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Adam Land
Senior Director, Remedies
Business and Financial Analysis
Competition & Markets Authority
RemediesMonitoring@cma.gov.uk

29th February 2024

Dear Mr Land,

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

I am writing in response to your letter dated 31st January 2024 regarding a breach of legally binding obligations.

As noted in the letter, the Trust is required to provide information on every private patient episode to the Private Healthcare Information Network (PHIN). I can confirm that the Trust has submitted information on every private patient episode however we recognise that not all information required has been submitted.

Colleagues from the Trust attended the online seminar for non-compliant hospitals on Tuesday 21st February. From this we understand that in line with the CMA's ambition to improve the quality of data collected, contact will be made on a more regular basis than in the past where compliance is not achieved. As a phase 1 organisation we welcome the opportunity to improve our compliance and have used the feedback to develop an action plan to meet the requirements.

The detailed action plan is attached with a summary below:

Patient Feedback

The Trust currently collects Friends and Family feedback in line with the questions asked of NHS patients. These questions have now been revised to include the additional questions and for future patients this information will flow.

PROMS

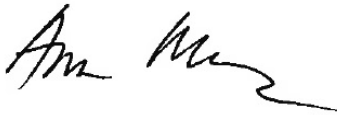
The Trust is liaising with external partners to ensure appropriate questionnaires are identified and will then use these to develop a process for collection and submission. This work is expected to be fully concluded by the end of June.

Clinical Coding standard

The Trust has reviewed the information currently submitted and begun preparatory data work to allow submission of all appropriate clinical codes within the existing datasets provided. This work is expected to be fully concluded by the end of June.

The Trust remains committed to ensuring compliance with the regulations and will work with colleagues at PHIN to further develop existing data flows as described above. Should you require any further information with regards to the action plan, Gareth Lawrence, Director of Finance & Information will be able to support.

Yours sincerely,



Ann Marr OBE
Chief Executive

Mersey and West Lancashire Teaching Hospitals NHS Trust
(formerly St Helens and Knowsley Teaching Hospitals NHS Trust)

Cc: Gareth Lawrence, Director of Finance & Information,
Gareth.Lawrence@sthk.nhs.uk

Christine Oakley, Deputy Director of Finance & Information,
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Mersey & West Lancashire Teaching Hospitals NHS Trust: Summary of Action Plan to Achieve Full Compliance with Part 4 of the Private Healthcare Market Investigation Order 2014

Measure	Milestones in February	Milestones in March	Milestones in April	Milestones in May	Milestones in June
Volume		No Action - Already Submitted			
Length of Stay		No Action - Already Submitted			
Adverse Events		No Action - Already Submitted			
Patient feedback	1. Review requirements over and above existing collections. 2. Adopt the additional questions required over and above the questions asked in the NHS Friends & Family Feedback. 3. Begin collecting responses to revised questions.	Actioned in February with data to flow as collected			
Health Outcome Measures	1. Review existing collection process 2. Liaising with external partners on the required questionnaire. 3. Develop action plan	1. Agree the collection process for the applicable procedures. 2. Agree the process for patients who are arriving for their procedures 3. Agree the process to ensure Private Patients complete questionnaires (where relevant) 4. Agree the process to ensure all completed questionnaires are returned. 5. Agree the process to send completed questionnaires back to PHIN.	1. Agree collection process for the applicable procedures. 2. Agree the process for patients who are arriving for their procedures 3. Agree the process to ensure Private Patients complete questionnaires (where relevant) 4. Agree process to ensure all completed questionnaires are returned. 5. Agree process to send completed questionnaires back to PHIN.	1. Commence process for the applicable procedures. 2. Commence process for patients who are arriving for their procedures 3. Commence process to ensure patients complete questionnaires where relevant 4. Commence process to ensure all completed questionnaires are returned. 5. Commence process to send completed questionnaires back to PHIN.	Full Compliance in place
Clinical Coding	1. Review requirements against current coding. 2. Preparatory data work.	1. Refresh process for data submission will be established to ensure updates to clinical coding are submitted. 2. Prior to freeze, a process for any remaining uncoded episodes will be established so that >95% coding is submitted.	1. Refresh process for data submission will be established to ensure updates to clinical coding are submitted. 2. Prior to freeze, a process for any remaining uncoded episodes will be established so that >95% coding is submitted.	1. Refresh process in place. Submissions will include relevant updates to clinical coding. 2. Identification of uncoded episodes in place. Submissions will include updates to clinical coding. 3. Full compliance will be in place by next freeze point.	Full Compliance in place