

"STORIES BEHIND THE NUMBERS:

A close-up photograph of two hands shaking in a firm grip. The hand on the left is light-skinned, and the hand on the right is dark-skinned. The background is a plain, light gray.

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

Venkat Potamsetti

#CONTEXT



NHS ENGLAND DIGITAL

Health and Social Care Secretary Steve Barclay said :

- “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.

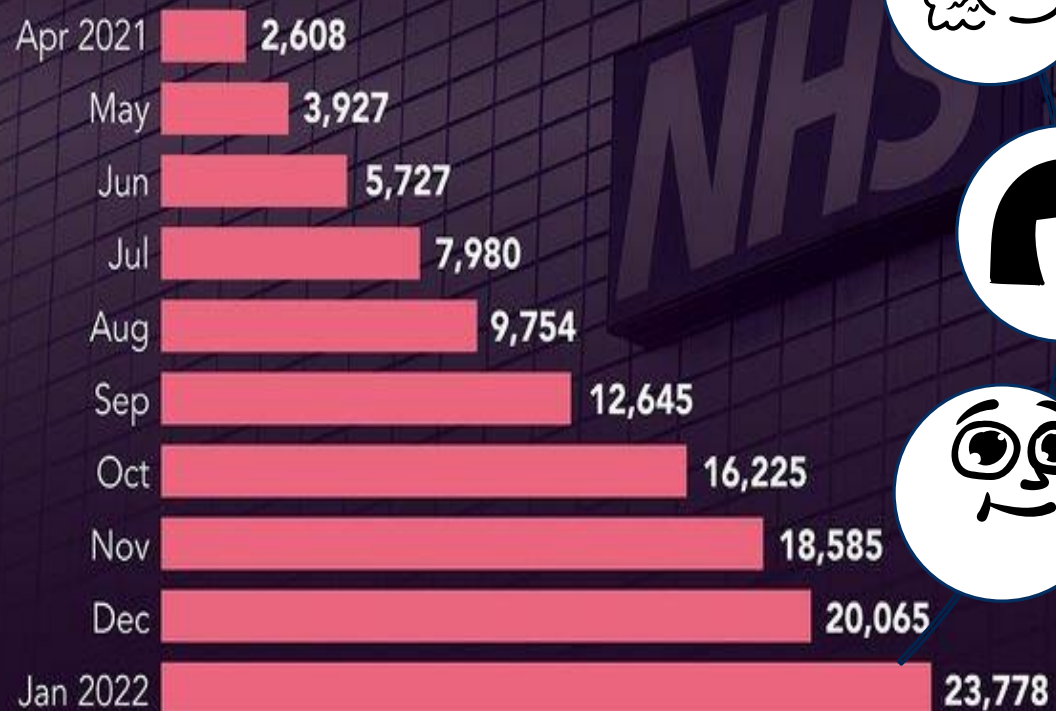
The Rt Hon Steve Barclay MP



Organisational preparedness



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



Dr. Sam: a doctor in a local general practice



Mrs Blogs: a patient waiting for appointment



NHS as an organisation

#DATA IS POWERFUL

Mrs Blogs

- **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



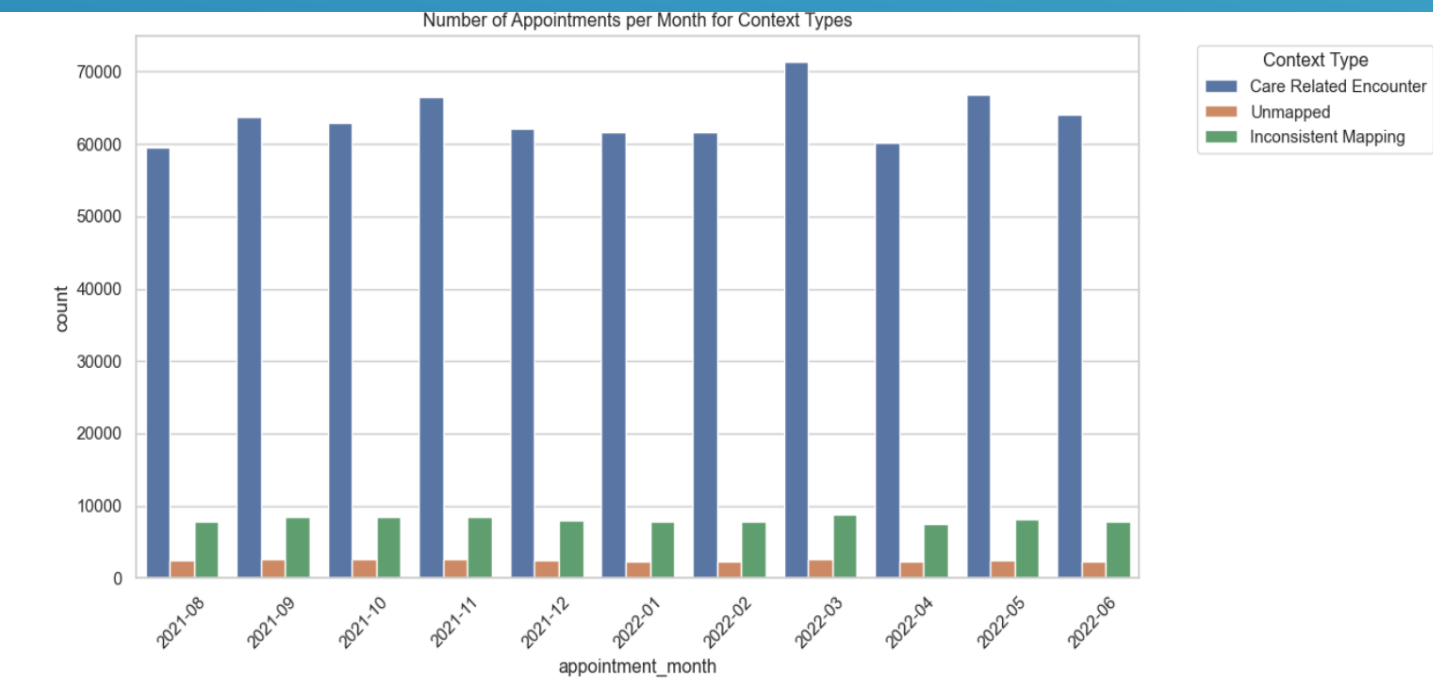
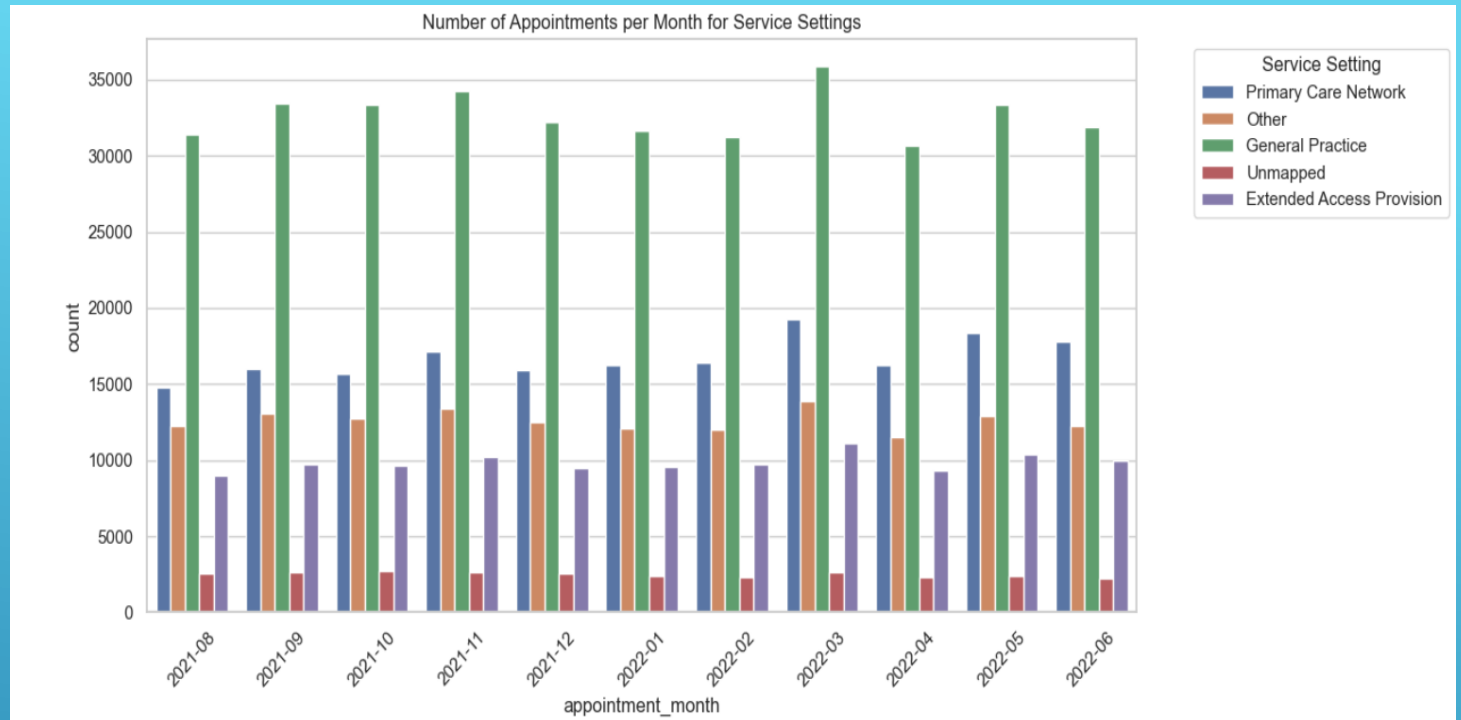
national_categories.csv

- **Data quality**

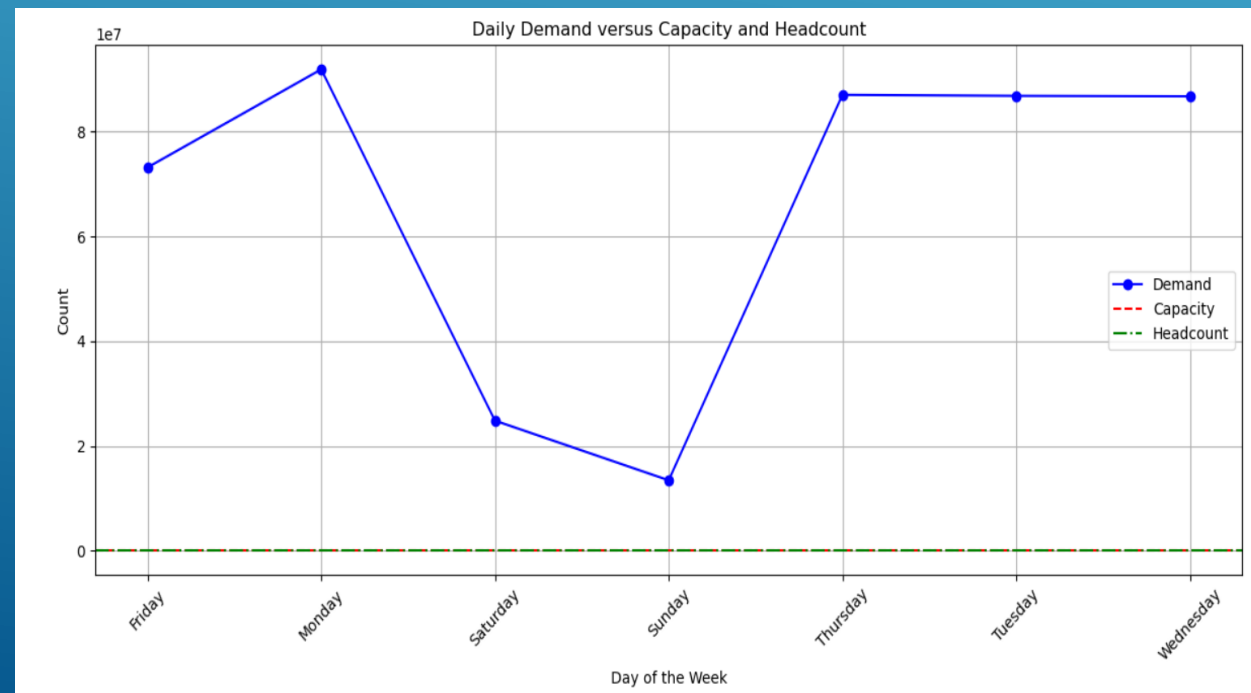
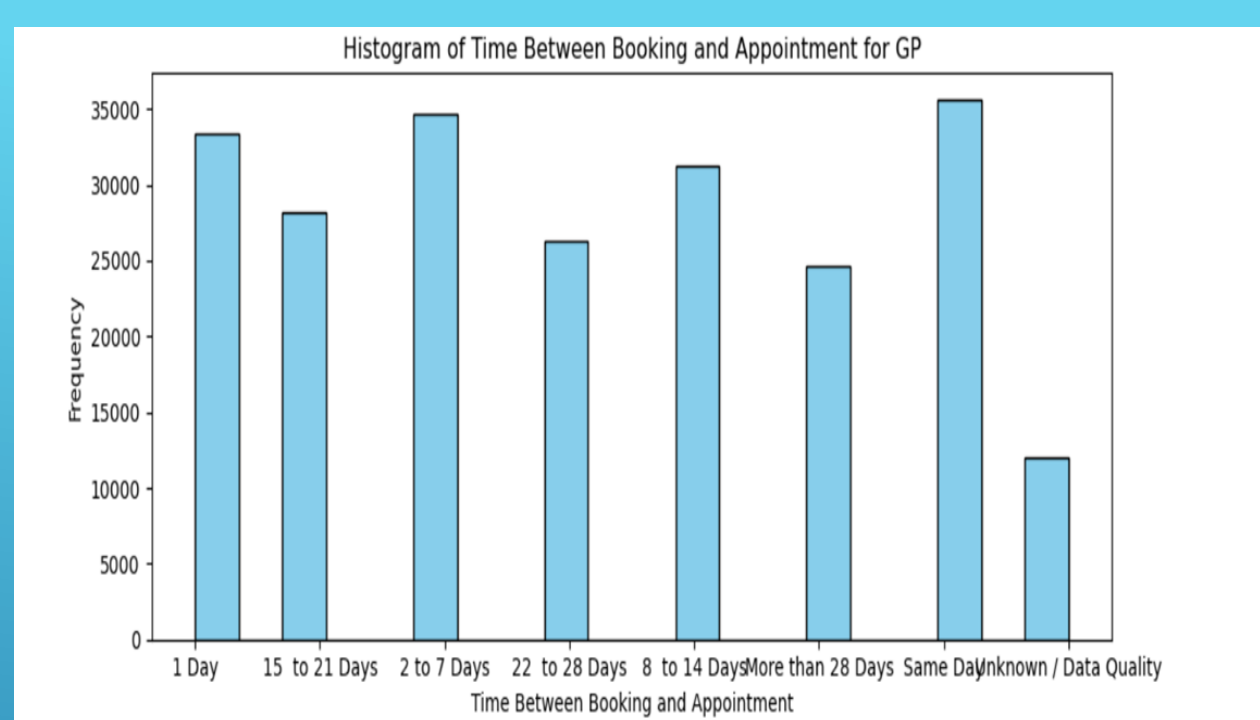
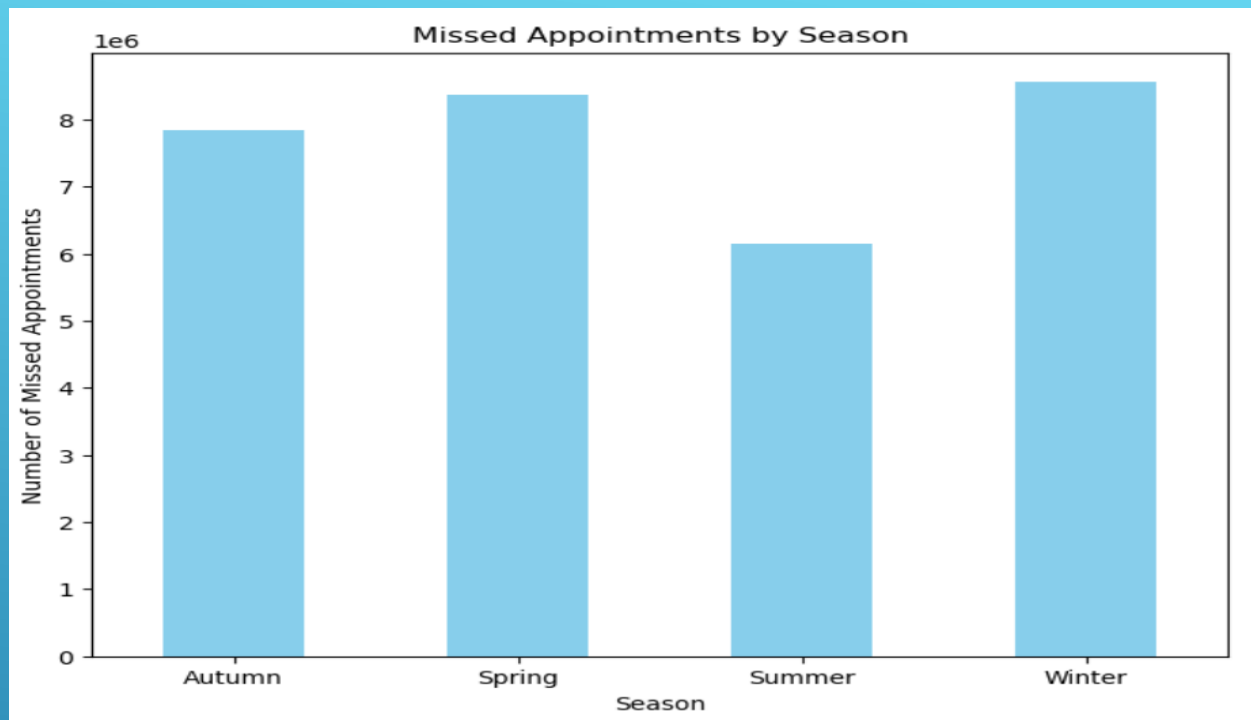


- ❑ Data is collected from GP systems which are designed for practices to use in everyday work and not for the purpose of data analysis. **Discrepancies**
- ❑ There are no national standards for data entry about activity, and there is widespread variation in approach to appointment management between 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**

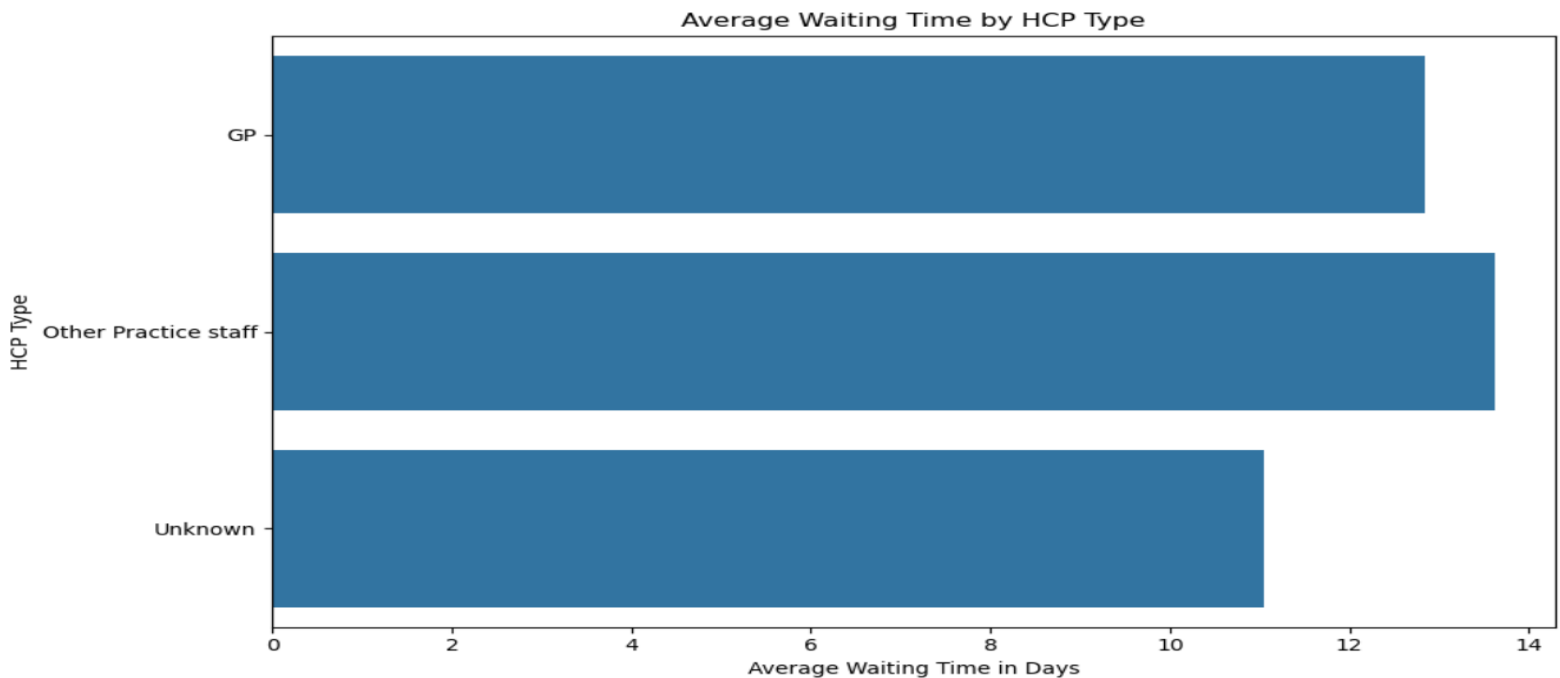
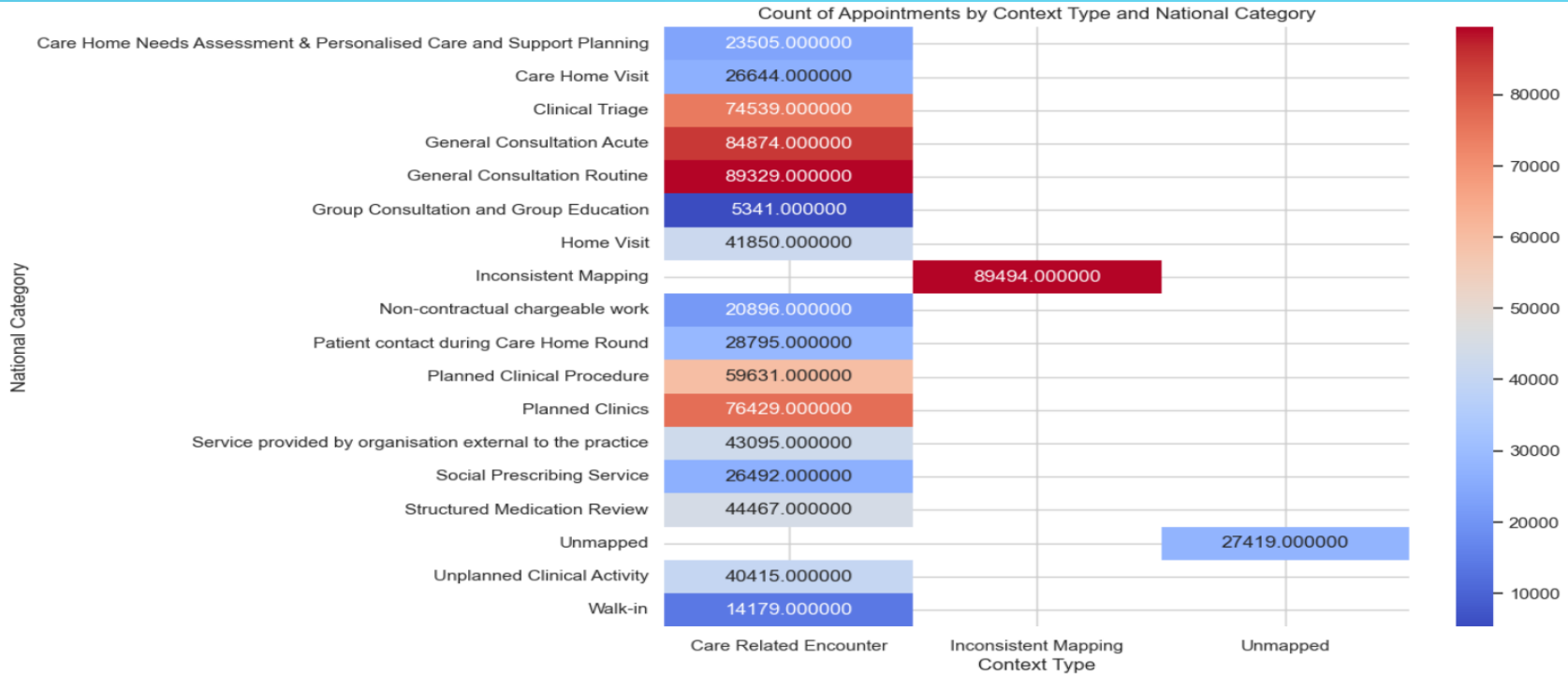
↑ 90 % GP
85 % Care Related
59% Face to Face
Winter, Autumn
↓ Weekend
Summer



#TRENDS



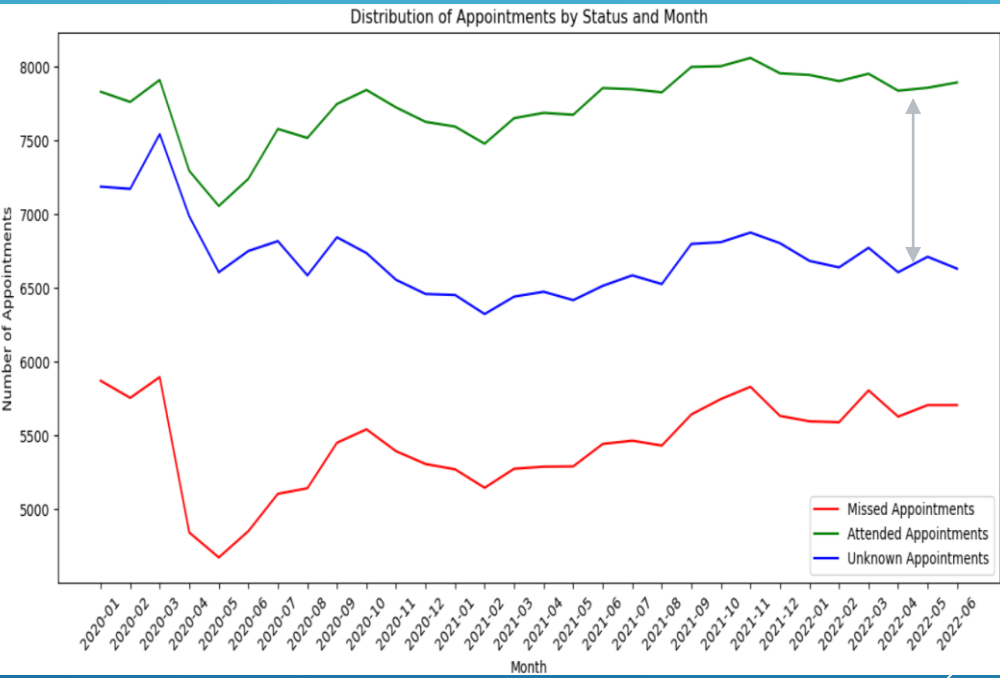
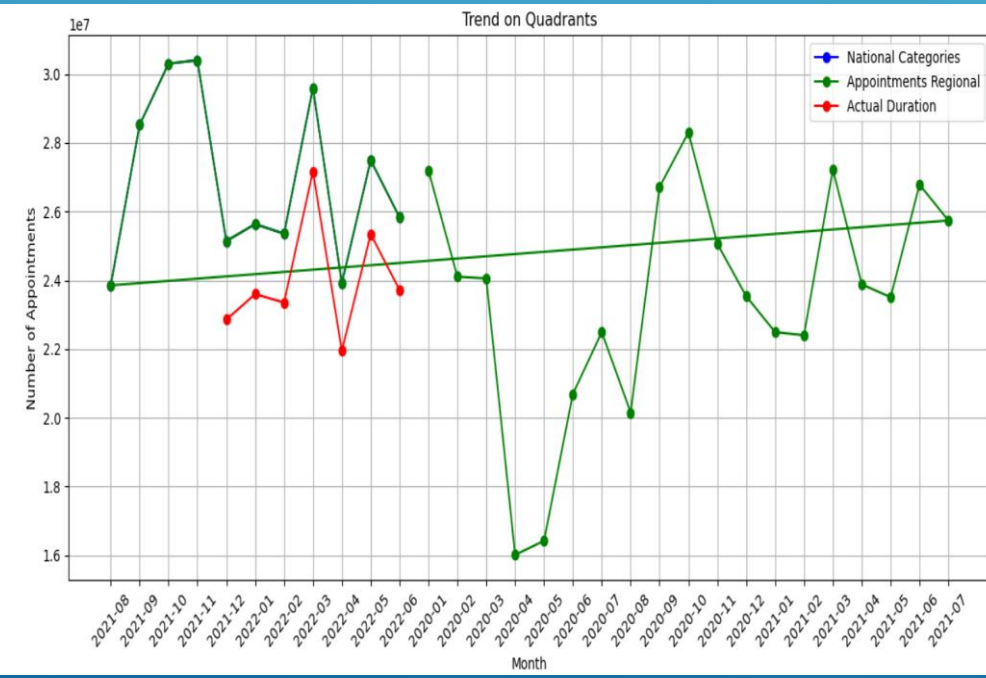
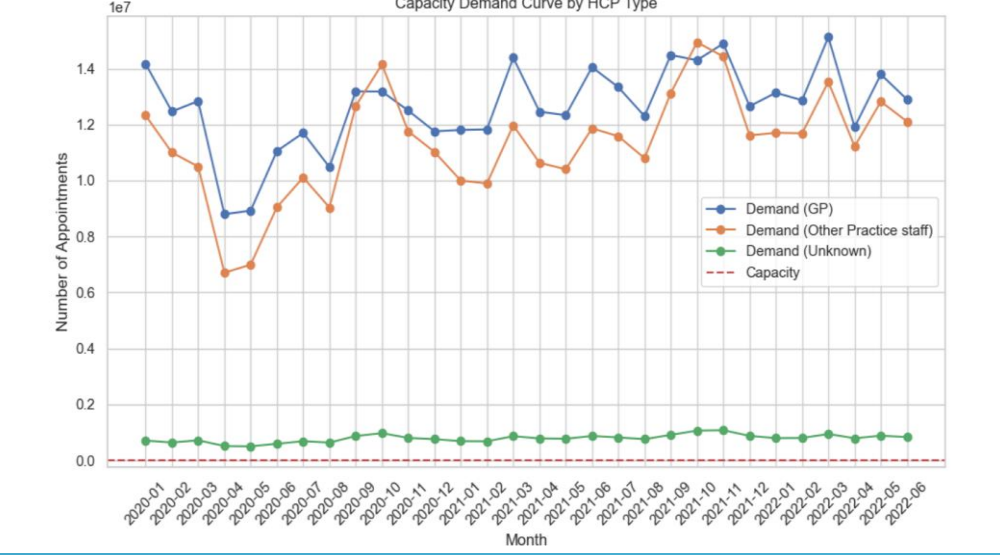
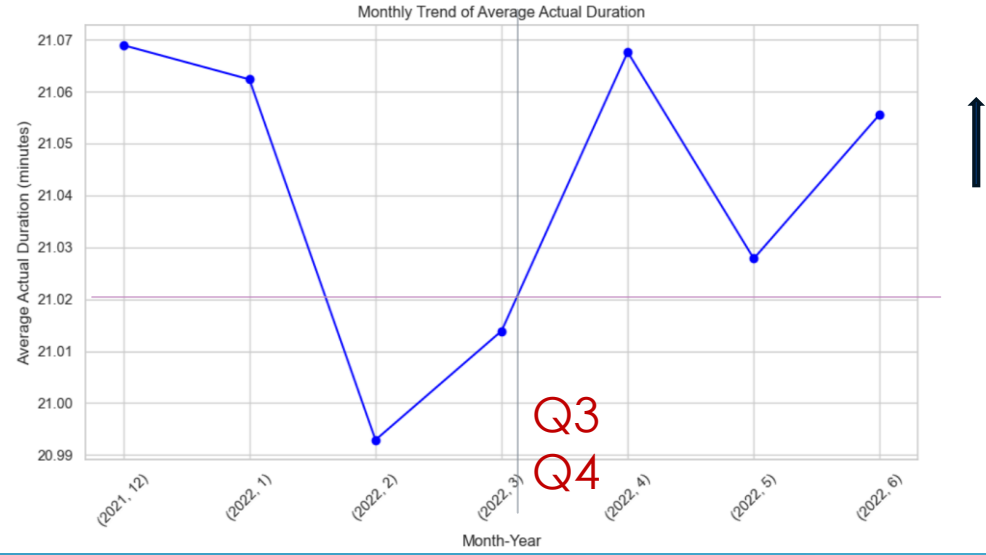
#INSIGHTS



INSIGHTS

**89494 -
Inconsistent
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.

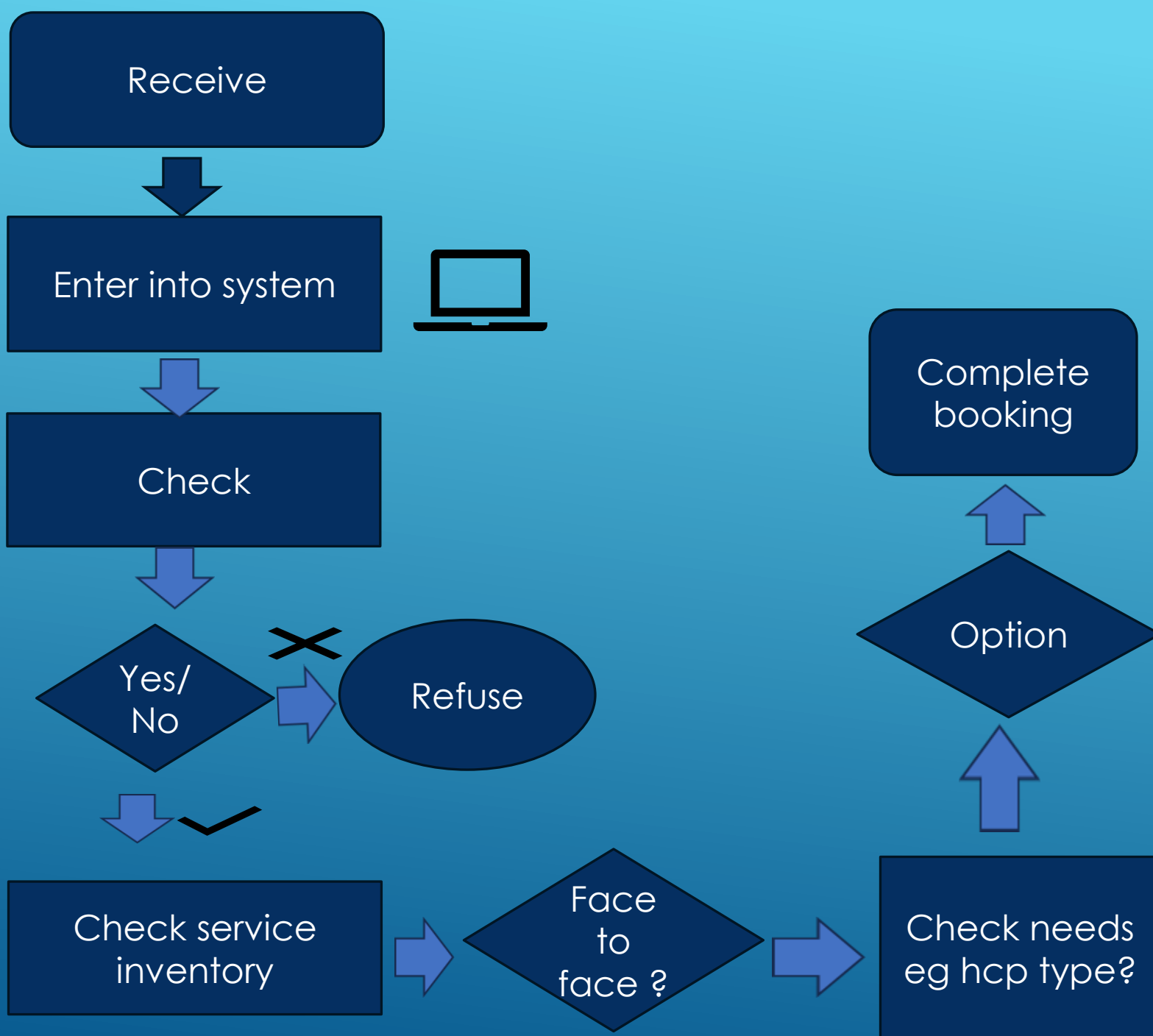
5) Enhance Patient Engagement:

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.





- What makes Sam happy ?

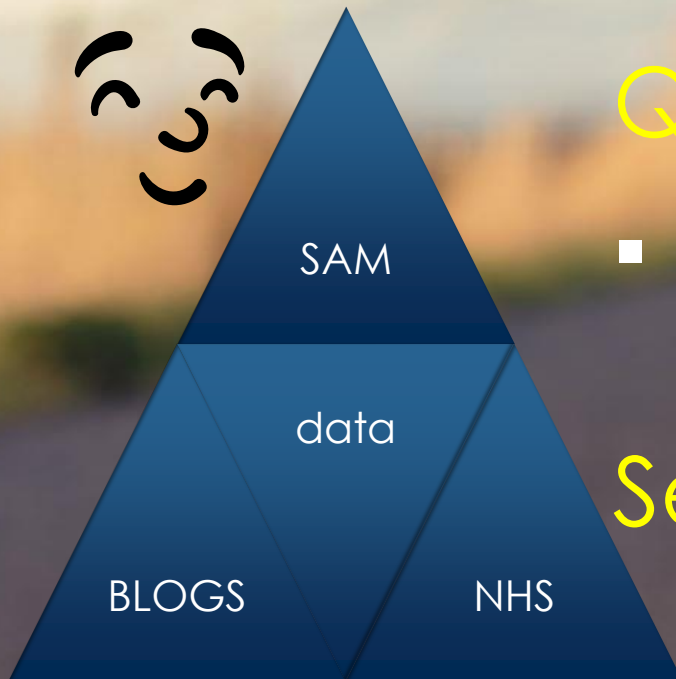
Work life balance

- What makes Mrs. Blogs happy ?

Quality care

- What makes NHS organisation happy ?

Service Excellence



We all love a happy ending

