

# Data Provision Notice

## GP Workload Tool

Information Asset Owner: Dave Roberts

Version: 1.0

Published: 28 July 2017



**Information and technology**  
**for better health and care**

---

# Contents

<b>Background</b>	<b>3</b>
<b>Purpose of the collection</b>	<b>3</b>
<b>Benefits of the collection</b>	<b>3</b>
<b>Legal basis for the collection, analysis, publication and dissemination</b>	<b>4</b>
<b>Persons consulted</b>	<b>4</b>
<b>Scope of the collection</b>	<b>4</b>
<b>Form of the collection</b>	<b>5</b>
<b>Manner of the collection</b>	<b>5</b>
<b>Period of the collection</b>	<b>6</b>
<b>Data quality</b>	<b>6</b>
<b>Burden of the collection</b>	<b>7</b>
<b>Steps taken by NHS Digital to minimise the burden of collection</b>	<b>7</b>
<b>Detailed burden assessment findings</b>	<b>7</b>
<b>Assessed costs</b>	<b>7</b>
<b>Help us to identify inappropriate collections</b>	<b>8</b>

---

## Background

The Health and Social Care Act 2012 (the Act) gives the Health and Social Care Information Centre, now known as [NHS Digital](#) and hereafter referred to by this name, statutory powers, under section 259(1), to require data from health or social care bodies, or organisations that provide health or adult social care in England, where it has been directed to establish an information system by the Department of Health (DH) (on behalf of the Secretary of State) or NHS England.

The data, as specified by NHS Digital in this published Data Provision Notice, is required to support a [Direction](#) from NHS England to NHS Digital. Therefore, organisations that are in scope of the notice are legally required, under section 259(5) of the Act, to provide the data in the form and manner specified below.

The Patient Online Management Information (POMI) data collection has been in place for a number of years and was established before there were national governance arrangements in place to provide the necessary assurance for all national level data collections in line with the Health and Social Care Act 2012. NHS Digital is currently working to gain the necessary assurance for the collection of the existing POMI data.

## Purpose of the collection

NHS England wish to expand the existing POMI data collection so that it includes additional data on patient appointments and, in particular, a measure of patient access to general practice referred to as the Third Next Available Appointment. NHS England has directed NHS Digital, under section 254 of the Health and Social Care Act 2012, to collect this additional information as part of the POMI data collection. The NHS England direction to establish the collection of this additional information was accepted by the NHS Digital Board on 28 March 2017. In parallel, the Standardisation Committee for Care Information (SCCI) provided the necessary assurance for the collection of these additional data items.

Including the additional information in the POMI data collection will not change the fundamentals of this data collection. The four general practice system suppliers will still facilitate the collection of this information. Data will still be collected on a monthly basis. The data collection will still involve collecting non-identifiable data only.

The NHS England direction to establish the collection of the additional information will also be revised so that it covers the collection of the existing POMI data. This will be done in conjunction with gaining the necessary assurance for the existing POMI data collection. Note that this assurance will be provided by the Data Coordination Board (DCB), which replaced SCCI on 1 April 2017.

## Benefits of the collection

This data collection will enable the NHS to better articulate general practice workload, understand appointment activity and utilisation and demonstrate the use of general practice across the week, including by healthcare professional and by mode of appointment. This will result in an increase in the amount of data available from general practice and will help to demonstrate activity and utilisation and evidence the interaction between general practice and the wider service. It will also benefit GPs, in that the data will be used to ensure they have a balanced workload.

## Legal basis for the collection, analysis, publication and dissemination

NHS Digital was Directed by NHS England under section 254 of the Act to establish and operate a system for the collection and analysis of the information specified for this collection. This Direction was accepted by the NHS Digital Board on the 28 March 2017; the [signed copy](#) is published on the gov.uk website.

**This information to be collected is required by NHS Digital under section 259(1) of the Act. The GP Workload Information Collection will not involve collecting confidential / personal information.**

In line with section 259(5) of the Act, all general practices in England must comply with the requirement and provide information to NHS Digital in the form, manner and period specified in this Data Provision Notice.

This Notice is issued in accordance with the procedure published as part of NHS Digital duty under section 259(8) of the Act.

Under section 260 of the Act, NHS Digital will publish all of the information it obtains from complying with this Direction.

## Persons consulted

Following receipt of a direction to establish a system to collect, NHS Digital has, as required under section 258 of the Act, consulted with the following persons:

- the Standardisation Committee for Care Information (SCCI), which included representatives from the UK Data Standards Panel, the Department of Health, the Medicines and Healthcare products Regulatory Agency, the National Institute for Health and Care Excellence, NHS Employers, NHS England, NHS Improvement, NHS Northern Ireland, the Professional Records Standards Body (PRSB), TechUK and NHS Digital<sup>1</sup>
- organisations representing the general practice professions, including the British Medical Association (BMA) and Royal College of General Practitioners (RCGP)
- NHS England (that is: the organisation that issued the Direction to NHS Digital).

## Scope of the collection

Under section 259(1) of the Act, this Notice is served on all general practices in England in accordance with the procedure published as part of the NHS Digital duty under section 259(8) of the Act.

Under section 259(5) of the Act, the organisation types specified above (that is: all general practices in England) must comply with the Form, Manner and Period requirements below:

---

<sup>1</sup> SCCI assured this collection on 29 March 2017

## Form of the collection

This data collection will not involve collecting patient level information. Instead, data at general practice level (that is: aggregated counts of patients broken down by general practice) will be collected.

For each general practice included in this data collection, NHS Digital will collect the following:

- the number of appointments offered and scheduled
- when appointments are offered and scheduled
- the types of appointment offered and scheduled
- the modes of appointments offered and scheduled
- the healthcare professional types associated with appointments offered and scheduled
- number of appointments attended and cancelled
- an indication of the availability of appointments through the third next available appointment metric
- aggregated counts of the demographic details (sex, age band, ethnicity group) of patients attending appointments\*
- indicator of patients who attended more three or more appointments in the reporting period.

\*Age bands have been defined by NHS England

\*Ethnicity groupings match the Office of National Statistics groupings used for the 2011 census and correspond to those used for other NHS Digital data collections

All additional data items that have been requested to be added to the POMI collection can be found in **Appendix A** in the [Primary Care Data Application Form](#).

## Manner of the collection

General practices will receive an offer to accept the GP Workload Information Collection via the Calculating Quality Reporting Service (CQRS) system. This offer must be accepted by all general practices.

GP system suppliers will transfer data to NHS Digital via Secure Electronic File Transfer using a generic template provided as an Excel file.

NHS Digital will create a new template Excel spreadsheet with the current and additional required field headings for system suppliers to populate per practice that they service (the GPSoC requirements). In order to calculate six of these fields (Third Next Available Appointment (TNA) ), it is necessary for NHS Digital to collect transactional level appointments data for practices using SystemOne. This spreadsheet will be made available via an appropriate mechanism (a secure web site) to system suppliers who will also be notified of its availability and due date for return. Apart from the column headings this template spreadsheet will be left blank for the system supplier to provide data for every

general practice they provide for. Any invalid / none specified general practices (for example: walk in centres) will be deleted as appropriate after results have been received.

The files will be uploaded and processed by NHS Digital. Requests for new extracts will be made of suppliers if the files received are thought to be poor quality.

The data collected will ultimately be published via a Power Business Intelligence (Power BI) reporting interface, which will enable aggregation at Clinical Commissioning Group (CCG), regional and national level.

## Period of the collection

The first data collection is scheduled to take place by 10<sup>th</sup> September 2017, at least six weeks after this Data Provision Notice has been issued.

Following the data quality assurance process on the initial collection, the intention is for the data collection and reporting to take place on a monthly basis in accordance with the current frequency of the POMI data collection. Each month's collection will concern the previous month's data.

Each data collection will be processed by NHS Digital Primary Care Domain and shared using Power BI.

Monthly collections of data are required so that capacity and utilisation data can be understood, .

Suppliers will provide historical data extracts (looking back to April 2015) so that appointments data from this year (2017) at peak periods of demand and points of interest (for example: Easter, winter, etc.) will be able to be compared to previous years and so that relevant trends can begin to be identified.

It is anticipated that further work will be required on the data quality and use of these data, across key stakeholders, once these data are better understood.

## Data quality

Following engagement with GP system suppliers a commitment has been made to improve data quality.

Data quality checks are performed on the current POMI data collection that is received.

Similar quality checks will be developed for the new data items to be collected.

The data collection will be extracted directly from the systems practices use. Given the variation in how practices use these systems and the opportunity for individual practice configuration of appointment slots, this will necessarily impact on data quality.

NHS Digital will provide a service to support system suppliers to understand and improve the quality and accuracy of data reported with the aim to:

- develop a common understanding of the definitions and semantics of the data items within the dataset
- develop a common understanding of data quality issues, their root causes and fixes
- understand the system supplier's end to end process in completing their returns
- understand the individual challenges faced by system suppliers in meeting requirements
- escalation of these challenges, as appropriate
- track and support system suppliers as they implement reporting fixes (this will include agreeing completion targets and reporting progress to NHS England)
- support the development of robust data quality checking and assurance systems
- understand the meaning of the data within the context of the environment and system that the system suppliers are providing.

## Burden of the collection

### Steps taken by NHS Digital to minimise the burden of collection

In discharging its statutory duty to seek to minimise the burden it imposes on others NHS Digital will only collect aggregated data via a transfer directly from the general practice clinical system suppliers.

In seeking to minimise the burden it imposes on others, in line with sections 253 (2a) and 265(3) of the Act, NHS Digital has an assessment process to validate and challenge the level of burden incurred through introducing new information standards, collections and extractions.

This assessment is carried out by the Burden Advice and Assessment Service (BAAS) which carries out a Detailed Burden Assessment (DBA) and reports findings and recommendations, as part of the overarching SCCI process. SCCI oversees the development, assurance and acceptance of information standards, data collections and data extractions for the health and social care system in England.

### Detailed burden assessment findings

There are no cost implications of this data collection for general practices.

The £984k costs are a reflection of general practice system supplier development for the processing and publishing of the extracted data.

The £137k costs are in relation to the analysis, validation and publication by the collecting organisation and consumption of data.

## Assessed costs

The associated burden of the data collection is:

Burden on providers	£0k	
Supplier set up costs for the data collection	£984k	Current forecast over 24 Months based on supplier costs. No costs will be incurred by Practices.
Other costs of the data collection	£137k	Analysis, validation, publication by the collecting organisation and consumption of data

## Help us to identify inappropriate collections

NHS Digital's Burden Advice and Assessment Service (BAAS) offers a Collection Referral Service which is a simple and confidential way to allow data providers to refer data collections they feel would benefit from further scrutiny.

For more details and information on how to refer a collection, please visit:  
<http://content.digital.nhs.uk/article/6183/Collection-Referral-Service>

More about the Burden Advice and Assessment Service can be found at:  
<http://content.digital.nhs.uk/baas>

**For further information**

**[www.digital.nhs.uk](http://www.digital.nhs.uk)**

**0300 303 5678**

Under the Open Government Licence you are encouraged to use and re-use the publicly accessible information in this notice free of charge. Re-use includes copying, issuing copies to the public, publishing, broadcasting and translating into other languages and its subsequent use in commercial or non-commercial enterprise.