

**SUMMARY OF ACTION PLAN TO ACHIEVE FULL COMPLIANCE WITH PART 4
OF THE PRIVATE HEALTHCARE MARKET INVESTIGATION ORDER 2014**

Measure	Milestones in JULY 2024	Milestones in SEPTEMBER 2024	Milestones in NOVEMBER 2024	Milestones in DECEMBER 2024
Volume	N/A	N/A	N/A	N/A
Length of stay	N/A	N/A	N/A	N/A
Adverse events	N/A	N/A	N/A	N/A
Patient feedback	Doctify Limited to prepare revised question set and associated scoring and submit to the Trust for review and approval	Trust to review the question set and associated scoring to ensure it complies with PHIN's requirements (as communicated by PHIN by email on 27 June 2024)	Pilot of revised survey questions and rectify any snagging to finalise questions/scoring undertaken	Data collection commences, followed by quarterly submission of data to PHIN as required under article 21 of PHMIO
Health outcome measures	N/A	N/A	N/A	N/A
Clinical coding	N/A	N/A	N/A	N/A