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
- performance assessment
- patient choice
- quality improvement
- incentive payments
- 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
My NHS BETA | Open data for better services

Making our data transparent will help to drive up quality and create even better services.

Here you can see key data used by the NHS and local councils to monitor performance and shape the services you use. We’ll continually add to the information, listen to what you want, and work to make it as clear as possible.

We want your feedback on the contents and presentation of this site, whether you are a care professional, clinician, manager, carer or a member of the public.

Explore the data

http://www.nhs.uk/Service-Search/performance/search
<table>
<thead>
<tr>
<th>Sort by distance</th>
<th>Care Quality Commission inspection ratings</th>
<th>A&amp;E performance</th>
<th>Mortality rate</th>
<th>Recommended by staff</th>
<th>Infection control and cleanliness</th>
<th>Number of patients waiting more than 52 weeks</th>
<th>Friends and Family Test score: Inpatient</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>96.6%</td>
<td>OK</td>
<td>OK</td>
<td>OK</td>
<td>OK</td>
<td>93%</td>
</tr>
</tbody>
</table>

**Royal Surrey County Hospital**

Royal Surrey County Hospital, Egerian Road, Guildford, Surrey, GU2 7XX
Tel: 01483 571122
1.61 miles away

- Good Rated on 18 December 2013. Visit CQC profile
- Patients seen within 4 hours
- As expected in hospital and up to 30 days after discharge (0.9401)
- Within expected range with a value of 75.00%
- As expected
- 1 patients waiting more than 52 weeks
- Patients who would recommend this hospital as a place to be treated.

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1198
# Results for Hip Replacement in London

## Narrow search or start new search

Showing 1-10 of 91 results | Results per page [10] ▼ Update | See results on a map

<table>
<thead>
<tr>
<th>Topics</th>
<th>NHS Choices users rating</th>
<th>Number of operations</th>
<th>How long people stayed in hospital</th>
<th>Mortality rate for hip replacements</th>
<th>Average time from referral by GP to treatment for this department</th>
<th>Rate of unplanned readmissions to hospital</th>
<th>Levels of surgical site infections</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key Facts</td>
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<tr>
<td>Nearest</td>
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</tbody>
</table>

**Guy's Hospital**

- **Tel:** 020 7188 7188
- **Great Maze Pond**
- **London**
- **Greater London**
- **SE1 9RT**
- **0.50 miles away | Get directions**

- **Rate it yourself**
  - **32 ratings**
  - **Hip replacement procedures**
  - **6.1 days**
  - **OK**
  - **As expected (61.1)**
  - **6 weeks**
  - **OK**
  - **More likely than average with a rate of 8.5**
  - **Average with a rate of 0.5%**

[Double-click to change security settings]
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

<table>
<thead>
<tr>
<th>Topics</th>
<th>NHS Choices users rating</th>
<th>Registered patients</th>
<th>Patient survey overall score</th>
<th>Electronic prescription service</th>
<th>Accepting patients</th>
<th>Online appointment booking</th>
<th>Order or view repeat prescriptions online</th>
</tr>
</thead>
</table>

**Haslemere Health Centre**

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
Average with a rate of 80%
Currently accepting new patients
Online appointment booking is not yet available
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)
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.
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

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