

## Data Quality - IUCADC April 2019

IUC ADC data for April 2019 were revised on 13 December 2019 in line with NHS England Analytical Service team's [revisions policy](#). Some comments in this document will no longer be relevant where they refer to figures that have changed since first publication in June 2019.

Data for the IUC ADC are provided by lead data providers for each integrated urgent care service in England. It is the responsibility of commissioners of an IUC service to identify lead data providers and ensure that data are supplied each month. While lead data providers are responsible for collating and coordinating information for IUC ADC, they are not necessarily contracted to deliver all NHS 111 and out of hours services in the contract area. Integrated Urgent Care is provided by a variety of organisations, including ambulance services, private companies, not for profit organisations and NHS Trusts.

The quality of data is therefore dependent upon all parts of the IUC service supplying data to the relevant lead data provider. This document sets out lead data providers' comments about the quality of data supplied.

### General Comments

- The deployment of a new ADC reporting package in the Adastra Clinical Patient Management System has resulted in some issues with this month's returns. This means that data from the following Lead Providers may be subject to revision in future months: **IoW, SCAS, LCW, Vocare, LAS, BrisDoc, DHU**. Comments about specific data items affected by this change are listed below where provided.
- **Dorset HealthCare**: Transitioning to new IT system during April to June – all figures should be treated with caution during this time
- **IC24 / HUC**: Contractual arrangements in **West Essex** changed at 10am on 1<sup>st</sup> April. While HUC are shown as Lead Provider for West Essex, figures include data provided by IC24 relating to activity in the 10 hours before the new contractual arrangements were in place.
- **NEAS**: Reporting has been disrupted following the implementation of a new integrated CAD system, resulting in incomplete data, mainly affecting clinician interactions.
- **Vocare**: All figures are subject to change pending move to new reporting methods. Data for **SW London** in particular is likely to be under-reported and should be used with caution.



## Comments about quality of data used in KPIs

KPI	Lead Data Provider	Comment											
1	Not known	Some providers may have submitted data using the <a href="#">NHS 111 MDS</a> definition for the number of abandoned calls. This definition (NHS 111 MDS 5.6) includes a 30 second grace period following calls being queued for an advisor which has been removed from the corresponding data item 13 in IUC ADC. Guidance will be updated to clarify this change in future months.											
3	HUC	Excludes consultations by the CAS											
	IoW	Numerator only includes those transfers which 'required' a warm transfer											
	SCAS	Not clear how denominator has been calculated in system – to be investigated and revised in later months.											
4	Care UK	Direct Appointment Booking not yet enabled											
	DHU	Limited access to Direct Booking in Northamptonshire and Nottinghamshire											
	IC24	Data missing due to system issues; to be provided in future months											
	IoW	Unable to report - awaiting IUC service development by commissioners and for local services to be categorised correctly in DoS service types											
	SCAS	Issue with data item 111 – to liaise with system supplier and provide revised figures.											
	SECAmb	Currently no booking functionality to these service types.											
	Vocare	Cornwall does not have direct booking capability											
5	Care UK	Direct Appointment Booking not yet enabled											
	HUC	Direct booking not yet enabled in Cambridgeshire, other areas have limited coverage.											
	IC24	Data missing due to system issues; to be provided in future months											
	IoW	UTC not set up locally yet											
	Vocare	Cornwall does not have direct booking capability SW London has no services directly booked that fall under UTC											
6	NWAS	Numerator information not collected.											
	SECAmb	No data available for numerator											
7	IC24	ED validation not yet implemented											
	NWAS	Numerator information not collected.											
	SECAmb	No data available for numerator											
9	SECAmb	No data has been input to Q027 or Q028 as metrics interpreted as relating to “initial triage” by a clinician, which is zero.											
10	IOW	Currently unable to report on data item 118											
	SCAS	Cannot get data for item 118 yet. Work needs to happen with the CAS.											
	Vocare	Figures for Devon and Staffordshire transposed in error. Details should be: <table style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <thead> <tr> <th></th> <th>ADC117</th> <th>ADC118</th> <th>ADC119</th> </tr> </thead> <tbody> <tr> <td>Staffordshire 111AF4</td> <td style="text-align: right;">1130</td> <td style="text-align: right;">343</td> <td style="text-align: right;">290</td> </tr> <tr> <td>Devon 111AF2</td> <td style="text-align: right;">421</td> <td style="text-align: right;">8</td> <td style="text-align: right;">113</td> </tr> </tbody> </table>		ADC117	ADC118	ADC119	Staffordshire 111AF4	1130	343	290	Devon 111AF2	421	8
	ADC117	ADC118	ADC119										
Staffordshire 111AF4	1130	343	290										
Devon 111AF2	421	8	113										
11	Vocare	We are striving to eliminate “catch all” from DoS returns, so a low number or NULL for BaNES, Wiltshire & Swindon is expected											
12	IoW	Incomplete data for numerator - figures supplied exclude all IUC CAS services except pharmacist											
	SCAS	Denominator generated by system is higher than expected – to be investigated and revised in later months.											
	Vocare	Currently can't report item 23 for SW London											
	YAS	Not currently available from systems											

14	Care UK	Data incomplete - missing data relating to follow-on services
	IoW	Unable to report - awaiting IUC service development by commissioners and for services to be categorised correctly in DoS service types
	YAS	Nil return as don't do any face to face consultations
15	SCAS	Denominator generated by system is higher than expected – to be investigated and revised in later months.

## Comments about quality of other data items

Data Item	Lead Data Provider	Comment
4 to 8	HUC	Only Health Advisors and Clinical Advisors triage incoming calls within NHS 111
	NWAS	Data items 7 & 8 - no other staff type answers front end calls
	SCAS	Pro-rata Calls answered by Calls Triaged by Skillset
5	HUC	Known error with data for Hertfordshire; to be revised.
9	NWAS	Nil return - we do not receive ambulance calls.
22	IoW	Systems currently unable to capture these figures to exact specification – likely to be over-reported
29	NWAS	No other distinguishable staff type.
31 to 38	IoW	Nil return for those clinician types that are not currently part of the CAS
	NWAS	Staff types in 31, 32, 33, 36 not available at NWAS111; staff types in 35 & 37 not distinguishable
	SCAS	Nil return – No calls assessed by an advanced nurse practitioner (item 32), paramedic (item 35), dental nurse (item 36).
39	IoW	Calls transferred to 111 Clinical Advisors only as they are currently the only clinicians that handle a live/warm transfer
42	NWAS	Service not offered - Clinical advice is only given by a clinician.
44 to 56	IoW	Nil return as no 'service advisor' staff type employed in IOW IUC CAS
	NWAS	Nil return for 45-48, 51, 52, 56 - service advisors unable to offer or recommend these services.
44 to 69	Not known	Providers have pointed out that wording in specification is ambiguous and may have resulted in double counting the same call activity (disposition) by Service Advisors and Health Advisors where these are subsequently passed to a Clinical Advisor or non-Pathways clinician. The wording in the ADC specification for items 44, 57, 70 and 83 will be amended to make this clearer for future months.
47	SCAS	Currently unable to report
83 to 95	IoW	Unable to report on data from 'remote' CAS services
	SCAS	Currently unable to report item 86
105	NWAS	Not recorded.
108	IoW	No direct booking into in hours GP services yet
115	NWAS	Information not feedback or collected from UTC.
120 to 140	Devon Doctors	Data items 132 & 137 - we had very few required within 1 hour and were able to see people who were required within 2 & 6 hours in the first hour.
	IoW	Unable to report - Awaiting IUC service development by commissioners and for services to be categorised correctly in DoS service types
	NWAS	Information not feedback or collected
	SCAS	Cannot get this data yet. Work needs to happen with the CAS.