

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

Measure	Milestones in [Month 1]	Milestones in [Month 2]	Milestones in [Month 3]	Milestones in [Month 4]	Milestones in [Month 5]	Milestones in [Month 6]	Date of full compliance
<b>Publishable Patient feedback: Churchill, John Radcliffe and Nuffield Orthopaedic Centre</b>	Review current NHS feedback systems to identify existing mechanisms for patient feedback meet PHIN standards	If existing systems do not align with the CMA requirements, review alternative options and speak to other compliant trusts to identify possible solutions. Decide on solution to implement to comply with PHIN and CMA requirements.		Implement new feedback collection methods and begin collecting feedback. Undertake regular reviews and address any issues.		Final review and adjustments and full integration into standard practice.	31/12/2024
<b>Clinical Coding Standards: Churchill and John Radcliffe Hospital</b>	We have reviewed the data submitted to PHIN and, after discussing with their director, OPCS codes and dates are required for compliance	Resubmit all the recent data including the OPCS codes and dates. Identify and solve missing code issues.	Identify any ongoing improvements to data submission processes based on confirmation from PHIN of all the data fields required for compliance and quality	Implement any ongoing improvements to data submission processes required for compliance and quality	Through regular monitoring processes to ensure ongoing data quality and compliance with PHIN requirements		30/11/2024
<b>Health outcome measures</b>	Analyse any PROMS data requirements from list of procedures undertaken	Identify an effective process to implement if PROMS data required	Implement solutions required to provide any necessary PROMS data on each submission				31/10/2024