% difference between numbers reported in 2023 against those reported in 2022, and / or 2021
Historic	Site name – 5% differences found for Site name	There is a 5% difference between numbers reported in 2023 against those reported in 2022, and / or 2021

Notice Queries

Notice queries do not need to be resolved and do not require explanations. However, they may be helpful for you to review to ensure that your sample appears as expected.

Query Type	Query Description	Query Meaning
Notice	Sample size – [NUMBER] records found	Indicates how many records exist in the sample list.
Notice	Minimum Length of Stay is [NUMBER]	Alerts you to the minimum length of stay in the sample.
Notice	Maximum Length of Stay is [NUMBER]	Alerts you to how long the maximum length of stay was in the sample.
Notice	Address - Percentage of address1 fields where a number is present [PERCENTAGE]	Alerts you to the percentage of address 1 fields that contain a number. We would ordinarily expect a number in the address 1 field but there may be instances where this is not available.
Notice	NHS number - NHS Numbers used more than once is [NUMBER]	This the count of NHS numbers repeated in the sample. Duplicates (or multiple records with the same NHS number) are acceptable for the CPES sample and you should record all eligible instances of care.
Notice	NHS number - No duplicate NHS Numbers	There are no duplicate NHS numbers in the sample. Duplicates (or multiple records with the same NHS number) are acceptable for the CPES sample and you should record all eligible instances of care.