

**SOMERSET NHS FOUNDATION TRUST (COVERING BOTH SITES FORMERLY SOMERSET NHS FT AND YEOVIL DISTRICT HOSPITAL FT) 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 APC on a regular basis. Using data tracker as provided by PHIN but PHIN portal does not recognise data items such as 'NHS Number' we also have Jersey patients that do not have an NHS number or 'Episode Order, GP Practice, Admission Source' so triggers warnings. However, the tracker contains all necessary data and has been uploaded multiple times prior to data freeze to address warnings with no success.	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 APC on a regular basis. Using data tracker as provided by PHIN but PHIN portal does not recognise data items such as 'NHS Number' or 'Episode Order, GP Practice, Admission Source' so triggers warnings. However, the tracker contains all necessary data and has been uploaded multiple times prior to data freeze to address warnings with no success.	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

<b>Adverse events</b>	Already compliant, we have already reported adverse events, however, there was a misunderstanding over nil returns. Our Data teams have sorted this following a recent meeting with PHIN and recording is now correct.	Already compliant	Already compliant	Already compliant	Already compliant	Already compliant	Already Compliant
<b>Patient feedback</b>	<p>MPH site previously unable to differentiate between NHS and Private Patients for F&amp;F test. Separate PP F&amp;F test generated and commenced in November with reporting taking place from Dec 23.</p> <p>YDH site completed development work on consultant level feedback. To review collection and/or issues with clinical teams.</p>	<p>Already compliant</p> <p>YDH non-compliant</p>	<p>Already compliant</p> <p>YDH non-compliant</p>	<p>Already compliant</p> <p>YDH non-compliant. Data collection to have resumed</p>	Both Sites compliant	Both Sites Compliance	Both sites complaint by June 24
<b>Health outcome measures</b>	Currently trying to find a solution, issues raised with NHSE who are in talks with PHIN – no feedback from NHSE yet.	Review existing PROMS suppliers contracts and activities for all Trust sites post-merger and identify gaps in existing support.	Scope out, plan and agree a trust wide approach to the consistent collection of PROMS data.	Work with PROMS supplier to receive regular extracts in a timely manner in the required format for further processing.	Link PROMS supplier data extracts back to patient records and test connections. Implement DQ checks for flagging missing or inaccurate data content.	Develop a regularly updated data flow for PHIN submission in correct submission format and submit a test submission to the portal for review	Begin regular PHIN portal submissions covering all Trust Sites that undertake Private work. – Dec 24
<b>Clinical coding</b>	Local coding delays within monthly submissions, but are complete in time for the quarterly freeze.	Already compliant	Already compliant	Already compliant	Already compliant	Already compliant	Already compliant