Department
of Health

Public reporting of hospital performance in the NHS: the focus on transparency

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Background: NHS reforms 2009

> Less political control
> More autonomy for professionals
> Stronger local accountability
> Focus on quality and outcomes, not processes and targets
> Increased competition, diversity of provision
> Extension of patient choice
> Transparency of information on performance for:
   - quality improvement
   - patient choice
   - public accountability

Data availability

> A national health service = plenty data!

> Strong NHS tradition of measuring performance

> Data covers all services (general practice, hospital care, mental health etc)

> Large PREMs and PROMs programme

> Clinical audit programme (aka quality registers)

> Data linkage available

> Data used for multiple purposes:

- delivery of care   - quality improvement

- performance assessment   - incentive payments

- patient choice   - research

> NHS HSC Information Centre: national data repository

Examples of data developments:

❯ General Practice Extraction Service (GPES):
  - data extraction from all 8200 GP practice computer systems in England
  - largest primary care data set internationally

❯ care.data:
  - linked records across primary, hosp, community care
  - to support the NHS, improve outcomes, transparency
  - *"make England the default location for world-class health services research"*

Transparency a government priority

➤ David Cameron: *"transparency of data across government.........to enable the public to hold politicians and public bodies to account"*

➤ Data published on comparative performance of NHS providers, GP practices, clinicians

➤ Covering a wide range of quality and performance indicators

➤ Several websites with quality data for providers:

NHS choices, HSCIC, NHSE, PHE, CQC, Dr Foster etc

➤ Ongoing development eg new NHS safety website comparing hospitals on ward staffing levels, infection rates, openness in reporting and acting on safety

Show shortlist (0)

Sort by distance	Care Quality Commission inspection ratings	A&E performance	Mortality rate	Recommended by staff	Infection control and cleanliness	Number of patients waiting more than 52 weeks	Friends and Family Test score: Inpatient
⇕	▼	⇕	⇕	⇕	⇕	⇕	⇕
ⓘ	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ
Royal Surrey County Hospital Royal Surrey County Hospital, Egerton Road, Guildford, Surrey, GU2 7XX Tel: 01483 571122 **1.61 miles away** ☐ Add to shortlist	🟢 Good **Rated on 18 December 2013. Visit CQC profile**	**96.6%** Patients seen within 4 hours	**OK** As expected in hospital and up to 30 days after discharge (0.9401)	**OK** Within expected range with a value of 75.00%	**OK** As expected	❗ 1 patients waiting more than 52 weeks	**93%** Patients who would recommend this hospital as a place to be treated. 1198

Results for **Hip Replacement** in **London**

Email ✉ Print 🖨 Export ⬇

Narrow search or **start new search**

Showing 1-10 of 91 results | Results per page `10 ▾` **Update** | 📍 See results on a map

Shortlist (0)

	NHS Choices users rating	Number of operations	How long people stayed in hospital	Mortality rate for hip replacements	Average time from referral by GP to treatment for this department	Rate of unplanned readmissions to hospital	Levels of surgical site infections

Topics
 `Key Facts ▾`
 Sort by
 `Nearest ▾`
 Update results
	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ

Guy's Hospital

☐ Add to shortlist

Tel: 020 7188 7188 Great Maze Pond London Greater London SE1 9RT 0.50 miles away | Get directions 🅿 ♿ 🦻	★★★★☆ 32 ratings **Rate it yourself**	**423** Hip replacement procedures	**6.1** days	**OK** As expected (61.1)	**6** weeks	**OK** More likely than average with a rate of 8.5	**OK** Average with a rate of 0.5%

Results for **GP** in **Haslemere**

Narrow search or **start new search**

Showing 1-10 of 648 results | Results per page [10 ▾] [Update] | 📍 See results on a map   [Shortlist (0)]

Topics [Key Facts ▾] Sort by [Nearest ▾] [Update results]	NHS Choices users rating ⓘ	Registered patients ⓘ	Patient survey overall score ⓘ	Electronic prescription service ⓘ	Accepting patients ⓘ	Online appointment booking ⓘ	Order or view repeat prescriptions online ⓘ
Haslemere Health Centre							☐ Add to shortlist
Tel: **01428 748206** Haslemere Health Centre Church Lane Haslemere Surrey GU27 2BQ **0.23 miles away** | **Get directions**	★★★★⯨ 3 ratings **Rate it yourself**	**18,044** patients	**OK** Average with a rate of 80%	**NO**	**YES** Currently accepting new patients	**NO** Online appointment booking is not yet available	**NO** Viewing or ordering prescriptions online is not yet available
The Grayshott Surgery							☐ Add to shortlist

Publishing consultant outcomes

> 2006: mortality rates for cardiac surgeons
> 2013: risk-adjusted surgical mortality and volumes published for 3500 consultants for:
> vascular, thyroid & endocrine, bariatric, urological orthopaedic, colorectal, upper GI, head/neck cancer
> Clinical indicators based on professional consensus and clinical audit data
> Data prepared by specialist organisations eg Royal Colleges
> Hospital team data for other specialties in development (cancer, cardiac, stroke)

Your choices: consultant choice

Choosing a consultant | Consultant data

Consultant data

Consultant treatment outcomes

NHS England is committed to making more information available about how services and professionals are performing. The aim is to drive up the quality of care and to help people choose the treatment that suits them best.

This initiative is a central part of NHS England's ambition to ensure every patient gets high quality care, and to build improved services for the future.

Also on NHS Choice

> Choosing a consultant
> Choosing a hospital
> Comment on NHS services
> Find hospitals
> Find out how CCGs perform
> Guide to waiting times
> GP referrals
> Having an operation
> NHS complaints procedure
> NHS friends and family test
> NHS hospital services explained
> Quality Accounts
> Treatment choice

Figure 1: Risk-adjusted in-hospital mortality after elective abdominal aortic aneurysm repair: surgeon figures in comparison to national average
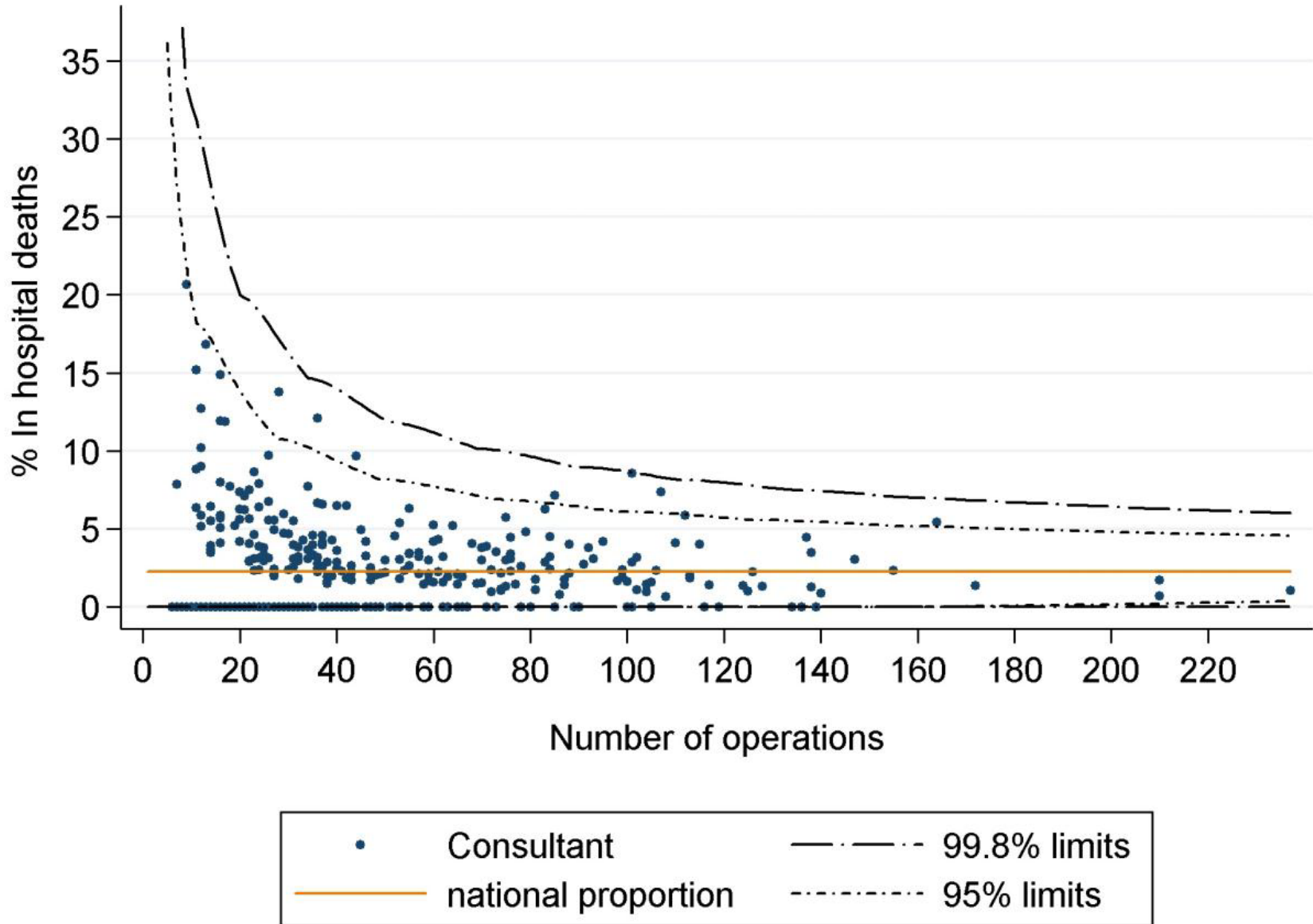
Hips - Mortality Rate

Data For Period April 2003 - March 2013

Surgeon Risk Adjusted 90 Days Mortality Rate

IN LINE WITH EXPECTED RATE

Kerry James Acton

Mr XXXXXXXXX

National Average — 99.8 % CL — Other Surgeons • Selected Surgeon ▲

Standardised Mortality Ratio

Expected Mortality

Source: National Joint Registry
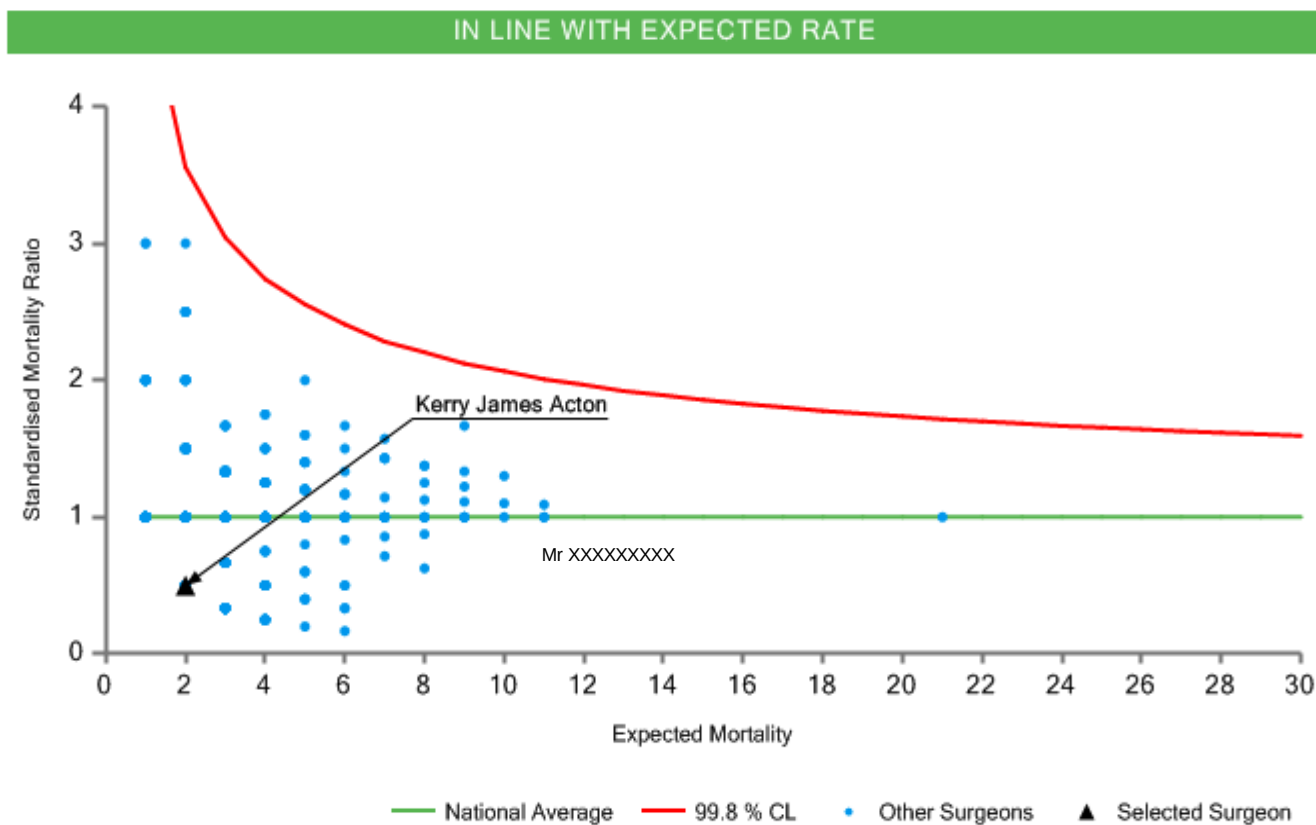
Reactions

Positive:

> *"A revolution in transparency in the NHS"* (Jeremy Hunt, Secretary of State for Health)

> *"Professionally led journey towards greater transparency......can help drive up standards"*

  (Prof Sir Bruce Keogh, National Medical Director, NHSE)

> *"An historic moment for surgery"*

  (Prof Williams, President, Royal College of Surgeons)

Negative:

> Concerns about data quality, case-mix, media etc

Challenges of transparency

> Public want reliable, easy to interpret data
> Tension between transparency and interpreting complex, clinical data with caveats
> Some challenges in interpretation:
  - data quality
  - case-mix
  - validity as a measure of quality
  - attribution of outcomes as a measure of doctor/hospital performance
> Debates between academics

Lessons from the NHS on benchmarking hospital performance

➢ Political and professional sensitivities
➢ Need for:
    - rigour
    - engagement of clinicians
    - appropriate case-mix adjustment
➢ Clinical data better for risk adjustment and engagement of clinicians than hospital admin data
➢ Build on experience and feedback
➢ Transparency is the future
➢ Key driver of quality improvement

Thank you