

## WELSH INFORMATION STANDARDS BOARD

<b>DSC Notice:</b>	DSCN 2015 / 02
<b>Date of Issue:</b>	26 <sup>th</sup> January 2015

<b>Welsh Health Circular / Official Letter:</b> WHC 2015 / 05	<b>Subject:</b> Outpatient Follow-Up Delay Reporting
<b>Sponsor:</b> Andrew Carruthers Head of Portfolio Programme Management Department of Health and Social Services Welsh Government	
<b>Implementation Date:</b> 1 <sup>st</sup> January 2015	

### DATA SET CHANGE NOTICE

A Data Set Change Notice (DSCN) is an information mandate for a new or revised information standard.

This DSCN was approved by the Welsh Information Standards Board (WISB) at its meeting on 18<sup>th</sup> December 2014.

**WISB Reference:** ISRN 2014 / 023

#### Summary:

To introduce the Outpatient Follow-Up Delay Reporting Data Collection.

#### Data sets / returns affected:

n/a

Please address enquiries about this Data Set Change Notice to the Data Standards Team in NHS Wales Informatics Service

E-mail: [data.standards@wales.nhs.uk](mailto:data.standards@wales.nhs.uk) / Tel: 029 2050 2539

The Welsh Information Standards Board is responsible for appraising information standards. Submission documents and WISB Outcomes relating to the approval of this standard can be found at:

<http://howis.wales.nhs.uk/sites3/page.cfm?orgid=742&pid=24632>

## **DATA SET CHANGE NOTICE**

### Introduction

Clinical risk associated with delayed follow-up appointments has been identified by clinicians as an area of concern, with a number of cases of clinical harm thought to be caused by the delay. There is a Welsh Government requirement to establish a new data collection to monitor outpatient follow-up appointments which are delayed past their target date (i.e. the date in which a follow-up appointment should take place).

The need for reporting in this area was introduced in a letter circulated to NHS Wales in August 2014 by the Deputy Chief Executive, asking Health Boards to report from the end of October 2014.

The data collection outlined in this DSCN reflects the first phase of implementation. From 1<sup>st</sup> April 2015, Health Boards will be required to also report data for those patients who have been given a date for their follow-up appointment, also referred to as 'booked' patients. The details for reporting this will be published in a subsequent DSCN.

### Description of Change

To introduce the information requirements that have been developed to support the monitoring of delayed outpatient follow-up appointments.

### Data Dictionary Version

Where applicable, this DSCN reflects changes introduced by DSCN and/or DDCN since the release of version 4.6 of the NHS Wales Data Dictionary.

The changes introduced by such DSCNs will be published in version 4.7 of the NHS Wales Data Dictionary.

### Actions Required

Local Health Boards / Trusts:

- Health Boards are required to report as per the information requirements outlined in this DSCN with effect from January 2015, as reported in February 2015.
- Health Boards are required to report a monthly snapshot as at the last day of the month to Welsh Government.
- Data is required to be reported by Treatment Specialty; Health Boards are permitted to use the updated Treatment Function list as outlined in DSCN 2014 / 08.

Welsh Government:

- Delivery and Performance Division, Department for Health and Social Services are required to collect the data and monitor progress against Health Board improvement trajectory.

**Appendix A: Table reflecting areas that are impacted as a result of this DSCN**

The following table shows all applicable data sets, data items, terms and other associated areas that are linked with the changes documented within this DSCN.

Each data definition type is listed in alphabetical order and is shown in the sequence in which it appears in this DSCN.

<b>Data Definition Type</b>	<b>Name</b>	<b>New/Retired/Changed</b>	<b>Page Number</b>
Live Data Sets and Aggregate Data Collections / Aggregate Proformas	Outpatient Follow-Up Delay Reporting	New	5

## **Appendix B: Highlighted changes to be made to the NHS Wales Data Dictionary**

Changes to the NHS Wales Data Dictionary are detailed below, with new text being highlighted in **blue** and deletions are shown with a ~~strikethrough~~. The text shaded in **grey** shows existing text copied from the NHS Wales Data Dictionary.

### **Outpatient Follow-up Delay Reporting**

#### **Reporting Arrangements**

Organisations are required to report on the 10<sup>th</sup> working day of the month a monthly snapshot as at the last day of the previous month to the Welsh Government Delivery and Performance Division:

[DHSS.Performance@wales.gsi.gov.uk](mailto:DHSS.Performance@wales.gsi.gov.uk)

The data is reported by [Treatment Function](#) (the specialty under which the patient is treated). This allows Health Boards the flexibility to report against those where there is a wait for follow-ups and leave blank those where there are not.

Any further queries regarding the data collection should be directed to the Delivery & Performance Division, Welsh Government, on 029 2082 3871, or e-mail:

[HSSDG.Performance@wales.gsi.gov.uk](mailto:HSSDG.Performance@wales.gsi.gov.uk)

#### **Scope**

The information required relates to patients who are waiting for a follow-up appointment with the consultant or a member of his or her firm within the same specialty.

The data collection includes counts which relate to the following:

- Patients who are waiting for a follow-up appointment where there IS NOT a documented date that the follow-up appointment SHOULD take place (referred to as 'Target Date')
- Patients where there IS NOT a documented date that the follow-up appointment SHOULD take place and it is unclear whether or not they require or are waiting for a follow-up appointment
- Patients who are waiting for a follow-up appointment where there IS a documented date that the follow-up appointment SHOULD take place (referred to as 'Target Date')
- Patients who have started the booking process and have been sent an invitation letter asking them to ring and book a follow-up appointment, referred to as 'invited patients' are INCLUDED in the scope of the return.

#### **SCOPE EXCLUDES:**

Patients who have been given a date for their follow-up appointment, also referred to as 'booked' patients, are excluded from this return up to 31<sup>st</sup> March 2015. This is regardless of whether the date they have been booked in for their follow-up exceeds the target date.

## Information Requirements

### By Treatment Function

#### 1. Total Number of Patients Waiting for Follow-up where there is **NO** Documented Target Date

*This is the total number of patients who;*

- a) *are waiting for a follow-up appointment but there is NO documented date for when that follow-up appointment should take place (Target Date)*
- b) *do not have a documented date for when the follow-up appointment should take place and it is unclear whether or not they require or are waiting for a follow-up*

#### 2. Total Number of Patients Waiting for Follow-up where there **IS** a Documented Target Date

*This is the total number of patients who are waiting for a follow-up where there IS a documented date that the follow-up appointment should take place. This ONLY relates to those patients with a target date that HAVE NOT been given an actual 'booked' date to come back for their follow up.*

*Patients who have been given an actual date for their follow-up appointment, also referred to as 'booked' patients, are excluded from this return until 31<sup>st</sup> March 2015.*

#### 3. The Number of Patients Waiting for a Follow-up who are Delayed past their Target Date

*This is the number of patients who are waiting for a follow-up over their target date split by how long they are delayed - the delay is calculated as a percentage. The calculation of the delay only relates to those patients WITH a documented target date (2).*

*Consolidated Waiting Times Guidance (RTT) regarding adjustments apply to this data collection. Therefore if an adjustment has been made the calculation of the delay is based on the adjusted date and not the original.*

*For each patient pathway, the method for calculating the % delay beyond the target date can be described as follows:*

If:                      Census Date = A  
Target Date = B  
Original Outpatient Attendance Date = C

Then:

$$\left( \left( \frac{A - C}{B - C} \right) \times 100 \right) - 100 \text{ } \%$$

*For example:*

Outpatient Attendance 1<sup>st</sup> November 2014  
Target Date: 1<sup>st</sup> December 2014  
Census Date: 15<sup>th</sup> December 2015

$$\left( \left( \frac{45 \text{ days}}{30 \text{ days}} \times 100 \right) - 100 \right) \% = 50\% \text{ delay}$$

*Note: No deductions should be made to the percentage reported based on any other existing guidance.*

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## Supporting Definitions

### Target Date

The target date as defined in [A Guide to Good Practice](#) (2005), is the date that a follow-up appointment SHOULD take place.

### Follow-up attendance

A follow-up attendance is initiated by the consultant or independent nurse in charge of the clinic under the following conditions:

a)	Following an emergency inpatient hospital spell under the care of the consultant or independent nurse in charge of the clinic.
b)	Following a non-emergency inpatient hospital spell (elective or maternity) under the care of the consultant or independent nurse in charge of the clinic.
c)	Following an A/E attendance to an A/E clinic for the continuation of treatment.
d)	An earlier attendance at a clinic run by the same consultant or independent nurse in any Local Health Board/Trust, community or GP surgery.
e)	Following return of the patient within the timescale agreed by the consultant or independent nurse in charge of the clinic for the same condition or effects resulting from same condition.

## **Appendix C: Data Collection Tool**

Please open excel document below to access the data collection tool:



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Follow Up Delay Pro F