

COPPERGATE CLINIC YORK: SUMMARY OF ACTION PLAN TO ACHIEVE FULL COMPLIANCE WITH PART 4 OF THE PRIVATE HEALTHCARE MARKET INVESTIGATION ORDER 2014

Measure	Milestones in NOV 2024	Milestones in DEC 2024	Milestones in JAN 2025	Milestones in FEB 2025	Milestones in MAR 2025	Milestones in APR 2025	Date of full compliance 28TH April
Volume	As we are a newly registered small private practice we have only just started to get to grips with the requirements of PHIN. We have now made a start on collating the data and submitting. We now have a member of staff who will dedicate their time to back loading all the data.	As November, continue submitting data	As December	As January	As February	As March	By April we will be compliant
Length of stay	As above						
Adverse events	As above, as we are a very tiny practice our adverse events are just a handful therefore this data should be submitted by the end of December.	Compliant by December 2024					

Patient feedback	We have now registered with iWantGreatHealthcare who will submit our data. We have QR CODES displayed in clinic to enable patients to leave feedback also system in place for when patients attend for post op 6 weeks review, they will be requested to complete feedback survey.	As November, continue submitting data	As December	As January	As February	As March	By April we will be compliant
Health outcome measures	Commenced collecting the Pre and Post Op feedback for Blepharoplasty, BBA, BBR and Liposuction. Licence obtained from Royal College of Surgeons to enable us to use the Cosmetic Proms tool to collate and then submit.	As November, continue submitting data Patients will be automatically sent the pre op Proms on booking the procedure and then will be asked to complete post op Proms when they	As December	As January	As February	As March	By April we will be compliant
Clinical coding							