

Data Quality and Control

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Chairman



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Background information

Chairman and Director, National Vision User Group

Partner, Tamar Valley Health Group Practice

Director, Gunnislake Pharmacy

Partner, Practice Consultancy Services

RCGP Clinical Commissioning Champion

Author and journalist



Why quality?

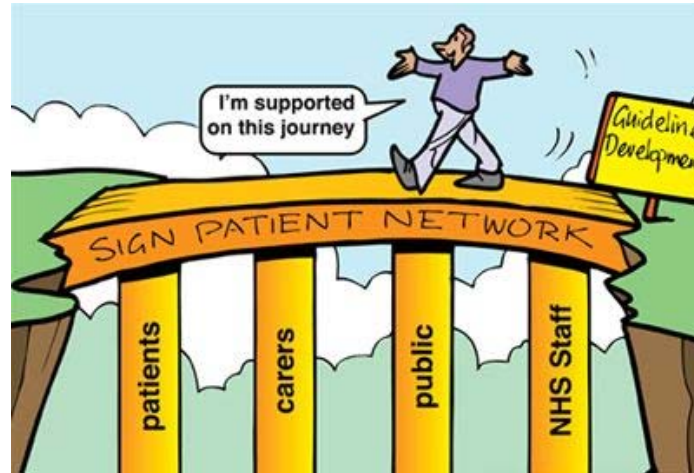


The Good Practice Guidelines for GP electronic patient records

Version 4 (2011)



- Support patient care



- Provide medico-legal evidence



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News - October 2011

Record number of GMC complaints in 2010

25 October 2011

THE NUMBER of GMC complaints against doctors reached its highest level ever in 2010 along with a record number of investigations and fitness to practise hearings.

According to its 2010 annual statistics report, the GMC received 7,153 complaints in 2010, compared with 5,773 in 2009. It launched more than 2,000 investigations in 2010, an 18% increase from 2009, and the number of fitness to practise hearings also increased from 270 in 2009 to 326 in 2010.

A total of 92 doctors were erased from the medical register for disciplinary reasons in 2010, the largest ever annual total. A further 106 doctors were suspended from the register by fitness to practise panels.

Niall Dickson, the Chief Executive of the General Medical Council, said: "Our job is to protect patients. Taking firm action with doctors who are failing to meet our standards is an important part of doing that job."

Recent News...


28.10.11
More doctors and dentists suspended, but for shorter periods

27.10.11
Majority public against regulating doctors lives outside medicine

25.10.11
Record number of GMC complaints in 2010

25.10.11
EU rules putting patients at risk

19.10.11
Whistleblowers given new protection

 **Case of the month**

Get the most from our site



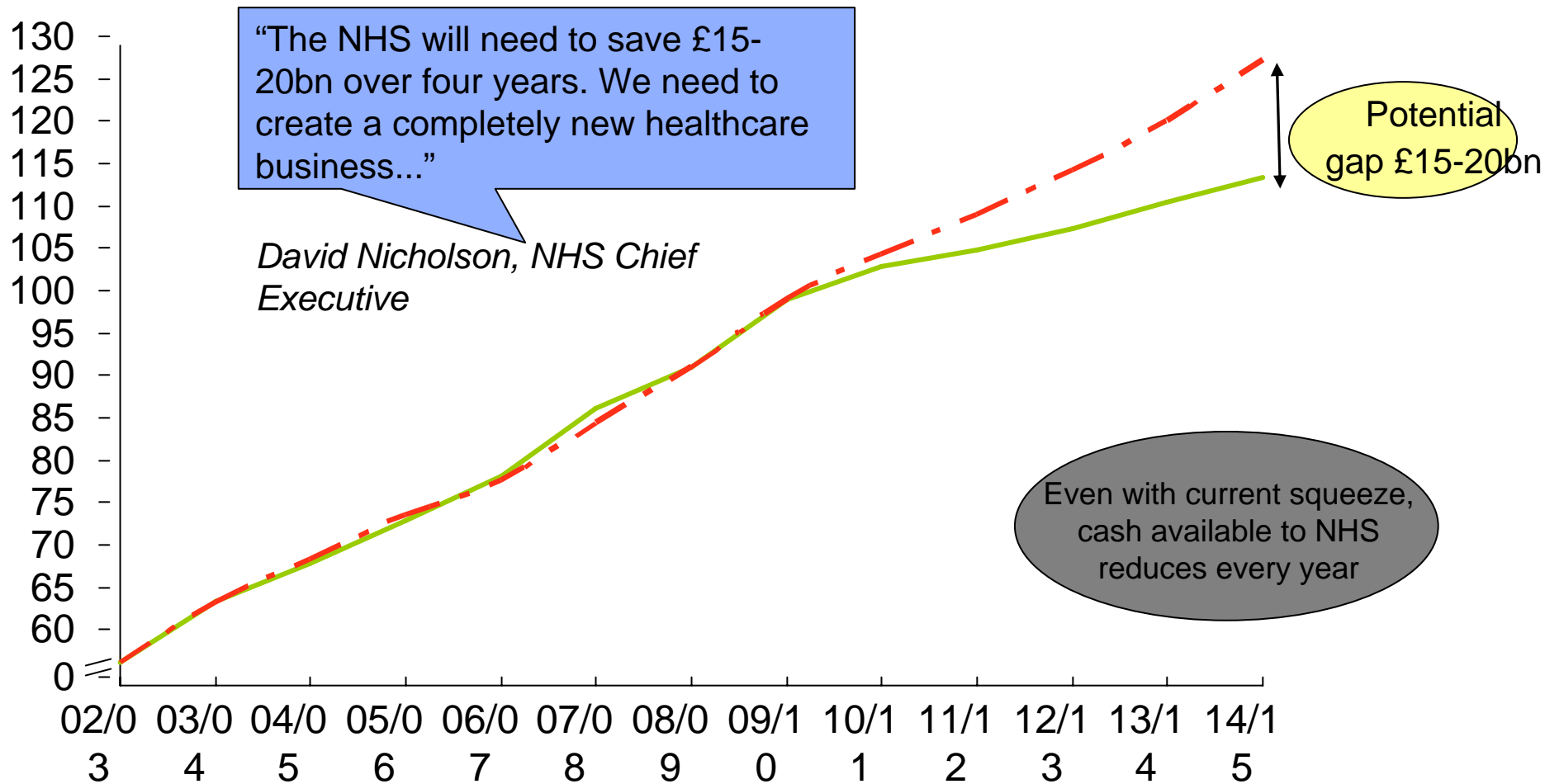
- Support patient care
- Provide medico-legal evidence
- Enable searches and audits
- Improve efficiency
- Allow data comparison



NHS England faces a potential funding gap of £20bn by 2014/15 (~£10 in 2013/14)

£ billion. NHS England allocations and expenditure, 2002/03 to 2014/15 estimated

— Allocations as per budget
 - - - Spend forecast (CPI)



“The NHS will need to save £15-20bn over four years. We need to create a completely new healthcare business...”

David Nicholson, NHS Chief Executive

Potential gap £15-20bn

Even with current squeeze, cash available to NHS reduces every year

Note: Excludes NHS pensions (£12bn), Personal Social Services (£1.6bn) and AME (£1.2bn) . Includes capital expenditure

SOURCE: Department of Health Annual Reports, Operating Framework

- Support patient care
- Provide medico-legal evidence
- Improve efficiency
- Enable searches and audits
- Allow data comparison
- Provide research data
- Support payment claims



QOF Calculator Logon



Control what?

Quality and access



CUSTOMER SERVICE EXCELLENCE

Scottish Information Commissioner

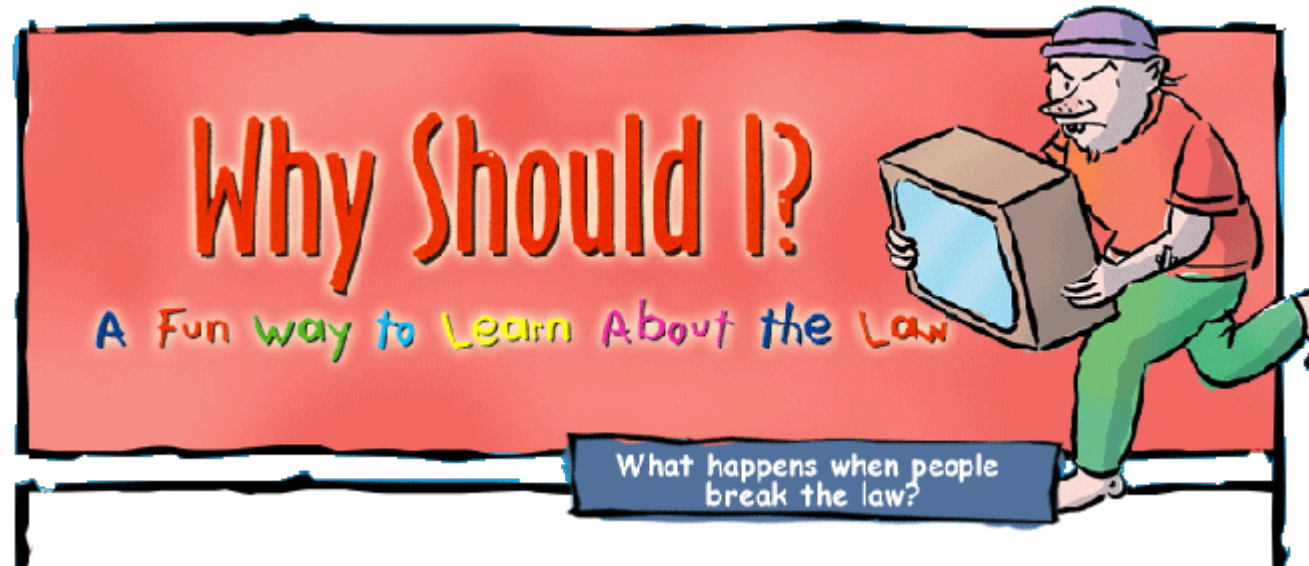
It's public knowledge



We understand everyday rules....



We just don't know what stops them being followed



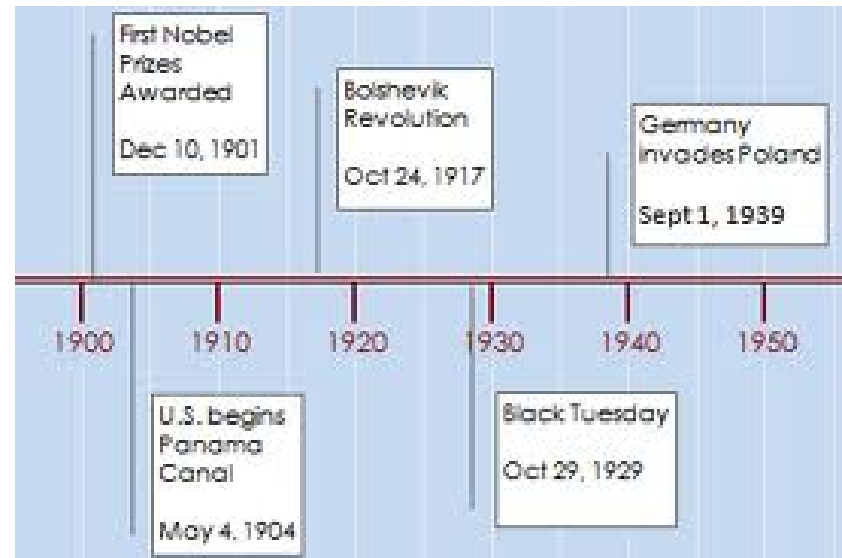
http://www.whysouldi.com.au/03_what happens when people break the law.php



Is it because records are electronic?



How do electronic records differ from paper records?



Records used to be for one or two people



Dr William Pickles (1885-1969)
First President of the RCGP



It's not so much the medium...

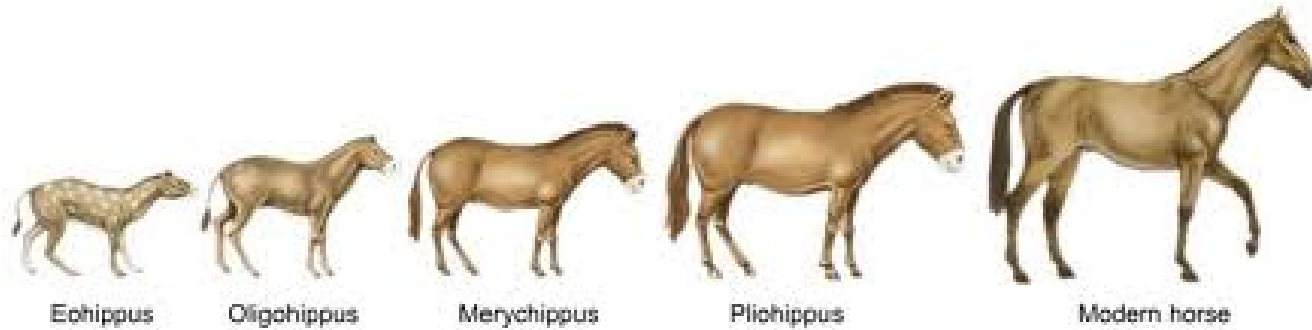


.. as the needs and the users.





Consultation notes have evolved into fully-fledged medical records



**No longer just
data quality
but quality
records**



Not just within practices

- Amongst practices
- Between practices and other health agencies
- For wider purposes e.g. child protection
- In other media e.g. lab results, x-rays



The 4 Cs

- **C**oding
 - For structure
- **C**onversation
 - For elaboration with free text
- **C**ontext
 - For sharing
- **C**arat
 - For quality



CARAT

- Completeness
- Accuracy
- Relevance
- Accessibility
- Timeliness



FNOs

- **First** ever episode
- **New** episode of existing condition
- **Ongoing / other** (when First or New don't apply)



Data quality is now a team issue



The potential implications of errors



- Good quality data does not just happen
- Practices need training and support

175 Data Quality Evaluation for the Summary Care Record: An independent evaluation by University College London. Byrne et al 2008. <http://eprints.ucl.ac.uk/178880/>



80



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9.7.7.6 26 weeks to computers

A staged, iterative approach to educating clinicians on using their computers can be effective. No clinician should feel they must be able to do every task from the first day of using their computer system. Any learning and adapting of new skills requires time, and this must be accommodated into the working day.

For example, SCIMP publish a guide titled '26 weeks to Using Computers in the Consultation'²³³. This can be adapted to suit specific systems and clinician's needs.

9.7.8 Results

The management of the receipt of results in the paper-light practice has three main solutions:

²³³ <http://www.scimp.scot.nhs.uk/documents/appendix%205.doc>



Embedding data quality

- Individuals need help with core system skills
- Organisations need advice on system adaptation
- Health boards provide ‘political’ direction
- System suppliers provide tools
- **User groups offer independent advice, education and an informed perspective**



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