

Norwich and Norfolk University Hospital

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	Milestones in July	Date of full compliance
Volume	Already compliant and uploading APCD on a monthly basis. Using data tracker as provided by PHIN via the PHIN portal.	We will continue to upload compliant data	We will continue to upload compliant data	We will continue to upload compliant data	We will continue to upload compliant data	We will continue to upload compliant data	Already compliant
Length of stay	Already compliant and uploading APCD on a monthly basis. Using data tracker as provided by PHIN via the PHIN portal. The length of stay is reflected in the via the EPISTART and EPIEND date columns on the spreadsheet. Unable to submit the data to reflect the length of stays in days due to restriction on required spreadsheet.	We will continue to upload compliant data	We will continue to upload compliant data	We will continue to upload compliant data	We will continue to upload compliant data	We will continue to upload compliant data	Already compliant

Adverse events	Already compliant	Already compliant	Already compliant	Already compliant	Already compliant	Already compliant	Already compliant
Patient feedback (Friends and Family Test as designated by current NHS patient feedback solution)	Unable to differentiate between attendance of NHS patients and Private Patients as the friends and family test (FFT) is anonymous and to this affect we must not collect any patient identifiable information within the system. Raised with NHSE to identify a solution.	Await NHSE and CMA outcome from meeting regarding Friends and Family data. Will explore possibility of creating a bespoke electronic survey to collect feedback only from Private Patients.	Intention to implement solution identified by NHSE and CMA.	Intention to implement solution identified by NHSE and CMA.	Intention to implement solution identified by NHSE and CMA.	Intention to implement solution identified by NHSE and CMA.	Intention to implement solution identified by NHSE and CMA.
Health outcome measures	Made contact with the Clinical Audit and Improvement Team within the Trust to explore PROMS questions for Private Patients.	Create questionnaire and identify best way of ensuring safe and sufficient PROMS collection for Private Patients	Implement PROMS data collection process.	Begin sending out surveys to patients undergoing relevant procedures.	Upload May PREMS and PROMS	Upload June PREMS and PROMS	Full compliance June 24
Clinical coding	Already compliant	Already compliant	Already compliant	Already compliant	Already compliant	Already compliant	Already compliant