Tyneside Surgical Services Limited: SUMMARY OF ACTION PLAN TO ACHIEVE FULL COMPLIANCE WITH PART 4 OF THE PRIVATE HEALTHCARE MARKET INVESTIGATION ORDER 2014

Measure	Milestones in April 2024	Milestones in May 2024	Milestones in June 2024	Milestones in July 2024	Milestones in August 2024	Milestones in September 2024	Date of full compliance
Volume	Streets Heaver to confirm fixes to reporting module to ensure compliance	Testing of fixes to Streets Heaver /Compucare to iron out existing data errors. Upload of data for preceding month	Upload of data - liaise with PHIN team that data is clean	Upload of data - liaise with PHIN team that data is clean	Validate data to ensure all data remains compliant	Validate data to ensure all data remains compliant	July 2024
Length of stay	As above	As above	As above	As above	As above	As above	July 2024

Adverse events	N/A – fully compliant with requirements	N/A	N/A	N/A	N/A	N/A	Fully compliant March 2024
Patient feedback	Identify from existing database patient satisfaction for PP work. As above with Streets Heaver re reporting module. Identify who will upload individual patient feedback.	Testing of fixes to Streets Heaver /Compucare reporting.	Upload patient satisfaction information	Upload patient satisfaction information	Upload patient satisfaction information	Upload patient satisfaction information	July 2024
Health outcome measures	Develop PROMS core and QPROMS booklets	Distribute to PP's. Gain consent.	Distribute to PP's. Gain consent.	Distribute to PP's. Gain consent.	Distribute to PP's. Gain consent.	Distribute to PP's. Gain consent.	TBD – as no PROMS in place, compliance can only be achieved after second questionnaires at 6/12
Clinical coding	Streets Heaver to confirm fixes to reporting module to ensure compliance.	Testing of fixes to Streets Heaver /Compucare to iron out existing data errors.	Upload of data - liaise with PHIN team that data is clean	Upload of data - liaise with PHIN team that data is clean	Validate data to ensure all data remains compliant	Validate data to ensure all data remains compliant	July 2024

		Upload of data for preceding month					