

**Board of Directors' Meeting Report – 30th July 2014**

**Agenda item 208/14**

<b>Title</b>	Quarterly Data Quality review
<b>Sponsoring Director</b>	Jon Findlay, Director of Operations
<b>Authors</b>	Jo Thomas, Information Team System Manager Caroline Sweeney, Data Quality Assistant
<b>Purpose</b>	To provide assurance to the Board of Directors about the quality of data within the organisation, and the on-going work that is taking place to ensure that standards continue to be maintained and improve.
<b>Previously considered at</b>	N/A
<b>Executive Summary</b> Recording of outpatient outcomes has improved this quarter which will have a positive impact on Trust income. The number of outstanding duplicate records has risen as has the number of GP practice errors however targeted work is addressing both areas. Improved reporting and staff communications is helping to reduce data quality errors and the data quality team are working more collaboratively with other departments. National data quality dashboards show that Southend is above average.	
<b>Related Trust Objective</b>	2. Sustainability – keep the core strong
<b>Related Risk</b>	BAF Risk 1
<b>Legal implications / regulatory requirements</b>	Poor data quality can affect all aspects of the organisation, with regulatory sanctions and possible legal claims being brought against the Trust as a result of poor quality data.
<b>Quality impact assessment</b>	The aim of data quality reviews is to ensure that patient / public / workforce safety and care is maintained to the highest standards.
<b>Equality impact assessment</b>	As far as can be considered this paper has no detrimental impact for the 9 protected characteristics under the Equality Act 2010
<b>Action required by the Board</b>	
Approve	Assure <span style="color: red;">Note ✓</span>

## Data Quality Update

### Quarter 4 – 1 January 2014 – 31 March 2014

#### Background

At the meeting of 29 May 2012, the Board agree to receive quarterly updates on areas relating to the Data Quality Agenda. On 27 June 2012 the Board approved the Trust's Data Quality Strategy and associated action plan.

#### Matters of Note – Quarter 4

##### Local Data Quality Issues

- Weekly reports are published on the Data Quality site on Staffnet, in conjunction with a notification email, giving the up-to-date position of missing appointment outcomes. The Data Quality team also contact departments that have a considerable number of outcomes not completed to identify if there are problems within the process, and work with the department to help rectify the problems. As a consequence missing outcomes have reduced compared to last year; although work continues with departments to ensure a consistent reduction is maintained.

Month	Dec 2013	Jan 2014	Feb 2014	Mar 2014
No. of missing outcomes	198	133	74	152

- GP practice errors have increased since the implementation of Medway PAS where it is apparent that fewer records are being updated. The Data Quality team continue to monitor this trend and target areas to help ensure patient records are correctly checked and updated. Also, in conjunction with the Finance dpt, a large quantity of patient records are corrected each month that would have otherwise been challenged by the reported responsible CCG. Furthermore the Data Quality Team have set up a new checking process that identifies ceased practicing GPs from national records and compares these to the error reports to ensure an increased correction rate.

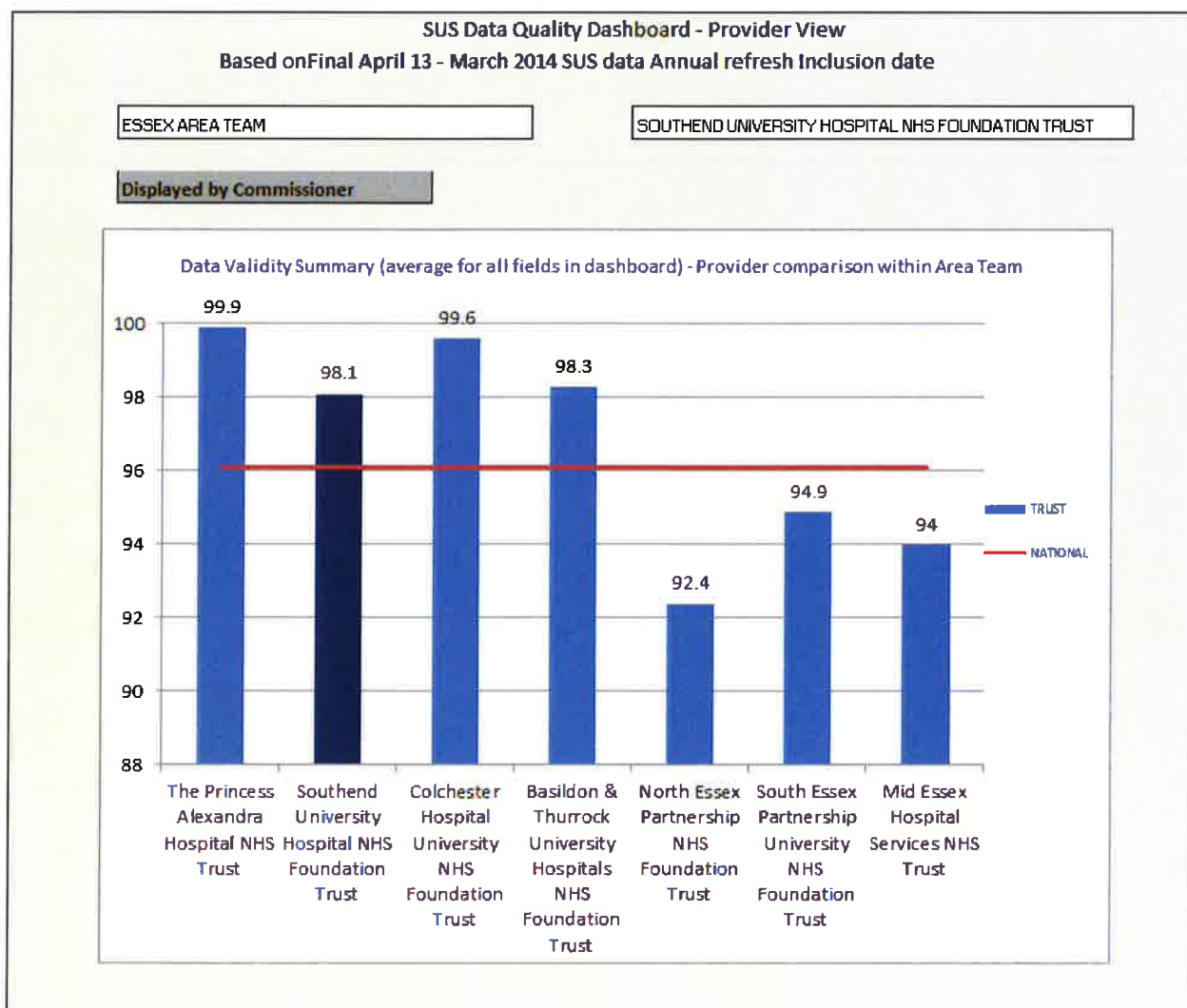
	Q3 2013/14	Q4 2013/14
GP Practice Errors	636	736

- There remains concern regarding the number of duplicate records generated. During the last quarter of use of the legacy PAS, 182 duplicate records were generated which added to the backlog at that time. As part of the Medway PAS implementation, for a successful data migration, all duplicate records were merged before cut over, resulting, upon go-live, in no duplicates. However, since November 2013 when the Trust went live with Medway PAS there has continued to be an increase of duplicate record generation. In quarter 1, 276 duplicate records were generated. There is currently a small backlog to be merged by Medical Records.

The Data Quality team have been working with the high offending areas to include further guidance on avoiding duplicates and continue to monitor this whilst liaising with Medical Records.

## Secondary Uses Services (SUS) Dashboard

- SUS data is primarily used for purposes such as payment for healthcare provision under Payment by Results (PbR) and the planning and commissioning of healthcare services. Under the government's information strategy, this data should become the main source for an increasing number of purposes. Therefore, the quality of data submitted to SUS is essential.
- The chart below shows the latest published data validity summary for the Trust's SUS submissions. This is benchmarked against local Essex Trusts and the national average as at the end of March 2014.
  - The Trust's data validity remains above the national average.
  - The Trust's data validity in quarter 4 (98.1%) has slightly decreased when compared to quarter 3 (99.7%). Other local Trusts have also shown similar variations.



## Recommendations

The Board are asked to note the contents of this report.

