

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 August 2024	Milestones in September 2024	Milestones in October 2024	Milestones in November 2024	Milestones in December 2024	Date of full compliance
Volume	N/A	N/A	N/A	N/A	N/A	N/A	Already compliant
Length of stay	N/A	N/A	N/A	N/A	N/A	N/A	Already compliant
Adverse events	N/A	N/A	N/A	N/A	N/A	N/A	Already compliant
Patient feedback	Review historic Patients Satisfaction and Experience (PSE) surveys data submissions for Western Eye (WEH)	Analyse data from historic PSE & send out surveys to patients. Develop patient communication on PHIN	Request patients complete PSE surveys	Collate patient feedback & continue to liaise with patients to complete feedback	Submit patient feedback to PHIN	Submit patient feedback to PHIN	31 December 2024

Health outcome measures	On-board 3 rd party company to provide PROM interface	Q1 PROMS data. Go live with 3 rd party provider to PROM data & submit to PHIN	Review patient compliance with PROM	Validate patient compliance with PROM. Roll out PROM/QPROM for all required specialties	Ongoing monitoring of compliance with PROM	Submit Q2 PROM data to PHIN & continue to review patient compliance with PROM	31 December 2024
Clinical coding	Review historic APC data submissions & identified non-compliant coding	Review July data set with coding team and ensure missed codes are added before PHIN submission.	Review and re-submit historic APC data from April 2023 - April 2024.	Ongoing engagement with Local coding team to resolve issues	Ongoing engagement with Local coding team to resolve issues	Ongoing submission compliance	31 December 2024