



Best Life Clinic

THE BEST LIFE CLINIC

Best Life Clinic

27 Norton Road, Stockton

TS18 2BW

Tel: 01642 450510

Date: 28/02/2024

To
Senior Director,
Remedies, Business and Financial Analysis,

Competition and Marketing Authority

Dear Senior Director

Sub: Response to Warning and Action Plan for achieving full compliance

Ref: Breach of Part 4 of the Private Healthcare Market Investigation Order 2014

We are writing in response to your correspondence highlighting our clinic's challenges in meeting the data submission requirements set forth by PHIN. We acknowledge the concerns raised and appreciate the opportunity to address this matter directly.

Historically, our clinic has been committed to the regular submission of patient care data, adhering to PHIN's guidelines until March 2023. However, we encountered issues with data quality in coding, which were flagged by PHIN during this period. Despite our efforts to seek assistance from PHIN to rectify these issues, we acknowledge our shortfall in persistently following up on this matter and extend our sincere apologies for the oversight.

In light of your recent communication, we have taken proactive steps to improve our data submission process. We have indeed continued to collect comprehensive data on all admitted patient care episodes (volume and length of Stay) and Adverse events. Our patient feedbacks were collected by utilising a third-party service (Doctify) to ensure the alignment of our patient feedback surveys with PHIN's recommended questions. There have been feedbacks from excess of 240 patients since January 2021 on the link <https://www.doctify.com/uk/practice/best-life-practice>

Following your notification, we have engaged more closely with PHIN, benefiting from the support offered, including attendance at the compliance seminar on 21st February 2024 and a productive one-to-one video consultation with PHIN staff on 23rd February 2024. These initiatives have significantly enhanced our understanding and ability to address the previously identified data coding quality issues..

You will find a detailed proposal on the next page outlining our timeline and action plan to achieve full compliance well before the July 2024 deadline. We are confident in our ability to meet these standards and remain committed to transparency and the improvement of patient care standards through accurate data reporting.

We value the guidance provided by PHIN and the CMA and are keen to continue our collaboration to enhance the quality and safety of patient care within the private healthcare sector. Thank you for your understanding and support as we work towards resolving these issues. We are committed to ensuring full compliance and welcome any further advice or assistance you may offer during this process.

Yours Sincerely,

Director, Best Life Clinic

Best Life Clinic: Stockton on Tees TS18 2BW

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

Measure	Milestones in Month 1 – February 2024	Milestones in Month 2 March 2024	Milestones in Month 3 April 2024	Milestones in Month 4 May 2024	Milestones in Month 5 June 2024	Milestones in Month 6 July 2024	Date of Full Compliance
Volume	Reviewing the Data Collected for quality and completeness	Correcting any errors for the period from March 2023 to August 2023 -	Finalise the data and submit the data until August 2023	Correcting any errors from the period Sept 2023 February 2024 -	Finalise the data -	Submit the data upto February 2024	31 st July 2024
Length of stay	Reviewing the Data Collected quality and completeness	Correcting any errors for the period from March 2023 to August 2023 -	Finalise the data and submit the data until August 2023	Correcting any errors from the period Sept 2023 February 2024 -	Finalise the data	Submit the data upto February 2024	31 st July 2024
Adverse Events	Submitted already	---	---	---	---	---	February 2024
Patient Feedback	Data Available from Doctify which is a third party feedback collecting service	Will write to Doctify and ask them to provide the data More than 240 patients feedback Data is available on the link: https://www.doctify.com/uk/practice/best-life-practice	Will check if that data complies with the required PHIN feedback data	If Compliant, will submit the data If not will collect fresh feedback data	Continue Data Collection	Submit the data collected	31 st July 2024
Health Outcome Measures	No mandatory PROMS applicable for any of our services	NA	NA	NA	NA	NA	NA
Achieving expected Coding Quality Standard	Attended PHIN webinar on 21/02/2024 and One-on-one session on 23/02/2024	Will get further help by using PHIN resources and direct help in getting the correct coding of the data to be submitted and the previous data submitted going back to March 2022	Will finalise the coding for APC data from March 2023 to August 2023 and Submit it in PHIN Portal	Continue Working on the data from Sept 2023 to February 2024	Will finalise the coding for APC data from Sept 2023 to February 2024	Submit the data up to February 2024	31 st July 2024

Ongoing data collection from March 2024 will continue and will get submitted in the meantime around the data freeze deadlines.