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NHSBSA Statistics

Prescription Cost Analysis (PCA) - England Engagement Sessions June 2020

Report

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Document release note

Prescription Cost Analysis (PCA) - England Engagement Sessions June 2020

Document details name	Version number	Description
Prescription Cost Analysis (PCA) - England Engagement Sessions June 2020	v001	Document detailing outcome of engagement sessions held in June 2020 for the PCA National Statistic publication.

Revision details revision number	Revision date	Revision description	Page number	Previous page number	Action taken	Addenda / new page

About this document

As per our user engagement strategy for the Prescription Cost Analysis – England (PCA) National Statistic publication, we are committed to seeking user’s views and obtaining feedback on this release. This includes holding bi-annual user engagement sessions.

These sessions are chaired by an NHSBSA statistician and are an opportunity to provide feedback on the PCA publication. This includes feedback about content, presentation, utility, and format. The first of these sessions was held in June 2020. This document summarises the key findings of these sessions.

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Background

The Prescription Cost Analysis (PCA) publication shows the total cost for drugs, dressings and appliances, and number of prescription items, for prescriptions that have been dispensed in the community in England.

In 2020 the PCA England Statistics publication was successfully migrated from NHS Digital to NHS Business Services Authority (NHSBSA) following a public consultation and the PCA 2019 publication was released by NHSBSA in April 2020.

NHSBSA recognise the importance of engaging with our customers/users to ensure that our statistical publications meet their needs. Following the release of the PCA 2019 publication, NHSBSA held a series of three engagement sessions with users of the PCA England Statistics. The sessions provided an introduction to the NHSBSA and the PCA statistics and offered an opportunity for attendees to ask questions, provide feedback and explain how they use the statistics.

This report provides key findings from the engagement sessions and a feedback survey completed by attendees after the sessions.

Main points from the engagement sessions

Three engagement sessions, each targeted at a different user group (Public, Industry and Media), were held over three days in June 2020.

Attendance at the sessions was lower than we would have liked with no attendees joining the public engagement session. Nevertheless, from the sessions as a whole we were able to gain some additional understanding of our users and the uses of PCA England statistics.

All attendees utilised the PCA England publication for professional purposes, as part of their job role, but one also accessed the data for personal interest.

Attendees identified a number of benefits to the current publication and service provision:

- The addition of API functionality as a method for users to retrieve data
- The publication of data at various levels: high level figures and trends were especially useful to media users while users from industry were more likely to access the detailed data
- Having the Official Statistics coming straight from the data source

User questions during the sessions focused around a few key areas:

- The availability of related data including monthly prescribing data sets
- Measures of quantity including the difference between the number of prescriptions and the number of prescription items

Potential areas for improvement were also identified:

- The inclusion of standard quantity units or a similar quantity measure

- A break down by type of prescriber (e.g. Dentists, GP)

Main points from the feedback survey

All of the attendees completed a short survey to provide feedback on the engagement sessions themselves. The survey results showed that:

- 80% agreed that the sessions were clear and easy to understand
- All respondents had used the PCA England publication in the past and all intended to use it in the future
- The opportunity to ask questions to the NHSBSA statistics team was beneficial
- Open responses showed that the sessions led to increased awareness of the data available

Feedback also allowed us to identify some areas for improvement to the sessions themselves:

- Providing a more detailed presentation including example analyses and how to use the API functionality would be beneficial
- Sessions for the media could be better tailored to meet their needs
- Explore other mechanisms to develop our knowledge of users and uses of the PCA Statistics publication

Next steps

We will use analytics to identify the reach of our previous communications and advertisements for these engagement sessions and will identify other ways to advertise future sessions so that we can increase the level of engagement especially among members of the public and those that are utilising the data for personal interest.

We are working with our Media and Communications team to develop a new format for the Media engagement sessions.

We have put in place a short feedback survey that allows users of the PCA England statistics an additional mechanism to provide feedback and engage with us at any time. We also plan to implement a similar survey for the Open Data Portal through which we make the lowest granularity of PCA data available.

We have documented the suggested improvements regarding the PCA Publication itself and will collate these alongside additional feedback received over the coming months and explore implementing these ahead of the next publication due to be released in April 2021.

Contact us

Feedback is important to us; we welcome any questions and comments relating to this document.

Please quote:

'Prescription Cost Analysis (PCA) - England Engagement Sessions June 2020'

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