

Statistical User Engagement Statement

NHS England – Analytical Service (Operations)

User Commitment

The NHS England Analytical Service (Operations) team will publish timely, relevant, high quality statistics in line with the Code of Practice for Official Statistics, and in compliance with the Pre-Release Access to Official Statistics Order 2008. Our commitment to the users of our official and national statistics is:

- To publish our statistics on the time and date pre-announced;
- To give open and easy-to-use routes to allow users to supply us with their views and opinions;
- To respond quickly and accurately to any questions or complaints from our users;
- To consult with users on major developments and changes to our statistical collections, methodologies and outputs;
- To be transparent when we are unable to meet any of these commitments.

User Engagement Policy

Our users can be categorised as being from the following groups:

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

Our engagement policy recognises that these users will have different needs; in the case of internal users within NHS England, engagement will largely take place through regular, direct contact. However, our engagement strategy is set out to ensure that, on key developments to our statistics, there are transparent and clear processes allowing for views from both internal and external users.

The NHS is a key user of, as well as the supplier of, most of the data we publish. Our main routes for engagement with the NHS are via communications on the NHS England website and the SDCS¹ web portal.

The primary mode for engaging with and providing information to our external users is the NHS England website.

We see engagement with users of our statistics as an ongoing process and encourage users to send us feedback at any time. All statistical publications produced by the NHS England Analytical Service (operations) team will include information about ways for users to contact us and provide feedback and this information is prominent on our areas of the NHS England website.

¹ The Strategic Data Collection Service (SDCS) is a secure data collection system used by health and social care organisations to submit data.

The main method for users to contact the NHS England Analytical Service (Operations) team is by email via one of the following routes:

- For general queries regarding statistics collected via SDCS: england.nhsdata@nhs.net
- For general queries regarding the SDCS data collection system: data.collections@nhs.net
- For queries specific to data on Consultant-led Referral to Treatment (RTT) waiting times statistics: england.rtt@nhs.net
- Contact telephone numbers and email addresses for specific data publications are provided alongside each publication on the NHS England website
- Media enquiries regarding the content of a specific release should be directed to the NHS England media team: nhs.cb.media@nhs.net

Access to statistics – routine publications

Routinely produced statistics are available free of charge on the NHS England website at <http://www.england.nhs.uk/statistics/>. In accordance with guidance from the National Statistician, we will announce the month of release of these statistics at least 12 months in advance, and the exact date at least 4 weeks in advance. All published statistics are published at 9.30am on the scheduled day unless otherwise announced. Revisions to published statistics will also be pre-announced and produced in accordance with the NHS England Statistical Revisions Policy, which is located at <http://www.england.nhs.uk/statistics/revisions-documents/>.

Our publications will comply with the NHS England Internet Accessibility policies.

Access to information not in scheduled publications

When users require statistics not contained in existing NHS England statistical publications, the NHS England Analytical Service (Operations) team will process requests in accordance with the Freedom of Information (FoI) Act.

Consultation on statistical developments

The NHS England Analytical Service (Operations) team will consult with users, e.g. the Health Statistics User Group, on significant developments and changes to our statistical collections and methodologies, including decisions to stop major existing collections and outputs. Consultations will be carried out in accordance with NHS England and other national guidelines on consultations and will be communicated via the NHS England website.

Responding on consultations

The NHS England Analytical Service (Operations) team will respond to every consultation providing a summary of all responses; the way forward that will be taken, and the rationale for the decisions on the way forward, will be fully explained. The NHS England Analytical Service (Operations) team's response to all consultations on statistics will be published on the NHS England website.

Complaints

If for any reason you feel that the service you receive from the NHS England Analytical Service (Operations) team has fallen below the standards you expect, or has not lived up to the statements made in our policies and procedures, then please contact us so we can investigate. Complaints should be addressed initially to the NHS England Head of Analytical Service (Operations).

The NHS England Head of Analytical Service (Operations) will send confirmation of the receipt of complaints within five working days and aim to provide a full response

within twenty working days. If you are not satisfied with the response, and the issues relates to the Code of Practice for Official Statistics, then you can refer your complaint to the UK Statistics Authority.

If it is not possible to provide a full response within these time periods you will be advised accordingly. On receipt of a complaint we will:

- Regard it seriously;
- Treat it in confidence;
- Deal with it independently and without favour; and
- Address it promptly.

Complaints can be made in writing or via email. Please provide as much relevant information as possible to ensure that it is dealt with promptly and accurately.

To: Head of Analytical Service (Operations), NHS England, Room 5E25, Quarry House, Quarry Hill, Leeds, LS2 7UE

Email: england.nhsdata@nhs.net

Contact details for the UK Statistics Authority can be found at:

<http://www.statisticsauthority.gov.uk/contact-us/index.html>