

ROYAL BERKSHIRE NHS FOUNDATION TRUST: SUMMARY OF ACTION PLAN TO ACHIEVE FULL COMPLIANCE WITH PART 4 OF THE PRIVATE HEALTHCARE MARKET INVESTIGATION ORDER 2014

Measure	Milestones in March	Milestones in April	Milestones in May	Milestones in June	Milestones in July		Date of full compliance
Volume (completeness?)		1) Create data tool and agree completion process	1) Test of data tool re any gaps		1) Upload for May		July
Length of stay (admitted patient care)		1) Gap analysis of available data collected already vs specification. 2) Action plan to address any gaps	1) Progress action plan 2) Escalate any gaps that cannot be solved / will delay submission for July	1) Collect data for patients treated in May 2) Validate data and complete any gaps manually	1) Upload May patients. 2) Embed monthly collection and reporting process.		July

		3) Create data collection tool and agree completion process					
Adverse events	1) Create report from Datix re all Paying Patient incidents since April 23 2) Add Paying Patient field to Datix 3) Comms re new field to matrons	1) Review Datix report re all Paying Patient Incidents and add to Adverse Events log. 2) Compare Paying Patient data with all Datix data re completeness. 3) Create template for monthly upload	1) Submit Adverse events log for all 23/24 incidents	1) Apply any learning from 23/24 template 2) Report monthly			June

		4) Agree monthly data pull and submission process					
Patient feedback	<p>1) Friends and Family feedback is not sufficient for this measure.</p> <p>2) Meet with patient feedback team to agree how to collect required data (aim is electronic capture)</p>	<p>1) Map process for patient feedback.</p> <p>1a) If IT support is required for electronic capture, this will be scoped by IT projects team.</p> <p>2) Create data template for monthly uploads</p>	<p>1) IT project scope returned – if funding required, escalate through Planned Care directors.</p> <p>2) If IT support is too expensive or risks July deadline, implement feedback process</p>	<p>1) Send out first batch of surveys (April and May PP).</p> <p>2) Embed monthly patient feedback process</p>	<p>1) Collate responses from June Action 1</p> <p>2) Upload responses monthly</p>		July

			(action 1, April)				
Health outcome measures	<p>1) Review all PROMs measures and if currently captured</p> <p>2) Engage current T&O PROMs system supplier re hips, knees, shoulder and carpal tunnel PROMs.</p> <p>2a) Review if T&O system can capture other PROMs for non-T&O patients.</p>	<p>1) Receive quote from T&O PROMs system supplier and agree if able to fund.</p> <p>1a) Agree T&O PROMs implementation plan if funded.</p> <p>2) Map process for all PROMs with specialty teams.</p>	<p>1) Create PROMs data collection and reporting templates if not supported by other software.</p> <p>2) Identify and agree any quick wins</p>	<p>1) Retrospective PROMs sent out to May patients where appropriate</p> <p>2) Embed regular PROMs process from May Action 2</p> <p>3) Agree timeline for outstanding PROMs with teams and PHIN.</p>	<p>1) Upload patients from June Action 1 and 2.</p> <p>2) Progress timelines agreed with PHIN for any outstanding PROMs</p>		Partial compliance by July

	3) Engage with Trust PMO team to support process mapping for all other PROMs.						
Clinical coding	<p>1) Meet with PHIN team to understand requirements.</p> <p>2) Agree action plan to address any gaps.</p>						