

Reference Number: FOI202223/032

From: Private Individual

Date: 19 April 2022

Subject: Use of software to manage patient tracking or waiting lists, number of FTE validators, spend on external validators and staff training on RTT rules

Q1 Do you use a software product to manage your patient tracking list or waiting lists? If so, which product?

A1 Power BI is used to manage and track patient tracking lists

Q2 How many FTE validators do you use to maintain the accuracy of your patient tracking list?

A2 There are 8 FTE all together consisting of two Apprentice Validation clerks and six Validation Officers

Q3 How much money has been spent on external validators on an annual basis for each of the last 3 years?

A3 2020-2021: £43,200
2019-2020: Zero
2018-2019: Zero

Q4 Do you carry out any staff training on RTT rules to improve the data quality of your waiting lists? If yes, please provide a short description of the training provided.

A4 Yes – The RTT Patient Pathway Improvement workshop is delivered by the Data Assurance Operational Manager. Currently attending clinician departmental meetings and administrative team meetings covering:

- What 18 Week RTT is
- RTT Codes
- Pathway Scenario's and outcomes
- EPPF Escalation Process
- Linking quality improvement to the patient pathway
- Q&A's

The sessions occur weekly and are available at request to the services.

The Data Assurance Team also target RTT support sessions to users who are identified in the Data Quality Dashboard metrics, as creating multiple errors within pathways

Q5 Who is responsible for the production of your PTLs? Please provide name and job title.

A5 Kayleigh Jones - Access Manager and Alex Garbett - Associate Director of Informatics and Business Intelligence.

Q6 Do you use a software tool to track data quality on your patient pathways?

A6 Yes – A Data Quality Dashboard, built in BI using pathway details from the patient tracking lists.