NHS Dental Services

E Reporting Good Practice Guide

Using E-reporting:
Investigate a contract with an exception

Using E-reporting

- An example of how E-reporting can be used to analyse a particular contract

- E-reporting can provide different levels of reports and data
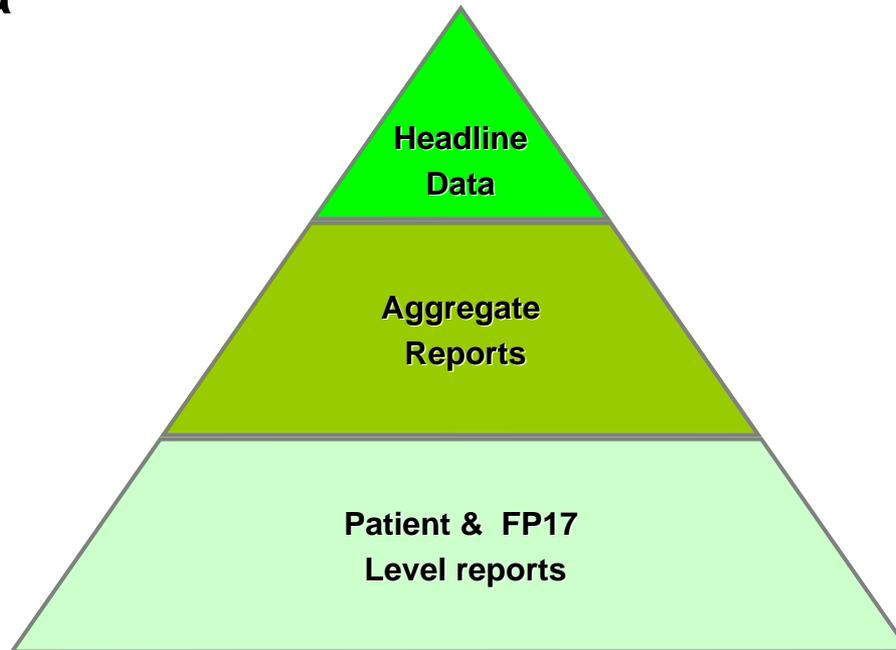
Using the Dashboards

The Dashboards provide a starting point for analysing contract performance. In this example looking at measures relating to quality

As an example, Average FP17s per patient have been selected

PCO QUALITY METRICS @ Dec-10				Help?
Quality Metric	Quantity	PCT	SHA	National
% of FP17s for the same patient ID Re-attending within 3 months	66,338	19.8%	21.6%	19.9%
% of FP17s for the same patient ID Re-attending between 3 months and 9 months	177,685	53.1%	48.8%	49.6%
% of FP17s for Band 1 Urgent Courses	25,002	8.6%	9.3%	8.2%
% of FP17s Relating to Free Repair or Replacements	3,079	1.1%	1.1%	1.0%
% of FP17s Relating to Continuations	7,007	2.4%	2.3%	2.2%
% of Patients satisfied with the dentistry they have received	2,553	92.5%	91.9%	91.5%
% of Patients satisfied with the time they had to wait for an appointment	2,453	88.9%	86.2%	86.2%
Average FP17s per patient	212,814	1.4	1.4	1.3
% of FP17s where no clinical data recorded	39,442	12.2%	10.0%	10.2%

The Help? button gives an explanation of each metric, for example:

"This is a measure of the ratio of FP17 forms to the number of unique patient identities. An average greater than 1.18 would be seen as an exception (outlier), based on the statistics for contracts in England and Wales. A high figure may indicate an issue with the diagnosis, planning or quality of treatment being provided."

Using the Dashboards

Once selected you are able to assess which contracts have the highest levels for that metric

CONTRACT BY QUALITY METRIC @ Dec-10

Average FP17s per patient

Contract	Name or Company Name	Selected Met ▼
		1.6
		1.5
		1.5
		1.5
		1.5
		1.5
		1.5

Help?   Show contract details

Fig 3. Contract breakdown for selected metric for latest period
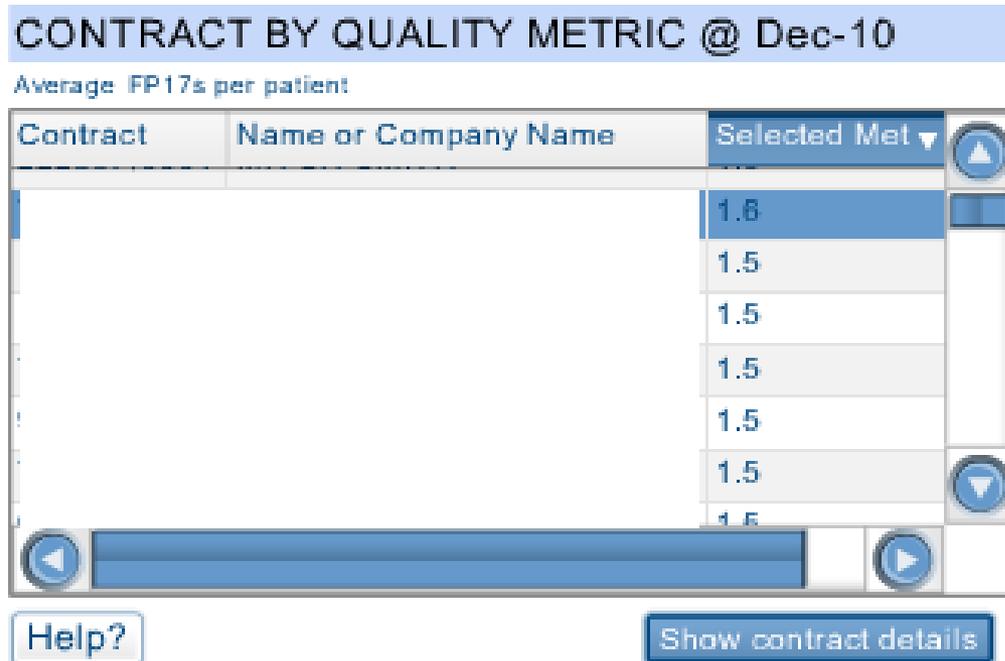
Select a contract that you wish to see further details

Click to see contract details

Using the Dashboards

Look at the data for the specific contract

CONTRACT	QUALITY METRICS @ Dec-10					Help?
Quality Metric		Quantity	Contract	PCT	SHA	National
% of FP17s for the same patient ID Re-attending within 3 months		479	27.1%	19.8%	21.6%	19.9%
% of FP17s for the same patient ID Re-attending between 3 months and 9 months		709	40.2%	53.1%	48.8%	49.6%
% of FP17s for Band 1 Urgent Courses		161	9.8%	8.6%	9.3%	8.2%
% of FP17s Relating to Free Repair or Replacements		20	1.2%	1.1%	1.1%	1.0%
% of FP17s Relating to Continuations		100	6.1%	2.4%	2.3%	2.2%
% of Patients satisfied with the dentistry they have received		39	100.0%	92.5%	91.9%	91.5%
% of Patients satisfied with the time they had to wait for an appointment		39	100.0%	88.9%	86.2%	86.2%
Average FP17s per patient		1649.0	1.6	1.4	1.4	1.3
% of FP17s where no clinical data recorded		131	7.4%	12.2%	10.0%	10.2%

Fig 4. Contract quality metrics for latest period

> Can select the same metric

CONTRACT	TREND	Help?

Average FP17s per patient
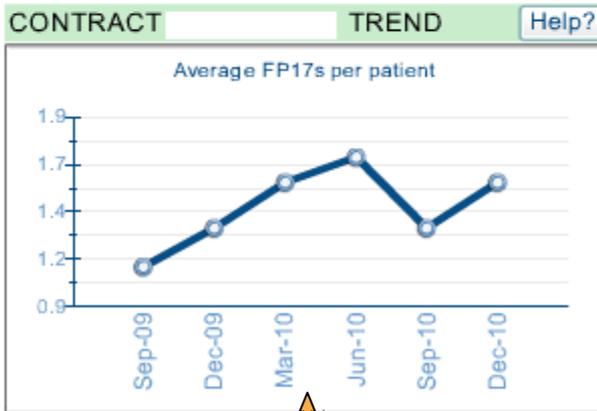
Fig 5. Contract Trend for selected metric

CONTRACT	COMPARISON @ Dec-10

Average FP17s per patient

Help? Hide contract details
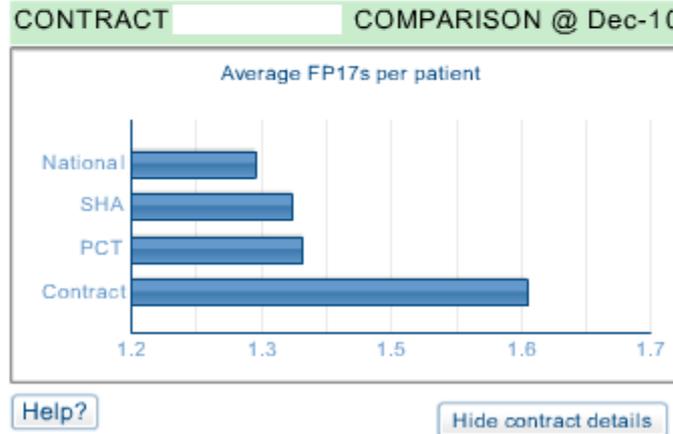
Fig 6. Contract comparison for selected metric for latest period

> Look to see if there is a trend over time

Using the Dashboards

Use the related analysis function

RELATED ANALYSIS

Run specific templates

Report Templates:

FP17s

Multiple FP17s

To look at standard reports for this contracts

Specific Reports:

PCC Handbook:

Look at guidance on contract management from the PCC Handbook
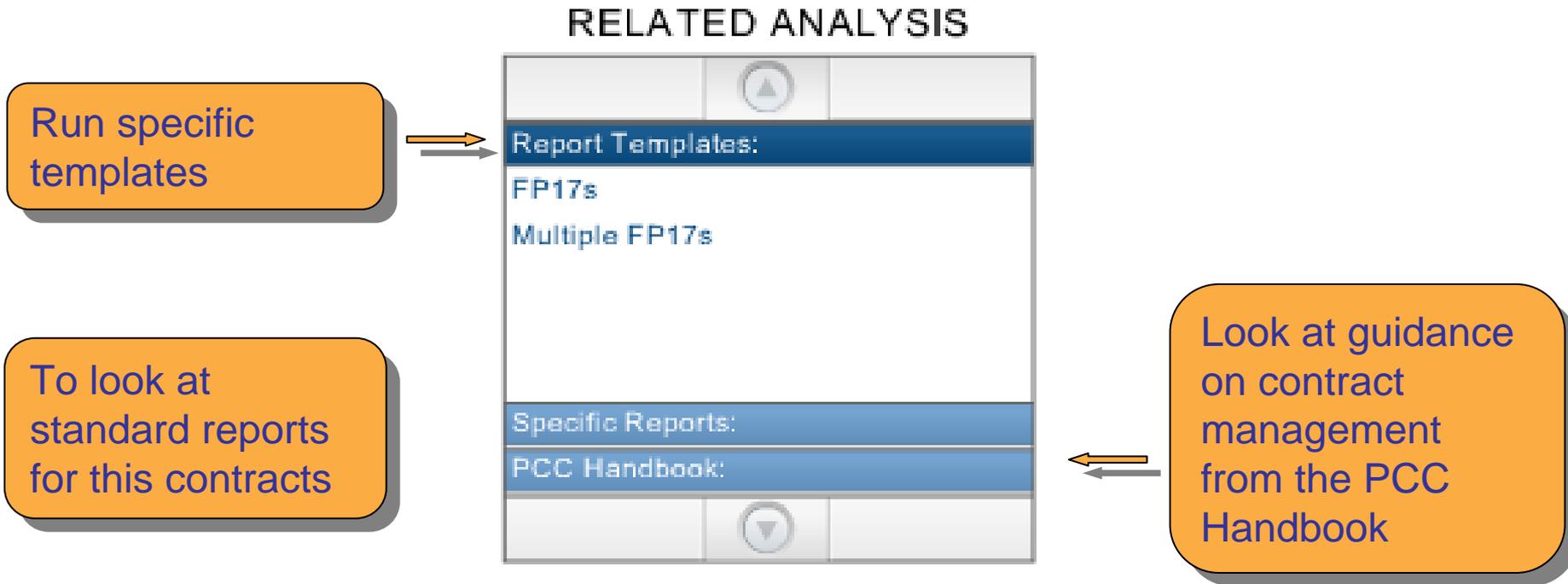
Can also access reports and templates through the E-reporting Homepage, for example looking at the current and previous exception reports

Using the Templates

Run the "Number of FP17s per Patient" template for the whole PCO over say a 6 month period to see if the contract has a high rate over a slightly longer period of time

XXX   XXXXXXXXX PCO

NHS

Document name: **Number of FP17s per Patient**
Last Refresh Date: **27/01/2011 11:02:40**

Number of FP17s per Patient

Range of schedule months requested from June 2010 to December 2010

Range of schedule months returned by the system from June 2010 to December 2010

Contract Number	Name or Company Name	Number of FP17s	Number of Patients Treated	Number of FP17s per Patient
	Contract Name	8,654	6,591	1.31
	Contract Name	6,003	4,731	1.27
	Contract Name	78,013	63,026	1.24
	Contract Name	5,839	4,735	1.23

Contract in question has highest rate in the PCO

Using the Templates

Run the "Breakdown of activity data for patients with multiple FP17s reported" for the contract in question. This contains the details from FP17s processed for unique patient identities exhibiting more than one FP17 during the schedule period

Breakdown of activity data for patients with multiple FP17s reported for contract number XXXXXX/YYYYY

Range of schedule months requested from June 2010 to December 2010

Range of schedule months returned by the system from June 2010 to December 2010

Performer Personal No	Treatment Location ID	Patient Unique Identifier	All Patient Charge Band	Treatment Acceptance Date	Treatment Completion Date	Days since last Visit	Exemption Type	Amended FP17
			Band 2	21/06/2010	21/06/2010	61	Charge Payer	Original
			Band 3	05/07/2010	12/07/2010	14	Charge Payer	Or
			Urgent	09/08/2010	09/08/2010	28	Charge Payer	O
			Band 2	06/09/2010	07/09/2010	28	Charge Payer	O
			Band 3	10/09/2010	20/09/2010	3	Charge Payer	O
			Band 2	28/09/2010	30/09/2010	8	Charge Payer	O
			Band 1	04/10/2010	04/10/2010	4	Charge Payer	O
			Band 1	09/12/2010	09/12/2010	66	Charge Payer	O
			Band 2	04/06/2010	04/06/2010	462	Full Remission	O
			Urgent	28/06/2010	28/06/2010	24	Full Remission	Or
			Urgent	02/07/2010	02/07/2010	4	Full Remission	Original
			Urgent	19/08/2010	19/08/2010	48	Full Remission	Original FP1

Table ordered by patients with the most FP17s in the selected period.

Please note that this report has columns of data across multiple pages

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Enables the reader to look in detail at the FP17 histories for individual patients. It may be that a review of records or a discussion with the dentist concerned is appropriate to fully understand any unusual profiles exhibited. This report provides the evidence for any discussions.