



NATIONAL QUALITY BOARD

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Paper for:

Decision	Discussion	Information
		X

NQB'S MEASURING QUALITY WORKING GROUP: UPDATE AND NEXT STEPS

SUMMARY

In November 2016, the Measuring Quality Working Group proposed to the NQB to consider and approve the approach for creation of a roadmap to support development of common sets of indicators across ALBs (beginning with NHS England, NHS Improvement and CQC). Urgent and emergency care was identified as a pilot area to trial this approach in improving efficiency and measuring quality.

This paper provides an overview of the development of this work by MQWG and outlines key observations from trialling this approach.

PURPOSE

The NQB is asked to:

- 1) **Note** the Working Group's progress to date; and
- 2) **Provide guidance** on other areas of work that the NQB would like the MQWG to focus on.

ALB Involvement in development and sign-off of paper:

X		X	



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Background

1. The Measuring Quality Working Group (MQWG) of the National Quality Board (NQB) brings national bodies together so that they can better work together to use measurement as a tool for maintaining and improving services and patient outcomes.
2. In 2016, the Working Group focussed on mapping the initiatives used to measure quality and agreed a narrative and principles for each organisation to sign up to. One of these principles included improving efficiency by working together to ensure organisations did not duplicate work.
3. Recent work of the MQWG has looked at what proactive work can be done to meet the principle of efficiency. The National Quality Board was supportive for NHS England, NHS Improvement and CQC to consider an approach for reducing duplication of measurement of Urgent and Emergency Care.

Project Summary

4. The MQWG secretariat identified key stakeholders working on data collection across the UEC pathway to form a small group to lead the project. This group scoped out what could be the most effective course of action for the MQWG to take; conducting an initial piece of mapping to identify indicators and dashboards in use or development that have relevancy to this work.
5. Informed by the initial mapping, it was collectively agreed by the project group that a workshop bringing together expert leads working on measurement in UEC would be the most efficient way to:
 - share learning about current UEC data coverage;
 - map and examine existing data products, and;
 - identify duplication across the UEC pathway with a view to facilitating a more efficient use of data and measurement.

Urgent and Emergency Care – Data Coverage Workshop

6. Held in May 2017, the workshop brought together leads from a range of ALBs linked to the Measuring Quality Working Group including: CCQ, NHSE, NHSI and NHSD, covering a wide number of data products linked to UEC.
7. Three thematic observations emerged from the workshop.

Predicting future demand for A&E services

- Attendees noted that there was a need to develop a better understanding of future demand for A&E services to help improve the quality and performance of these services (e.g. to ensure the effective deployment of staff resource).



- Access to simulation tools/scenario generators to predict and model future demand in UEC is limited and this is an area for further development.

Duplication in UEC data collection

- The workshop's mapping exercises highlighted significant duplication in data collection across the UEC pathway (particularly across the domains of 'Primary Care', 'Ambulances', 'A&E' and 'Inpatients').
- There was strong support for improved alignment of dashboards/data sets across the UEC pathway and to share learning when new collections are commissioned to avoid overlap with existing products.

Lack of clarity on purpose and customer

- It was recognised that a lack of clarity exists for a number of dashboards and data sets in terms of the identity of their 'customer' base (i.e. the audience using the dashboards) and for what purpose their data is being collected.
- There was consensus amongst attendees that more needed to be done to ensure the efficient use of data and measurement across the UEC pathway (a mapping exercise to understand dashboard/data set purposes, to be shared across the MQWG).

Project Outputs

8. By bringing together expert leads in the workshop, there exists a better understanding amongst of different data products across the UEC pathway amongst key stakeholders. For example, two new independent data items from NHS Improvement (Emergency Flow Tool) and NHS England (UEC System-wide Outcome Measures) are planned to be launched in parallel later in 2017, with interrelated guidance.
9. The final workshop output maps data coverage across the UEC pathway and is included at the end of this paper in Appendix 1. This resource is split into two areas: the first outlines against which parts of the UEC pathway is data collected and by whom; the second seeks to bring clarity to the system on the purpose and types of these data collections.

Next Steps

10. The Measuring Quality Working Group came together in June to discuss the outputs of the workshop. It was agreed that the Group will consider the benefits of this approach for a different priority area (e.g. acute care) and disseminate the outputs with relevant UEC stakeholders.

27	Emergency Care Data Set	NHS Digital										
28	PLICS	NHS I										
29	Ambulance Calls	Unknown										
30	GP Out-of-Hours	Unknown										

Other domains of data collection:

- Patient Experience
- Capacity
- Costs
- Leadership
- Design
- Prevention (serious crime)

APPENDIX 1

MQWG UEC Measurement - Mapping Dashboards' Purpose and Customers

Dashboard/Scorecard	Owner	Type of coverage (e.g. dashboard, data set, portal, tool)	Purpose / Programme Outline
Acute Insight	CQC	Dashboard	Monitoring Dashboard designed to indicate risk and improvement in services.
ASC/GP Insight Community	CQC	Dashboard	Monitoring Dashboard designed to indicate risk and improvement in services.
Ambulance Insight (<i>in development</i>)	CQC	TBC	TBC
Audit	HQIP	Data Set	Provides a way to understand if care is being provided in line with standards and enables providers and patients to understand where their service is doing well (including where improvements could be made).
CCG Outcomes Indicator Set	NHS Digital	Indicators	Provides comparative information for CCGs and Health and Wellbeing Boards about the quality of health services commissioned by CCGs and, as far as possible, the associated health outcomes.
Community Data Services Set	NHS Digital	Data Set	To capture the services delivered in publically funded community services.
Emergency Care Data Set	NHS Digital	Data Set	Improves the quality of data currently collected in emergency departments and replace the current A&E commissioning data set.
General Practice Extraction Scheme	NHS Digital	Data Set	Captures data which is used to monitor quality, plan and pay for health services and help medical research.
A&E Clinical Indicators	NHS Digital	Indicators	Provides an overview of A&E statistics (using HES data) by provider.
Hospital Accident & Emergency Activity	NHS Digital	Summary report	Provides an overview of annual A&E statistics (using HES data).
NHS Outcomes Framework	NHS Digital	Indicators	Provides information on measuring and benchmarking outcomes of services commissioned by CCGs. It is also intended to provide clear, comparative information for patients and the public about the quality of health services commissioned by CCGs and the associated health outcomes.
NHS Pathways	NHS Digital	Data Set	A clinical tool used for assessing, triaging and directing contact from the public to urgent and emergency care services such as 999, GP out-of-hours and NHS 111.
Getting It Right First Time	NHS I	Dashboard	Provides information on quality of A&E to support national visits by clinical leaders to drive improvement.
Community Services Scorecard	NHS I	Scorecard	Describes variation in quality across community services.
Model Hospital	NHS I	Dashboard, Tool	Reviews hospital activity to identify and realise productivity opportunities.
Urgent and Emergency Care Flow	NHS I	Tool	Adaption to existing oversight model for A&E - will involve selecting a basket of measures to be looked at alongside the 4 hour target (and reflected in the Single Oversight Framework).
Daily Sitrep	NHS I	Data Set	Provides operational monitoring of A&E.
UEC National Delivery Dashboard	NHSE	Dashboard	Provides national monitoring of UEC delivery. (Regional views being developed).
CCG Improvement & Assessment Framework	NHSE	Framework	Judgement of CCG leadership and annual assessment to drive improvement in performance at CCG level.

Community Services Dashboard	NHSE	Dashboard	Monitoring national trends in discharge from hospital.
NHS Staff Survey	NHSE	Survey	Captures the experience of NHS Staff.
RAIDR-111 Urgent Care	NHSE	Data Set	Developed to support the UEC system by linking 111 activity data with secondary care data.
GP Patient Survey	NHSE	Survey	Captures the experience of patients in a GP setting.
National A&E Monitoring Tool	NHSE	Tool	Provides national and regional monitoring of A&E performance.
UEC System-wide Outcomes Measures	NHSE	Dashboard	Oversight of a set of measures for urgent and emergency care systems to view the UEC system as a whole in order to inform local strategic planning and drive improvement.
Friends and Family Test	NHSE	Survey	Captures the experience of patients in A&E.
5YFV Dashboard	NHSE	Dashboard	Oversight against FYFV