

NHS Pathways – Intelligent Data Tool

Evidence-based Commissioning?



How many 111/999 callers had to go to ED because there was no primary care service to meet their need?

What was the profile across day/night? Are opening hours a factor?

What were their symptoms – are there any patterns?

•How many people present to urgent care via 999/111 with breathing difficulties in our area on average in summer v winter?

How many callers to 999/111 had symptoms that could have been dealt with by the Walk in centre if it had been open an extra hour last Saturday?

What volume of minor injuries do we have presenting via 999/111 in summer v winter in our area?

How many people reject a referral to the walk in centre – and why? Where do they prefer to go?

How many people presented to 999/111 with chest pain last week – and what is the breakdown of dispositions they were assessed to?

The Challenge.....



- The data is there and has been for several years
- The data is massive - 50+ data fields for each of 10 million calls a year and rising
- How to harness it sensibly?
- How to make it:
 - accessible,
 - easy to use,
 - valuable,
 - up to date?

(Without employing an army of analysts and getting data that is 6 months out of date.....)

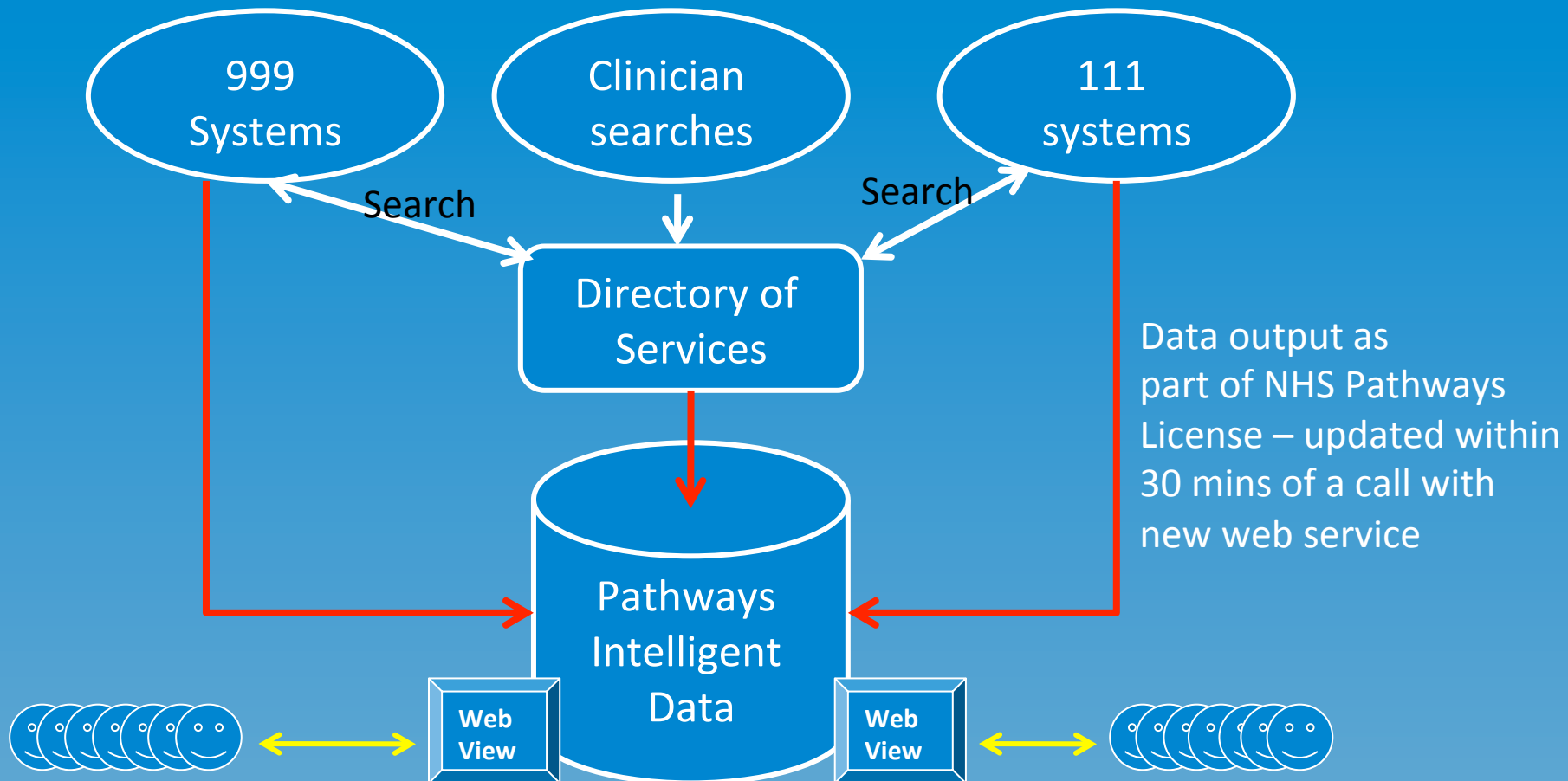
The Answer:



NHS Pathways Intelligent Data Tool

- Resilient hardware to store the data
- Clever dashboard software to make it accessible
- Easy to use interface you can filter for date, time, geography, age, gender
- Viewed over the web – but you can export any of the data sets for further manipulation
- Data streams from sites every 30 mins

Data Sources for NHS Pathways Intelligent Data



What is the Intelligent Data Tool?

- Web based dynamic and intelligent reporting tool.
- Contains data from the use of DoS and use of NHS Pathways.
- Data is displayed in graphical and table forms giving users access to an interactive and easy to use format
- Filters can be applied to set parameters on data for analysis.
- Data can be exported into various formats (e.g. excel, csv, pdf) for inclusion in local reporting processes.

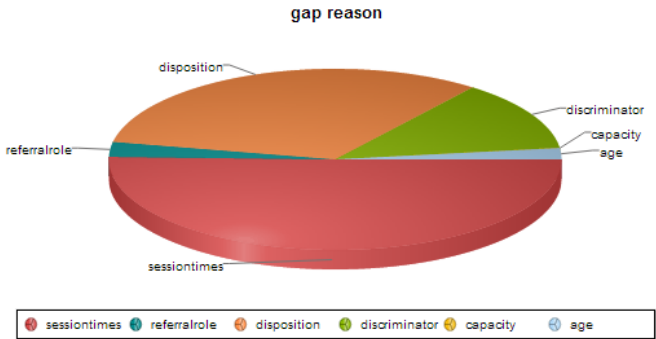
What IDT can do for Commissioners

- Provide data on how commissioned services are being used by 111/999 providers to refer callers to services.
- Provide data for analysis of commissioned services;
 - Check service profiling is correct and in line with Commissioning strategy
 - Identify Gaps in Service provision
 - Identify needs for new/amended Service provision
- Enable modelling of best location/profiling of service before a service is set up.

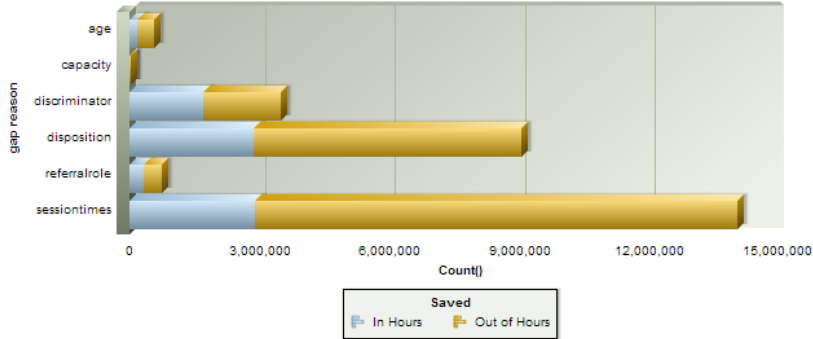
IDT DoS Dashboard

Welcome **Gap Reasons** Pathways Disposition "Catch All" events

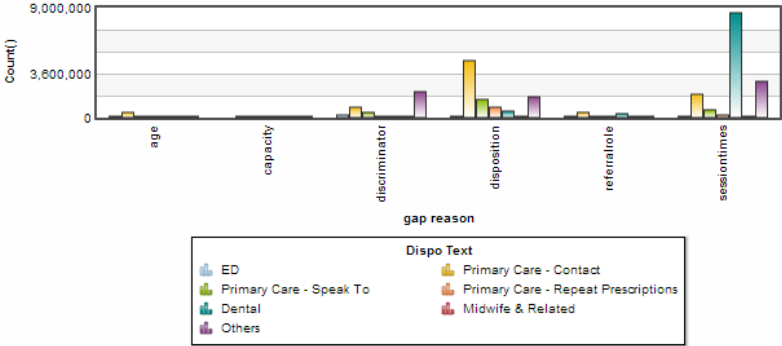
Gap Reasons



Gap Reason by In/Out of Hours



Gap Reason by Disposition



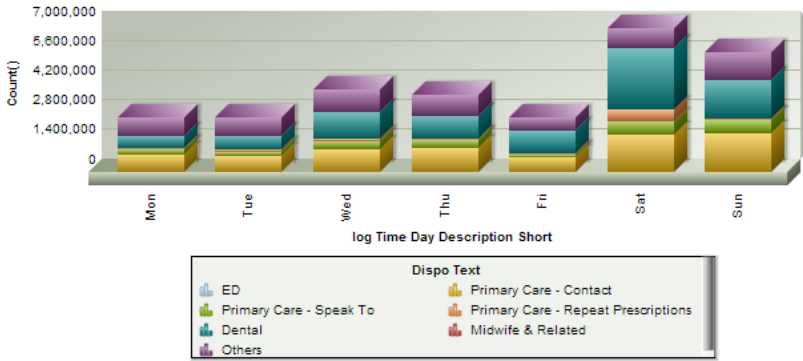
Gap Reason by Day

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
age	69524	55778	65878	73262	48664	104734	127727	545567
capacity	1157	586	238	308	1068	4882	4286	12525
discriminator	491331	486153	553845	510332	348905	566131	530523	3487220
disposition	1086545	958342	1056515	1178181	804754	2106912	1851805	9043054
referralrole	132094	95517	75094	111120	90870	90433	136131	731259
sessiontimes	824099	996683	2170418	1789341	1296171	3957581	3030486	14064779
Total	2604750	2593059	3921988	3662544	2590432	6830673	5680958	27884404

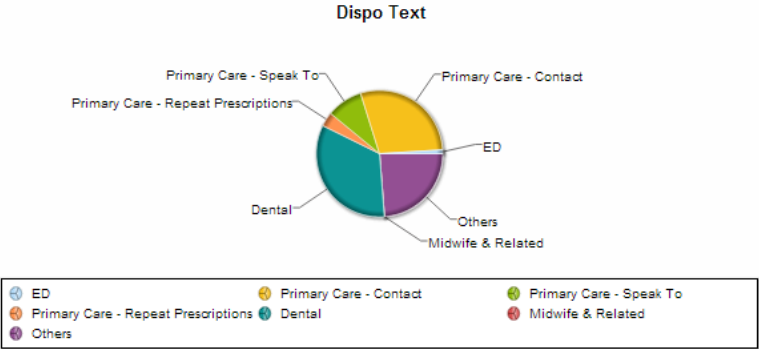
IDT DoS Dashboard

Welcome | Gap Reasons | **Pathways Disposition** | "Catch All" events

Dispositions by Day of Week



Dispositions Resulting in Gapped Services



Disposition by Service Type

	ED	Primary Care - Contact	Primary Care - Speak To	P
Acute Assessment unit	101	420	14	
Clinics	41	49130	8519	
Commissioning Organisation		175		
Community Based Services	28	33062	15346	
Community Hospital		8809	2149	
Council		2		
Dental Emergency		1549	980	
Dental Services		13031	5600	
District/Community Nurse Non-Prescriber	492	202087	159816	
District/Community Nurse Prescriber	313	331069	84441	
Doctor (not GP)	42	7338	7473	
ECP	173	17406	3159	
Emergency Department	44514	2390792	660042	
GP in hours	58356	590672	77805	
GP OOH Provider	11440	1585847	476686	
GP-Led UCC with ED	11403	65182	31636	
Health Information (HI)	129	50508	17548	
Health Visitor	13	28991	3481	
Intermediate Care	48	50775	17770	
Local Templates	225	461300	209224	

IDT DoS Dashboard

"Catch All" Events

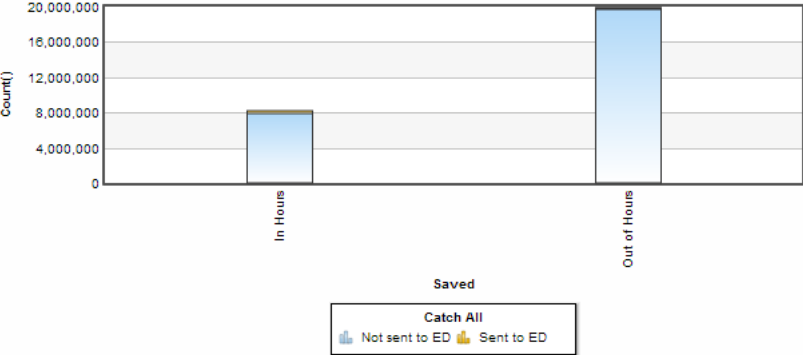
A "Catch All" event is a term used to describe instances where the DoS has been unable to identify a suitable service to offer the patient, meaning that - by default - the patient is instead referred to ED. These are examples of unnecessary ED visits as, due to the nature of a "Catch All" event, the combination of disposition reached and symptoms described was deemed by the triage process to require a lower level of care than ED.

The data here refers to gapped services. In an instance of a Catch All event there would typically be anywhere from 5-20 gapped services in one Catch All event - the logic being that if any one of those services had been available to the patient at the time then a Catch All event would not have occurred. Therefore the numbers on this page refer to total number of services involved rather than a count of Catch All events themselves.

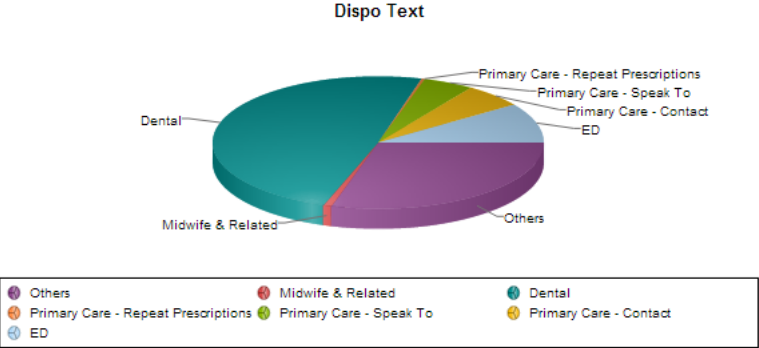
"Catch All" Events by Day

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
Not sent to ED	2595874	2580940	3913843	3654447	2582520	6821509	5669612	27818745
Sent to ED	8876	12119	8145	8097	7912	9164	11346	65659
Total	2604750	2593059	3921988	3662544	2590432	6830673	5680958	27884404

"Catch All" Events by In/Out of Hours



Range of Dispositions leading to Catch All events



IDT DoS Dashboard

DoS Gap Dashboard									
Time	org id	org name	Service Type	org town	Do S Region	distance in km	gap reason	answering site	Patient Surgery
12/2013 22:27:33	115149	Dental - Bryn Dental Practice Ltd - Ashton-in-Makerfield - Wigan Borough CCG	Dental Services	Ashton-In-Makerfield	North West Region	12.8	sessiontimes	NHSD_AD_WS	GREEN LANE MEDIC
12/2013 22:27:33	115150	Dental - Mr MJ Kelly - Atherton - Wigan Borough CCG	Dental Services	Atherton	North West Region	19.3	sessiontimes	NHSD_AD_WS	GREEN LANE MEDIC
12/2013 22:27:33	115151	Dental - Alemdent Ltd - Hindley - Wigan Borough CCG	Dental Services	Hindley	North West Region	16.4	sessiontimes	NHSD_AD_WS	GREEN LANE MEDIC
12/2013 22:27:33	115152	Dental - High Street Smiles - Golborne - Wigan Borough CCG	Dental Services	Golborne	North West Region	14.2	sessiontimes	NHSD_AD_WS	GREEN LANE MEDIC
12/2013 22:27:33	115153	Dental - Hindley Dental Practice - Wigan Borough CCG	Dental Services	Hindley	North West Region	16.6	sessiontimes	NHSD_AD_WS	GREEN LANE MEDIC
12/2013 22:27:33	115154	Dental - Petrie Tucker & Partner - Leigh - Wigan Borough CCG	Dental Services	Leigh	North West Region	17.9	sessiontimes	NHSD_AD_WS	GREEN LANE MEDIC
12/2013 22:27:33	115155	Dental - Messers, Lems Ollerton & Roberts - Wigan - Wigan Borough CCG	Dental Services	Wigan	North West Region	15.0	sessiontimes	NHSD_AD_WS	GREEN LANE MEDIC
12/2013 22:27:33	115156	Dental - Mr PJ Price - Leigh - Wigan Borough CCG	Dental Services	Leigh	North West Region	17.8	sessiontimes	NHSD_AD_WS	GREEN LANE MEDIC
12/2013 22:27:33	115157	Dental - Florence House Dental Practice - Wigan - Wigan Borough CCG	Dental Services	Wigan	North West Region	15.2	sessiontimes	NHSD_AD_WS	GREEN LANE MEDIC
12/2013 22:27:33	115158	Dental - Miss L Fitzpatrick -Wigan - Wigan Borough CCG	Dental Services	Wigan	North West Region	15.0	sessiontimes	NHSD_AD_WS	GREEN LANE MEDIC
12/2013 22:27:33	115159	Dental - Messrs. Miller & Scoular - Atherton - Wigan Borough CCG	Dental Services	Atherton	North West Region	19.3	sessiontimes	NHSD_AD_WS	GREEN LANE MEDIC
12/2013 22:27:33	115160	Dental - G & L Askins Ltd - Lowton - Wigan Borough CCG	Dental Services	Lowton	North West Region	15.0	sessiontimes	NHSD_AD_WS	GREEN LANE MEDIC
12/2013 22:27:33	115161	Dental - Mr A H Bell - Tyldesley - Wigan Borough CCG	Dental Services	Tyldesley	North West Region	20.2	sessiontimes	NHSD_AD_WS	GREEN LANE MEDIC
12/2013 22:27:33	115162	Dental - Miss R Dhariwal - Astley - Wigan Borough CCG	Dental Services	Astley, Tyldesley	North West Region	20.0	sessiontimes	NHSD_AD_WS	GREEN LANE MEDIC
12/2013 22:27:33	115163	Dental - Kinshuck Family Denistry - Pemberton - Wigan Borough CCG	Dental Services	Wigan	North West Region	13.6	sessiontimes	NHSD_AD_WS	GREEN LANE MEDIC
12/2013 22:27:33	115164	Dental - Ainsworth Dental - Atherton - Wigan Borough CCG	Dental Services	Atherton	North West Region	19.3	sessiontimes	NHSD_AD_WS	GREEN LANE MEDIC
12/2013 22:27:33	115165	Dental - Mr DR Pryce & Mr Q Jaffri - Aspull - Wigan Borough CCG	Dental Services	Aspull	North West Region	17.6	sessiontimes	NHSD_AD_WS	GREEN LANE MEDIC
12/2013 22:27:33	115166	Dental - Mr DJ Griffiths - Leigh - Wigan Borough CCG	Dental Services	Leigh	North West Region	17.5	sessiontimes	NHSD_AD_WS	GREEN LANE MEDIC
12/2013 22:27:33	115167	Dental - Miss S A Green - Newtown - Wigan Borough CCG	Dental Services	Wigan	North West Region	13.9	sessiontimes	NHSD_AD_WS	GREEN LANE MEDIC
12/2013 22:27:33	115168	Dental - Mr J A Lee Dental Surgeon - Shevington - Wigan Borough CCG	Dental Services	Shevington	North West Region	14.2	sessiontimes	NHSD_AD_WS	GREEN LANE MEDIC
12/2013 22:27:33	115169	Dental - Mr M A Butt - Orrell - Wigan Borough CCG	Dental Services	Orrell	North West Region	11.8	sessiontimes	NHSD_AD_WS	GREEN LANE MEDIC
12/2013 22:27:33	115171	Dental - Mr MP Georgeson - Leigh - Wigan Borough CCG	Dental Services	Leigh	North West Region	18.6	sessiontimes	NHSD_AD_WS	GREEN LANE MEDIC

When will IDT be available?

Dashboards are currently in Beta test

- CQI – Go live in May 2014. A number of sites already live in beta test.
- DOS Gap – Go live in June 14. Beta testing underway.

Intelligent Data Tool – who can use it?

- All users need to work for an NHS organisation or an organisation contracted to provide services on behalf of the NHS.
 - Access will be procured by users through a central process.
 - CQI Dashboards not available to commissioners unless agreement from Provider
 - Users of the DoS Dashboard will need to complete a Terms of Use agreement.

IDT – how do I get access?



DOS – Commissioners / DoS Leads

- Interest should be registered via the form on the NHS Pathways IDT website.
- Online form will be available to place orders for licenses.

CQI - NHS Pathways user sites

- CQI Managers will be contacted by NHS Pathways to arrange access to IDT.

IDT – what does a license include?

The cost of a single viewer license is £1664. Each license is valid for 3 years

What does an IDT license entitle me to?

- Access for a single user to;
- IDT Dashboard(s) – CQI and/or DOS
- IDT Service Desk support
- User guides and supporting documentation
- Ongoing development of a dynamic reporting tool

Questions

