

National Statistics Review of User Responses

As a government organisation the publication and transparency of our statistical releases is key in delivering a quality service. In addition to this, the experience of the users of our statistics is important when choosing our dissemination methods. In September 2018, there were 111,473 views on the statistics pages of the NHS England website and out of these views, 60% (66,981) were unique. This document outlines the main users and uses of these statistics, and how our statistics facilitate these needs.

The users of our statistics come from a wide range of different organisations. The users of our publications include:

- Government policy making and policy monitoring:
 - Ministers
 - Department of Health (DH) officials, e.g. policy makers and performance managers
 - Parliament
 - NHS staff
- Resource Allocation:
 - Local Authorities and other public sector bodies
- Academic Research
- The general public
 - Media and commentators
 - NHS patients and the general public

Uses of our statistics:

- Our statistics are used to provide evidence to answer questions or inform opinions based on the collection topic. For example, media organisations have quoted our statistics as evidence and these statistics have been used to answer parliamentary raised MPs.
- Commissioner organisations can use the data we collect to gain an accurate representation of which Providers they are commissioning services from on behalf of patients in the commissioner's local area. This is especially the case for statistics that have both a provider and a commissioner base because the data collected from providers is split by commissioner.
- Analytical staff throughout NHS England, Department of Health and other government organisation use our statistics. These organisations use the data to help inform policy decisions.
- There are some organisations, such as NHS Choices, which use the figures we collect to create dynamic products intended to promote user engagement of statistics with the public.
- Full Fact use our statistics to check the facts and context of claims made in parliament and by the national press.

The data is published on NHS England's website in a number of different formats. These include webfiles, CSV files, statistical commentaries and press releases. Our contact details are prominently displayed on all our publications. We respond promptly to queries or requests from the public or other organisations.