

THE CLATTERBRIDGE CANCER CENTRE : 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
Volume	Check script and code out errors	Check script and code out errors	Check script and code out errors	Check script and code out errors	Check script and code out errors	Check script and code out errors	Back date APC file April 2025
Length of stay	Check script and code out errors	Check script and code out errors	Check script and code out errors	Check script and code out errors	Check script and code out errors	Check script and code out errors	Back date APC file April 2025
Adverse events	Locate trust's datix database containing adverse events	Create script to spec	Create script to spec	Create script to spec	Create script to spec	Create script to spec	April 2025
Patient feedback	Locate data that feeds F&F dashboard	Create script to spec	Create script to spec	Create script to spec	Create script to spec	Create script to spec	April 2025

Datasets to submit:

Admitted Patient Care

Patient Satisfaction & Experience

Adverse Events

Data Completeness

Currently the areas of non-compliance for yourselves are around milestones 1-4 which include Volume, Length of Stay, Adverse Events and Patient Feedback. As you correctly flagged the PROMs milestones for you are marked as not applicable as we have not picked up any relevant PROMs eligible procedure codes in your data.

The primary issues to tackle with the action plan are as follows:

1. Volume & Length of Stay milestones are both failing due to us not having the complete 12 months of Admitted Patient Care data for the period. The action plan should address to ensure for the period we have a complete consecutive 12 months of APC data or for any months without patients a null return is declared.

Note: to declare a null in the portal (<https://portal6.phin.org.uk>) you can go into the Data Inspector tab, select the APC on the dataset filter, for any months without patient data a red box will display, you can click this box and then click the declare null button that will appear.

2. Adverse Events milestone is failing as we don't seem to have received any Adverse Events data for the period. We need to have received a complete 12 months of Adverse Events data for the period or have nulls declared. Details of the requirements and specification for Adverse Events can be found [here](#) and you can find a sample file for the formatting [here](#).

3. Patient Feedback milestone is failing as we don't seem to have received any Patient Satisfaction and Experience data for the period. In order to have fully published measures on the patient facing website for Patient Feedback, we need to have received at least 30 responses over the 36 month period. However the compliance milestone only requires at least one complete response within the period that includes all of the satisfaction questions (Q2-Q7 in the spec) and the patient experience question (Q8 in the spec). Details of all the requirements, questions and specification for Patient Satisfaction & Experience can be found in our help pages [here](#) along with a link to our [sample file](#). This is a process you can set up internal or with 3rd party provider depending on what suits best your side, as mentioned in the seminar PHIN have worked with IWGC for them to be able to offer a free service to collect & submit your patient feedback data for you - more details of this can be found in our news article [here](#).

Hope this helps but please do let me know if you wanted a follow up 1-2-1 session or have any other queries I can help with.