

4th March 2010

NHS

The
Information
Centre

for health and social care

NHS Information Centre

Jim Waldron & Rob Eaglesham

The central, authoritative source of health and social care information.

“The NHS is not short of data – it is awash with the stuff – what we’re short of is information”

Regional Statistician, Northern RHA - 1st March 1985

1985

- Korner recommendations still to be implemented
- Few, expensive computers within NHS
- PCs in their infancy
- No standard software
- No www.
- Networking limited
- Lack of keyboard skills

1985 The NHS information landscape

- Only 10% of inpatient activity (HIPE)
- No outpatient appointments
- No A&E attendances
- No GP consultation events
- Virtually nothing on estates
- Basic workforce numbers
- Mostly paper-based central returns

Workforce information - 2008

Workforce numbers and FTE

- Annual census, 6 months time lag.

Earnings

- 1 month sample each year (c. 50% trusts – using the same payroll system, not very representative).

Turnover

- only been published once before – comparing successive censuses

Absence

- Survey – once every 2 years

Workforce Information Strategy

Objectives

- Reduced burden
- Drawn from administrative systems where possible
- Frequent release
- Timely
- Of high quality
- Greater granularity
- Better coverage for non-clinical work areas
- Data standards linked to activity where possible

Workforce Information Strategy

Access

- Comparative
- Widely and easily available
- Web-based
- Appropriate governance arrangements
- Reporting standards
- Change controlled
- User driven
- Data accompanied by indicators of quality

Workforce Information Strategy

Data quality

- Agreed metrics
- Measured regularly
- Aligned between ESR and warehouse
- User driven
- Fed back regularly
- Comparative
- Published
- Actively promotes improvement

2008

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2010

Workforce numbers and FTE

- Monthly on iView, 2 months lag

Earnings

- Monthly on iView, published quarterly

Turnover

- Monthly on iView

Absence

- Monthly on iView, published quarterly

iView Demonstration

The central, authoritative source of health and social care information.

Potential next steps

- Additional metrics derived from ESR
- Primary care workforce
 - GPs
 - Dentists
- Vacancies
- Composite measures

Implications

Transition from mostly

- statistical/policy use
- To management use

Separate views:

- Official statistics
- Management information

Price to pay:

- Data quality issues more apparent

Uses of ESR/Workforce census

Planning/Targets

- Commitment to increase the number of Health Visitors
- Reduction in management costs by 30%
- NHS Pharmacy Education and Development Committee – survey of staff numbers and vacancies in departments
- Commissioning Frameworks for Clinical areas – e.g. Diabetes – creation of MDS using ESR as a potential feed

Uses of ESR/Workforce census

Commissioning Frameworks for Clinical areas:

- e.g. Diabetes – creation of MDS using ESR as a potential feed

Consultant data used to feed:

- Merit awards
- Consultant Team Summary Reports (CTSR)
- Electronic messaging (and smart cards)

Reporting to NHS Management Board

- QIPP

Uses of ESR/Workforce census

NHS Litigation Authority premiums

- 2007 Census fed the 09/10 premium
- 2008 Census has fed the 10/11 premiums which DoFs received in January to sign off
- Poor data quality of doctors now has a financial cost attached to individual trusts

Utility of ESR data – PQs

- PQs highlight the ‘margin of error’ required in ESR and Census data
- Recent PQ asked for number of school nurses in a PCT.
 - 2008 Census return stated 1, the PCT said 20.
 - PCT indicated to DH it had made some coding errors and wanted to correct its Census figures.
 - IC policy is that unless the impact is significant at national level figures are not changed, post publication.
- Poor quality data can damage the reputation of organisations and individuals

Utility of ESR data – Fols – Managers and Senior managers by grade (Sept 2008)

	Manager	Senior Manager	Total	
AfC Band 1		5	5	13,620
AfC Band 2	45	5	50	
AfC Band 3	105	5	110	
AfC Band 4	265	30	295	
AfC Band 5	1,110	40	1,150	
AfC Band 6	3,795	220	4,015	
AfC Band 7	7,305	690	7,995	
AfC Band 8a	6,235	1,620	7,855	27,205
AfC Band 8b	4,660	2,030	6,690	
AfC Band 8c	2,410	2,155	4,560	
AfC Band 8d	1,085	1,435	2,520	
AfC Band 9	195	415	615	
Non AfC Grades	1,570	3,410	4,965	
Total	28,710	12,050	40,720	

Sept 08 Census Managers & Senior Managers

39,913

Important messages

If you host staff

- ensure you record them correctly within ESR

Keep track of medical trainees

If you have changed data for the census

- make the same changes in ESR

Use the data quality tools