

152 Harley Street: SUMMARY OF ACTION PLAN TO ACHIEVE FULL COMPLIANCE WITH PART 4 OF THE PRIVATE HEALTHCARE MARKET INVESTIGATION ORDER 2014

Measure	Milestones in February 2024	Milestones in March 2024	Milestones in April 2024	Milestones in August 2024	Date of full compliance
Patient feedback	<ol style="list-style-type: none"> PHIN's Patient Feedback of Hospital questions (S_Q2 – S_Q8) align with existing Patient Feedback data currently collected by 152 Harley Street. Creation of a PHIN Patient Feedback submission template including all data items required by Article 21 of the Private Healthcare Market Investigation Order 2014 (The Order). Submission to PHIN of a Patient Feedback dataset covering the period from 18th February 2022 – 15th February 2024. This dataset will include all Patient Feedback data items required by Article 21 of The Order except the Patient Feedback of Consultants. 	<ol style="list-style-type: none"> Updated version of the 152 Harley Street Patient Feedback questionnaire created to include mandatory Patient Feedback of Consultants questions (C_Q1 – C_Q5) 152 Harley Street Patient Feedback questionnaire deployed for use by patients. Commencement of data capture of full Patient Feedback dataset 	<ol style="list-style-type: none"> First full month complete Patient feedback data collected 	<ol style="list-style-type: none"> Submission of a full Patient Feedback dataset as required by Article 21 of The Order. 	August 2024

Narrative

All Patient Feedback data items required by Article 21 of The Order are currently being collected at 152 Harley Street, except the Patient Feedback of Consultants questions. The feedback data is being captured via an electronic questionnaire which has been in use since 18th February 2022. Seven questions within this questionnaire are in alignment with S_Q2 – S_Q8 of PHIN's Patient Feedback of Hospitals questions.

To ensure submission of the full Patient Feedback dataset, 152 Harley Street's electronic questionnaire will be updated to include the mandatory Patient Feedback of Consultants questions (C_Q1 – C_Q5). The updated questionnaire will be deployed and available for data capture from March 2024. As such, all data items required by Article 21 of The Order will be being collected at 152 Harley Street in April 2024 in preparation for submission to PHIN in August 2024.

To enable submission of the Patient Feedback dataset to PHIN, a template will be created which includes all data items required by The Order. In the first instance, a Patient Feedback dataset will be submitted containing all data items except data the Patient Feedback of Consultants questions. This submission will cover the period from 18th February 2022 – 15th February 2024. This initial submission will not contain the Patient Feedback of Consultants data items as, although they will be being captured from March 2024, it will take until the August 2024 PHIN submission deadline before these can be reported.

In addition, 152 Harley Street have reviewed the QPROMs eligibility requirements and identified that there is a subset of these that are relevant to the clinical activity at 152 Harley Street. Therefore, 152 Harley Street will be working to implement the relevant QPROMs common and procedure-specific questionnaires during Q2 2024. It is expected that data will start being captured for these later in Q2 2024, enabling some data reporting at the appropriate submission deadlines later in 2024.