SUMMARY OF ACTION PLAN TO ACHIEVE FULL COMPLIANCE WITH PART 4 OF THE PRIVATE HEALTHCARE MARKET INVESTIGATION ORDER 2014 - Northern Care Alliance NHS Foundation Trust

Measure	Milestones in November	Milestones in December	Milestones in January	Milestones in February	Milestones in March	Milestones in April	Date of full compliance
Volume	Data to begin to be submitted, full 12-month coverage in line with PHIN requirements to be met by February freeze date.			Compliant	Compliant	Compliant	February 2024
Length of stay	Data to begin to be submitted, full 12-month coverage in line with PHIN requirements to be met by February freeze date.			Compliant	Compliant	Compliant	February 2024
Adverse events	Data to begin to be submitted, full 12-month coverage in line with PHIN requirements to be met by February freeze date.			Compliant	Compliant	Compliant	February 2024
Patient feedback	Review feedback systems in place to ensure current processes meet PHIN and CMA standards	If identified that existing systems do not align with PHIN requirements, review alternative options to implement		If required, implement new feedback collection methods; review and resolve any issues identified		Finalise submission process to PHIN	April 2025
Health outcome measures	Review existing systems to ensure current processes meet PHIN and CMA standards	If identified that existing systems do not align with PHIN requirements, review alternative options to implement		If required, implement new feedback collection methods; review and resolve any issues identified		Finalise submission process to PHIN as necessary	April 2025
Clinical coding	Reviewing with PHIN team to understand specific requirements with an aim to submit as necessary from December onwards	Compliant	Compliant	Compliant	Compliant	Compliant	December 2024