

"STORIES BEHIND THE NUMBERS:

“A DATA ANALYST'S JOURNEY THROUGH NHS :
Stakeholder insights “

Venkat Potamsetti



Health and Social Care Secretary Steve Barclay said :

The Rt Hon Steve Barclay MP



Organisational preparedness

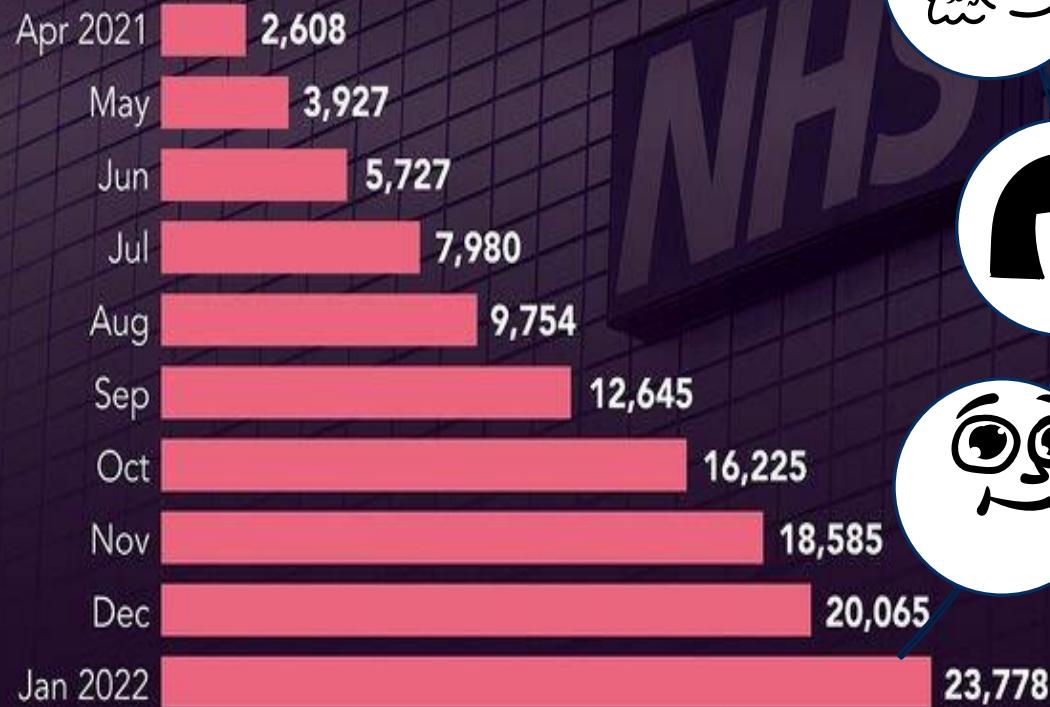
- “We promised to prioritise patients and improve access and that is exactly what we have done” – and this is just the start.
- “I am determined to make it easier for people to get an appointment with their GP practice when they need one and this will allow patients to make a more informed choice about the care they receive.”

Organizational Readiness :

- Commitment to improve the quality of general practice appointment data.
- Committed to working with the profession to improve the utility of the data.
- Ensure continual refinements that benefit both individual practices and the wider service planning agenda.



PATIENTS IN ENGLAND WAITING MORE THAN TWO YEARS TO START HOSPITAL TREATMENT



#DATA IS POWERFUL



Dr. Sam: a doctor in a local general practice



Mrs Blogs: a patient waiting for appointment



NHS as an organisation

- Known to GP
- Face to Face appointment
- With GP
- No response since 2 weeks
- Previous appointment has taken 4 weeks

#WAITING LIST



METRICS

- ▶ Count of appointments
- ▶ Time between booking and appointment
- ▶ HCP type
- ▶ Appointment months
- ▶ ICB Locations
- ▶ Actual duration
- ▶ DNA
- ▶ Service



#DATASETS

- ▶ Primary data source collected from GP systems



actual_duration.csv



appointments_Regional.csv



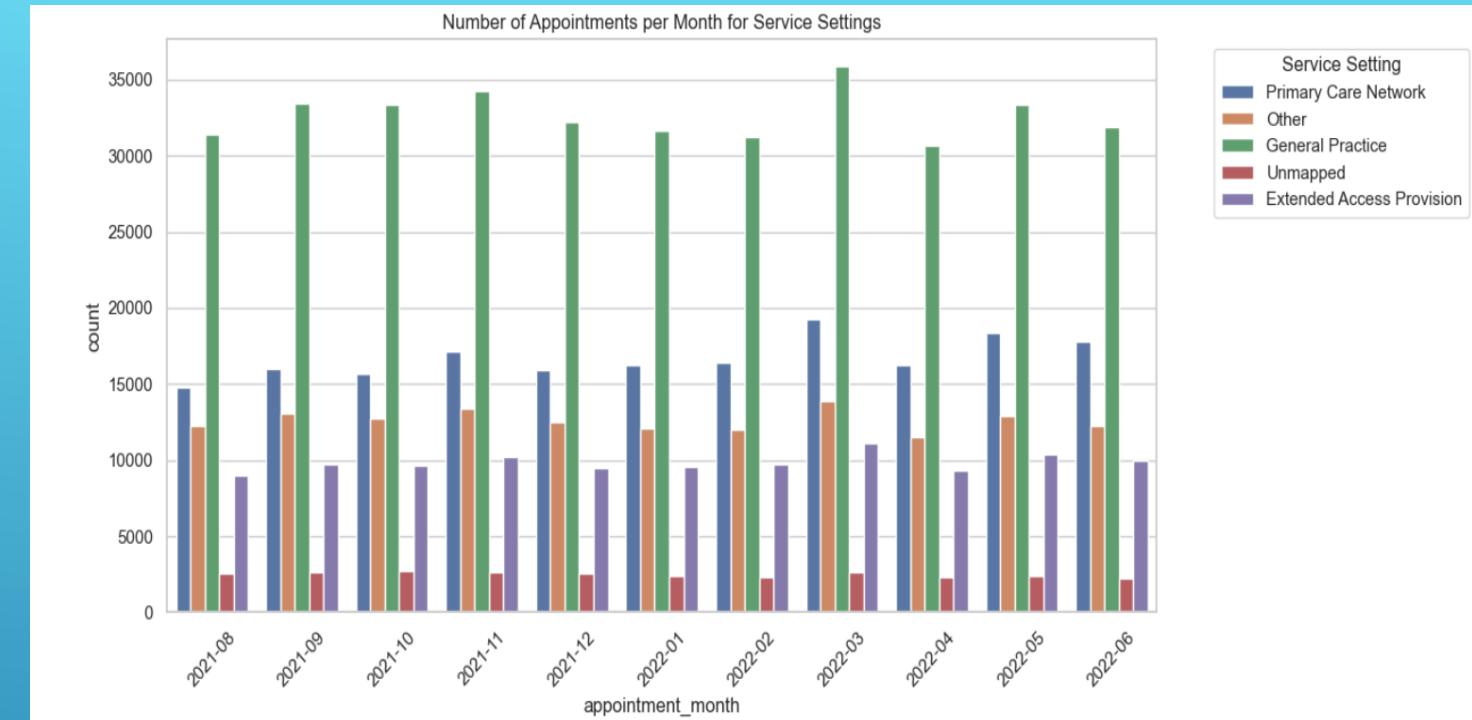
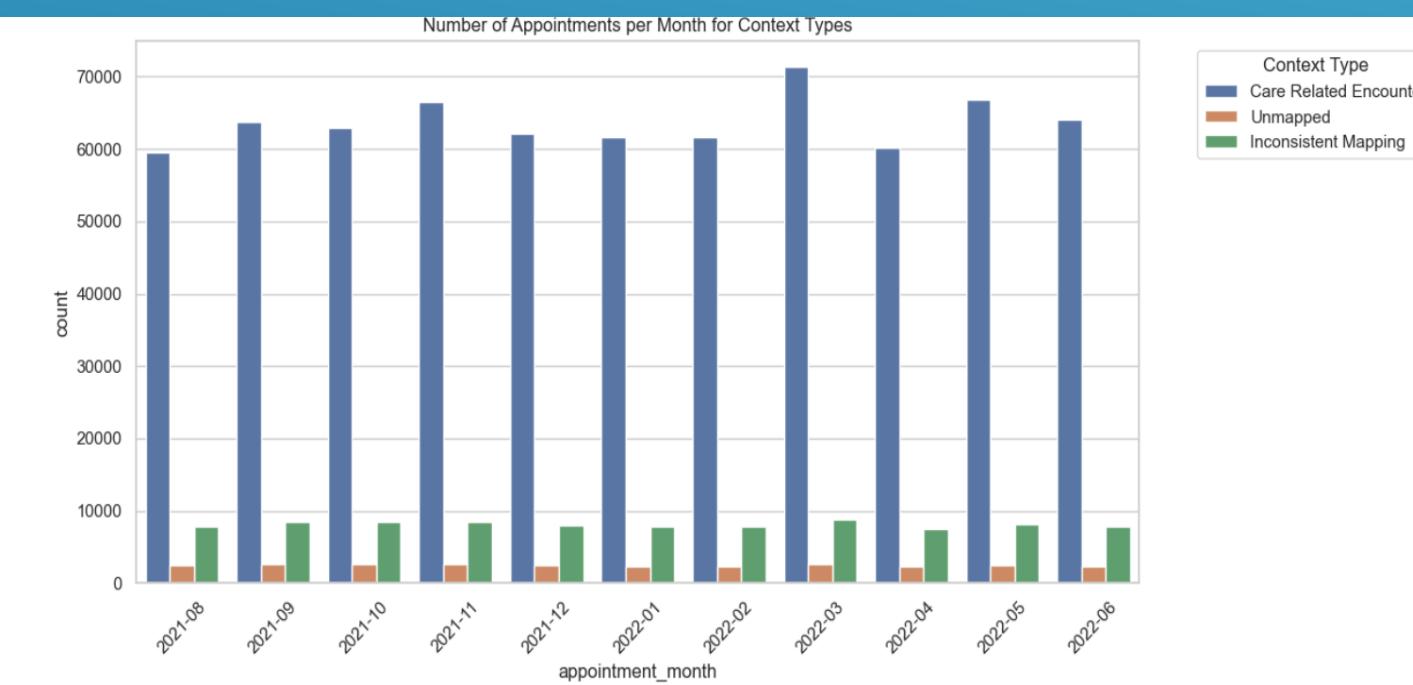
national_categories.csv

- **Data quality**

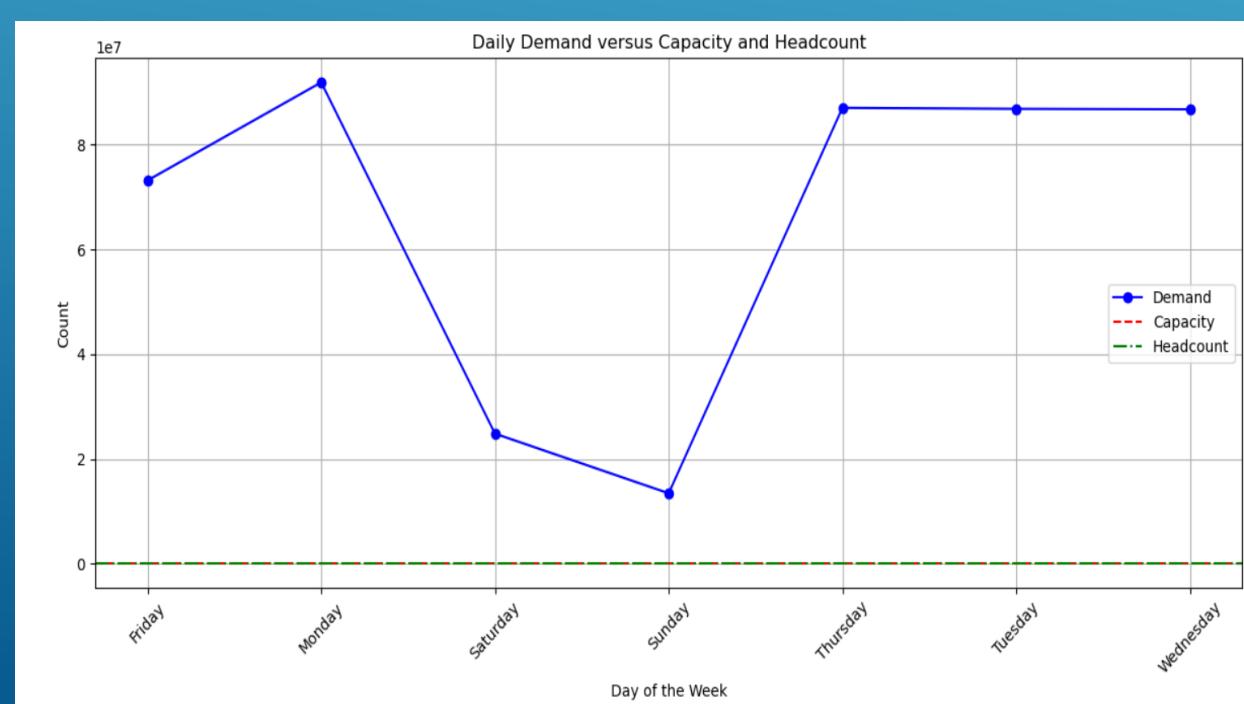
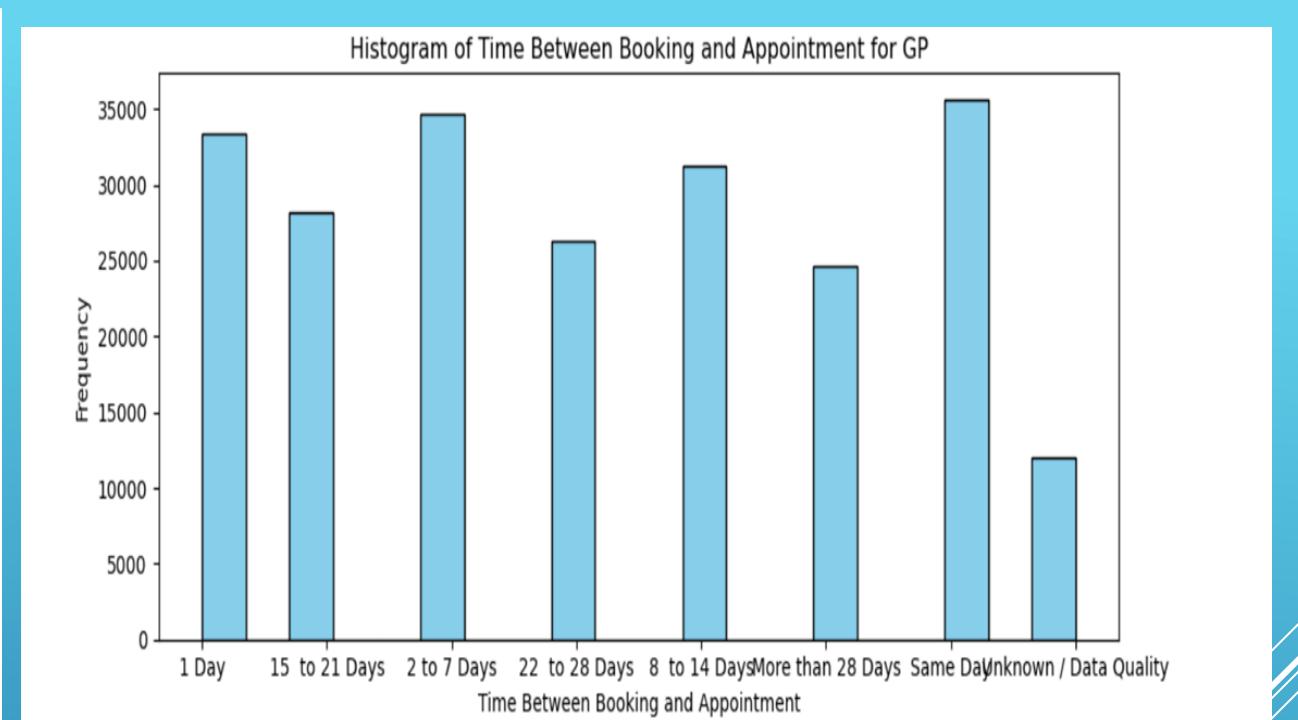
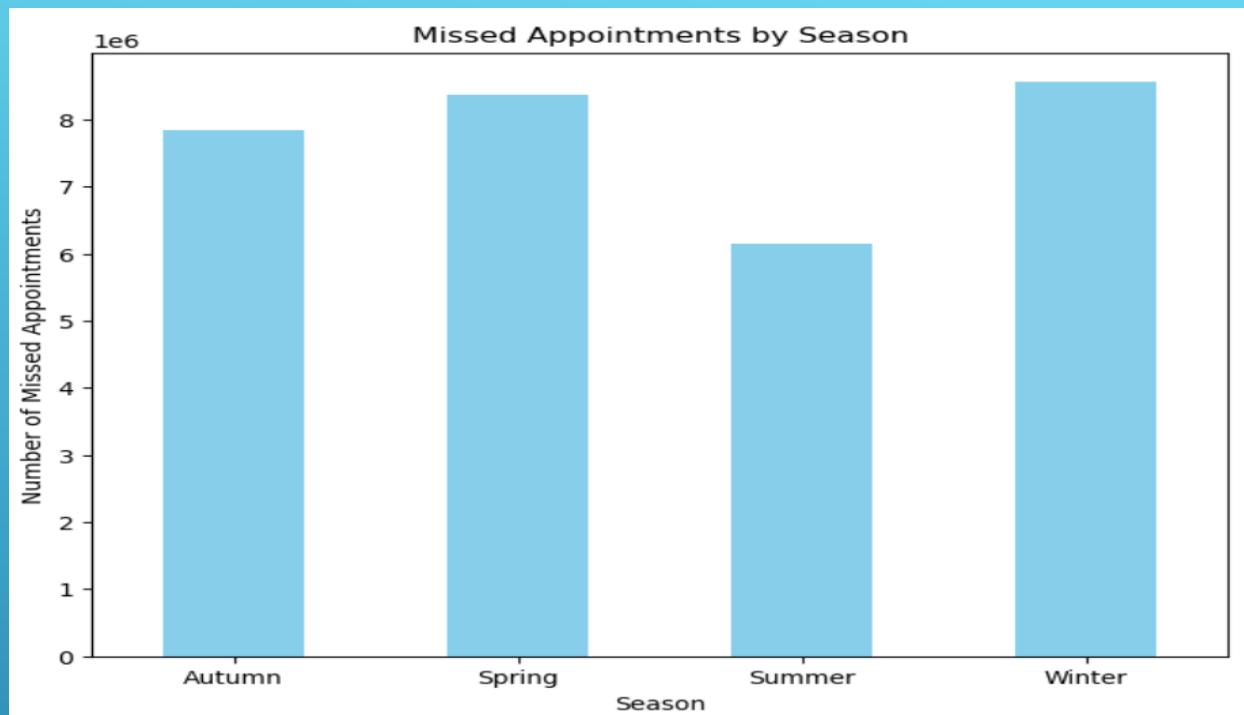


- Data is collected from GP systems which are designed for practices to use in everyday work and not for the purpose of data analysis. **Discrepancies**
- There are no national standards for data entry about activity, and there is widespread variation in approach to appointment management between practices. **Lack of standardisation**
- Issues with data collection prior , eg missing data from some practices using TPP System One system and practices using the Cegedim GP system are unable to supply appointment mode data. **Missing data**

 90 % GP
85 % Care Related
59% Face to Face
Winter, Autumn
 Weekend
Summer



#TRENDS

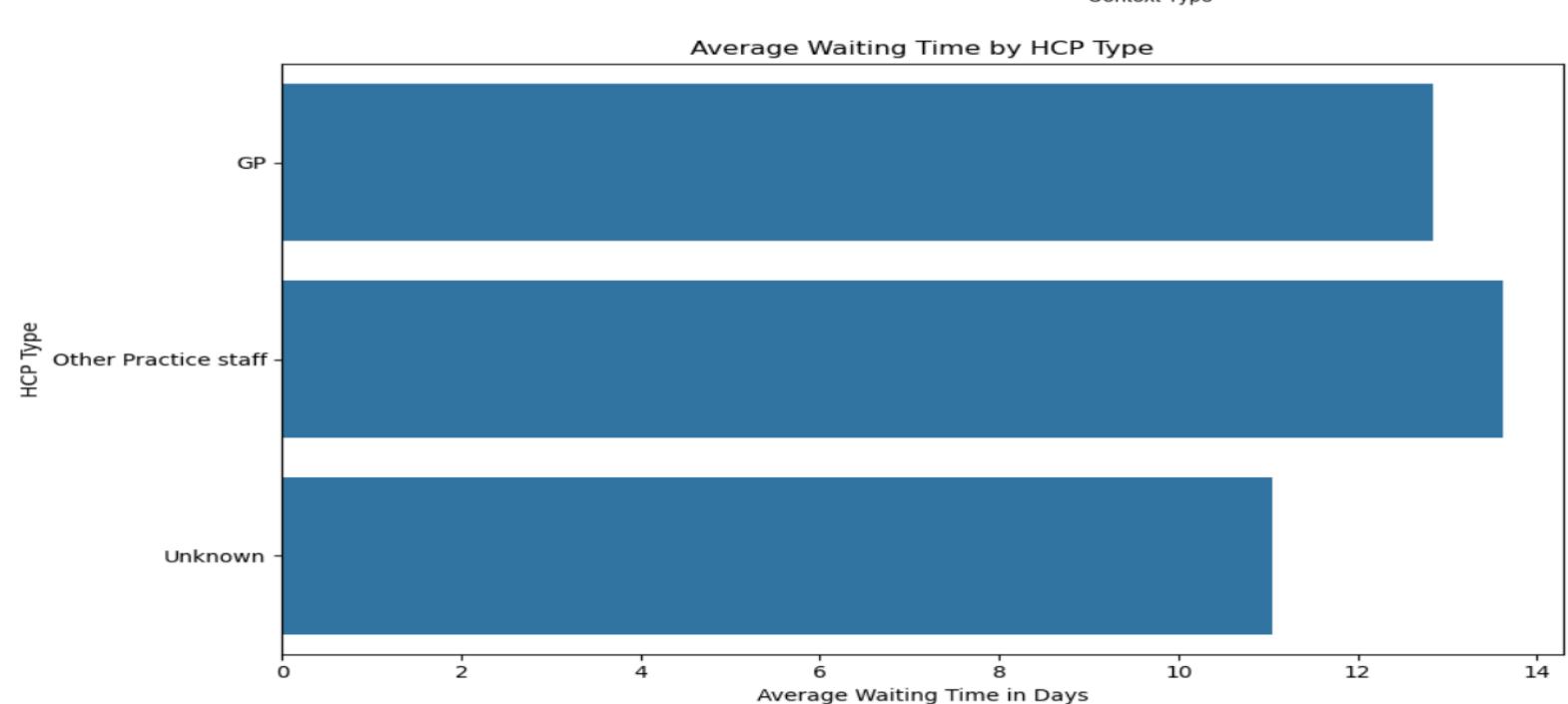
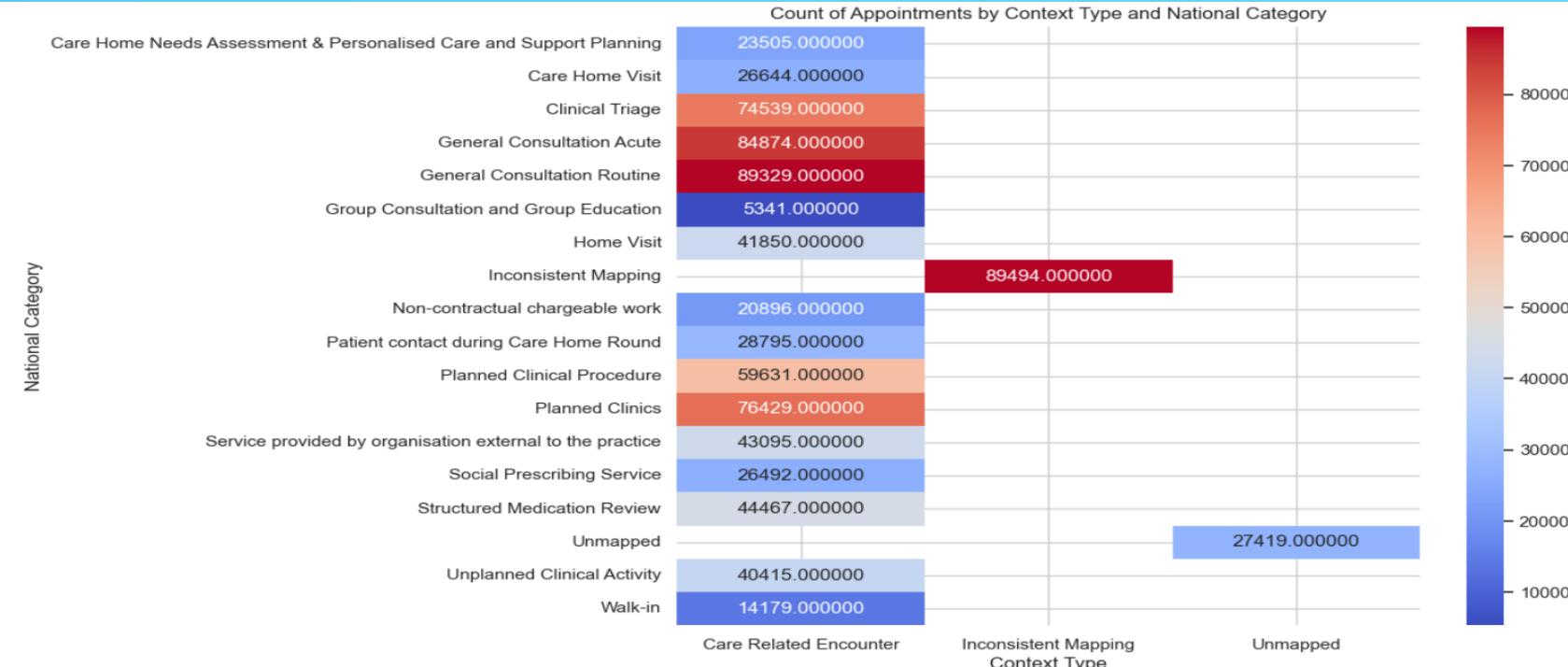


#INSIGHTS

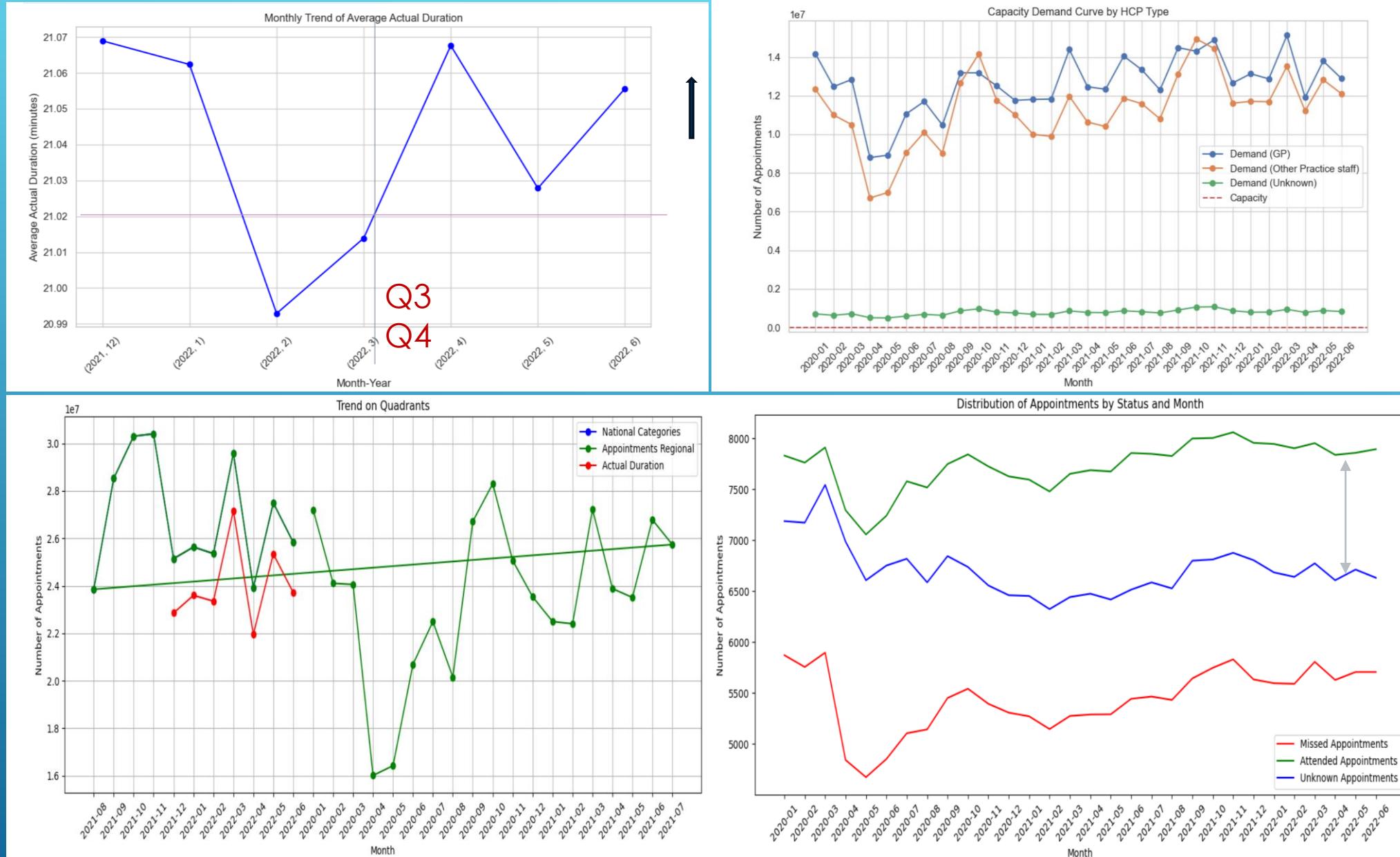
INSIGHTS

**89494 -
Inconsistant
mapping**

**14 days -
Average**



PATTERNS



RECOMMENDATIONS

1) Enhance Appointment Management:

Implement systems to reduce missed or postponed appointments, especially during high-demand periods like winter.

2) Utilise Weekend Capacity:

Utilise weekends to address appointment backlogs and reduce waiting times, leveraging periods of lower demand.

3) Review Non-Care-Related Encounters:

Investigate and address the high number of non-care-related encounters to streamline workload and enhance efficiency.

RECOMMENDATIONS

4) Improve Data Organisation and Accessibility:

Organise data in a more coherent and chronological manner to facilitate easier interpretation and decision-making.

5) Enhance Patient Engagement:

Implement targeted patient engagement initiatives to encourage attendance and reduce the gap between attended and missed appointments.

6) Continuous Monitoring and Evaluation:

Establish a system for ongoing monitoring and evaluation of appointment trends and patient behaviour to inform continuous improvement efforts.

Receive



Enter into system



Check



Yes/
No



Refuse

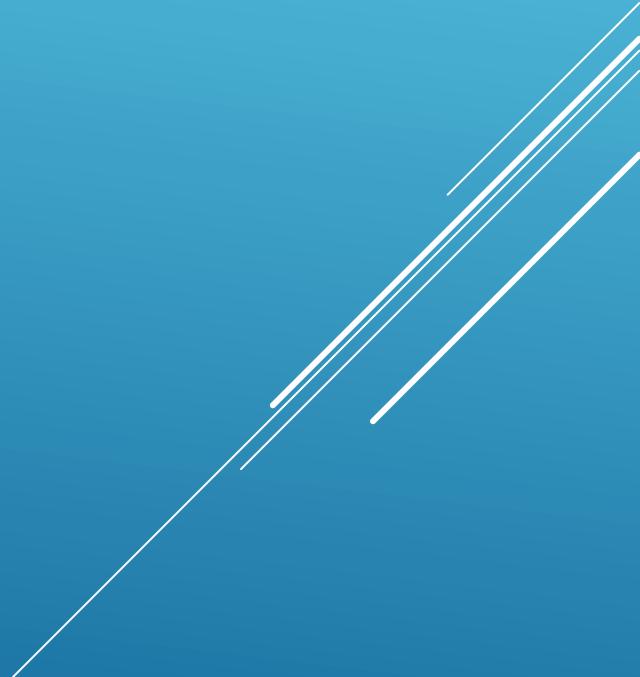
Check service
inventory

Face
to
face ?

Check needs
eg hcp type?

Complete
booking

Option



- What makes Sam happy ?

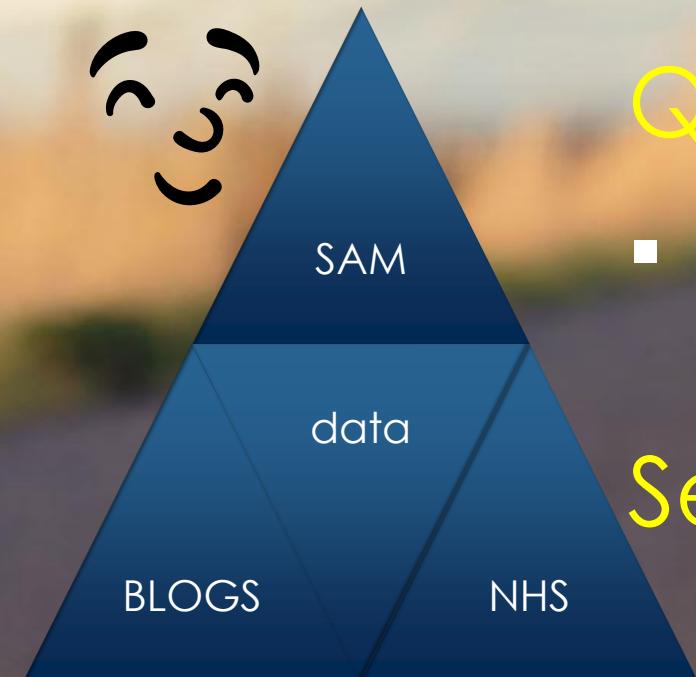
Work life balance

- What makes Mrs. Blogs happy ?

Quality care

- What makes NHS organisation happy ?

Service Excellence



We all love a happy ending

