

## 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 published data for both James Cook Site & Friarage Site. New practise to be adopted in data validation regarding any missing data as Nil return in PHIN portal. Not necessary identified each site as a separate return	We will continue to upload compliant data. To ensure all submitted data meets compliance once submission has been uploaded from BIU the PP Manager will ensure any missing data entries are validated and recorded within PHIN portal for compliance	We will continue to upload compliant data and will ensure any missing data is validated and nil return added on PHIN portal for compliance	We will continue to upload compliant data and will ensure any missing data is validated and recorded within PHIN portal for compliance	We will continue to upload compliant data and will ensure any missing data is validated and recorded within PHIN portal for compliance	We will continue to upload compliant data and will ensure any missing data is validated and recorded within PHIN portal for compliance	march 2024
Length of stay	Already compliant and uploading publishable data for both James Cook Site & Friarage Site. New practise to be adopted in data validation by PP Manager regarding any missing data and rectified with 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	March 2024
Adverse events	Error identified in recording any adverse events, engaged with PHIN to ensure any adverse events are recorded correctly or Nil	Begin completing details of any adverse event via function within PHIN or recording Nil return if appropriate	Upload month 1 (March) data to PHIN portal	Upload Month 2 data to PHIN Portal	Upload Month 3 data to PHIN portal	Upload Month 4 data to PHIN Portal	April 2024
Patient feedback (Friends and Family Test as designated by	Unable to differentiate between attendance of NHS	Initiate new practice all DC & IP PP's to be issued F&F test	Start submitting test responses via PHIN Portal to ensure	Record patient feedback routinely with PHIN support	Record patient feedback routinely with PHIN portal	Record patient feedback routinely with PHIN portal	June 2024

current NHS patient feedback solution)	patients and Private patients for F&F test.	document from PP office and start to submit received reply results to PHIN for publication	PHIN are happy receiving items as per feedback responses received and that we meet compliance with CMA				
Health outcome measures	Already compliant	Already compliant	Already compliant	Already compliant	Already compliant	Already compliant	Full compliance April 24
Clinical coding reconfirm Coding issue OPER_01	Missing data identified OPER_01 1 field on specific patient data, ensure all data complete via PHIN Portal	Awaiting further instruction from PHIN regarding missing clinical coding standard and if it was relating to sensitive procedures	Once Coding issue verified by PHIN we will ensure the coding criteria is matched and entered correctly for compliance	We will continue to upload compliant data	We will continue to upload compliant data	We will continue to upload compliant data	July 2024