

MIS Toolkit Metrics

**Descriptions and Specifications**

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# MIS Reporting

# Aims and Purpose

To aid Area Teams in fulfilling their obligations to manage the dispensing contractor’s contract and to identify possible areas for concern which require further investigation, NHSBSA are to routinely provide monthly reports to Area Teams, which will identify variance between dispensing contractor activity and assist in identifying outliers.

# High level requirements

Improve the reporting of existing data contained within the Management Information Spreadsheet (MIS) to ensure consistent reporting across all Area Teams.

Agree a programme of activity to identify key areas of risk and create robust metrics so contractors ‘for attention’ are clearly flagged.

# Current Metrics-

1. Medicine Use Reviews (MURs)

2.New Medicine Services (NMS)

3. Out of Pocket Expenses

4. Staff Hours

# Description and specification of metrics

## 1 .Medicine Use Reviews

Summary of metric:

Name of metric

Area team code

Month of activity

Total number of contractors within Area Team

Total number of contractors conducting MURs

Total number of contractors not conducting MURs

Total number of MURs conducted within the month

Average number of MURs conducted within the month.

MUR activity:

% of contractors carrying out MUR activity within the Area Team

% of contractors not carrying out MUR activity within the Area Team

Top 10 contractors conducting the greatest number of MUR within the given month along with the forecast for the end of year forecast.

**Metrics:**

|  |  |
| --- | --- |
| **Metric** | **Medicine Use Review** |
| **Metric Description** | Number of Staff hours for the month  |
| **Calculation** | The average number of staff hours declared on the FP34C submission form per week is taken and divided by 7 to get the number of hours per day and then multiplied by the number of days in the month. (Declared staff hours per week / 7) \* Number of days in the month.*Note: This does not take into account the number of days the pharmacy is open or bank holidays and assumes all pharmacies are open 7 days a week, 365 days of the year.* |

|  |  |
| --- | --- |
| **Metric** | **Medicine Use Review** |
| **Metric Description** | Number MURs conducted per 1000 prescription items  |
| **Numerator** | Number of MURs conducted by dispensing contractor |
| **Denominator** | Number of prescription items dispensed divided by 1,000.  |

|  |  |
| --- | --- |
| **Metric** | **Medicine Use Review** |
| **Metric Description** | Percentage of staff hours as a proportion of MURs  |
| **Numerator** | Number of MURs conducted by dispensing contractor  |
| **Denominator** | The average number of staff hours declared on the FP34C submission form per week is taken and divided by 7 to get the number of hours per day and then multiplied by the number of days in the month. (Declared staff hours per week / 7) \* Number of days in the month.*Note: This does not take into account the number of days the pharmacy is open or bank holidays and assumes all pharamacies are open 7 days a week, 365 days of the year.*Once the hours per month are calculated this is multiplied by 0.3 (assuming 20 minutes per MUR) to give the proportion of staff hours spent on MURs. |
| **Comments** | The metric will provide insight into the capacity of the pharmacy teams to deliver the services. |

## 2 .New Medicine Service

Summary of metric:

Name of metric

Area team code

Month of activity

Total number of contractors in Area Team

Total number of contractors conducting NMS activity

Total number of contractors not conducting NMS activity

Total number of NMS interventions conducted within the month

Average number of NMS interventions conducted within the month.

NMS Activity:

% of contractors carrying out NMS activity within the Area Team

% of contractors not carrying out NMS activity within Area Team

Top 10 contractors conducting the greatest number of NMS within the given month along with the forecast for the end of year forecast.

**Metrics:**

|  |  |
| --- | --- |
| **Metric** | **New Medicine Service** |
| **Metric****Description** | Number of staff hours for the month |
| Calculation | The average number of staff hours declared on the FP34C submission form per week is taken and divided by 7 to get the number of hours per day and then multiplied by the number of days in the month. (Declared staff hours per week / 7) \* Number of days in the month.*Note: This does not take into account the number of days the pharmacy is open or bank holidays and assumes all pharmacies are open 7 days a week, 365 days of the year.* |

|  |  |
| --- | --- |
| **Metric** | **New Medicine Service** |
| **Metric****Description** | Number NMS conducted per 1000 NMS items |
| Numerator | Number of NMS conducted by dispensing contractor |
| **Denominator** | Number of NMS items dispensed divided by 1,000.  |

|  |  |
| --- | --- |
| **Metric** | **New Medicine Service** |
| **Metric Description** | Proportion of NMS conducted to number of staff hours |
| **Numerator** | Number of NMSs conducted by contractor in a given month |
| **Denominator** | The average number of staff hours declared on the submission form per week is taken and divided by 7 to get the number of hours per day and then multiplied by the number of days in the month. (Declared staff hours per week / 7) \* Number of days in the month.*Note: This does not take into account the number of days the pharmacy is open or bank holidays and assumes all pharamacies are open 7 days a week, 365 days of the year.* |
| **Comments** | The metric will provide insight into the capacity of the pharmacy teams to deliver the services |

## 3. Out Of Pocket Expenses (OOPE)

Summary of metric:

Name of metric

Area team code

Month of activity

Total number of contractors in Area Team

Total number of contractors claiming OOPE

Total number of contractors not claiming OOPE

Total number of OOPE claimed within the month

Average number of OOPE claimed within the month.

OOPE activity:

% of contractors claiming OOPE within the Area Team:

% of contractors not claiming OOPE within the Area Team

Top 10 contractors claiming OOPEs within the given month along with the total value of their claims

**Metrics:**

|  |  |
| --- | --- |
| **Metric** | **Out of Pocket Expenses** |
| **Metric****Description** | Cost of OOPE (£) per 1000 items |
| **Numerator** | Value of OOPE claimed |
| **Denominator** | Number of prescription items dispensed divided by 1,000.  |

|  |  |
| --- | --- |
| **Metric** | **Out of Pocket Expenses** |
| **Metric****Description** | Cost of OOPE claimed per £1000 NIC |
| **Numerator** | Value of OOPE claimed |
| **Denominator** | Value of total NIC divided by£1000 |

## 4. Staff Hours

Summary of metric:

Metric name

Area team code

Month of activity

Total number of contractors in Area Team

Total number of contractors with staff hours

Total number of contractors with no staff hours

Total number of staff hours in the month

Average number of staff hours in the month.

Staff hours activity:

% of contractors with staff hours within the Area Team:

% of contractors with no staff hours within Area Team

Top 10 contractors with the highest number of staff hours

**Metrics:**

|  |  |
| --- | --- |
| **Metric** | **Staff Hours** |
| **Metric****Description** | Number of staff hours for the month |
| Calculation | The average number of staff hours declared on the FP34C submission form per week is taken and divided by 7 to get the number of hours per day and then multiplied by the number of days in the month. (Declared staff hours per week / 7) \* Number of days in the month.*Note: This does not take into account the number of days the pharmacy is open or bank holidays and assumes all pharmacies are open 7 days a week, 365 days of the year.* |

|  |  |
| --- | --- |
| **Metric** | **Staff Hours**  |
| **Metric Description** | Total of MUR plus NMS per 100 staff hours |
| **Numerator** | Total of MURs and NMS |
| **Denominator** | Total number of staff hours for the month divided by 100.No. of Staff Hours for the Month: The average number of staff hours declared on the submission form per week is taken and divided by 7 to get the number of hours per day and then multiplied by the number of days in the month. (Declared staff hours per week / 7) \* Number of days in the month.*Note: This does not take into account the number of days the pharmacy is open or bank holidays and assumes all pharamacies are open 7 days a week, 365 days of the year.* |
| **Comments** | The metric will provide insight into the capacity of the pharmacy teams to deliver the services |

|  |  |
| --- | --- |
| **Metric** | **Staff Hours**  |
| **Metric Description** | Proportion of staff hours per 1000 items |
| **Numerator** | Total number of staff hours |
| **Denominator** | Number of prescription items dispensed divided by 1,000. No. of Staff Hours for the Month: The average number of staff hours declared on the submission form per week is taken and divided by 7 to get the number of hours per day and then multiplied by the number of days in the month. (Declared staff hours per week / 7) \* Number of days in the month.*Note: This does not take into account the number of days the pharmacy is open or bank holidays and assumes all pharmacies are open 7 days a week, 365 days of the year.* |
| **Comments** | The metric will provide insight into the capacity of the pharmacy teams to deliver the services |

# Glossary

Denominator The denominator is what the numerator (see below) is being measured or compared against.

 NB: The mathematical definition is ‘the numbering a fraction that lies *below* the divide line. The number that lies *above* the divide line is the numerator.

Numerator The numerator is what is being measured or compared.

 NB: the mathematical definition is ‘the number in a fraction that lies *above* the divide line. The number that lies *below* the divide line is the denominator