



NHS England and NHS Improvement

PCN Dashboard

User Guide v1.0 11 March 2021



ViewPoint





Contents & quick reference

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About the PCN Dashboard







Problem statement – what it is trying to solve?

Provide all PCNs with a standardised view of information to:

- help them understand their patient populations' health needs and access to services
- support local quality improvement through monitoring, tracking and delivery on DES network service specifications, Impact Investment Fund, manifesto commitments and LTP objectives







The Primary Care Network dashboard - what it should do...

WHO IT IS FOR

PCNs, CCG, ICS/STP and NHSI/E staff who work with PCNs and make decisions in relation to service provision for their populations

WHAT IT IS and WHAT IT SHOULD DO?

An interactive report that presents data across IIF and DES service specifications, population health and prevention, urgent care and anticipatory care, prescribing and hospital use to give an overview of key indicators for an organisation of interest and provides the ability to compare against other organisations e.g. similar 20 PCNs (see next slide) and parent organisations (i.e. PCN to region/national).

OUR SOLUTION

Provides a standard view across all PCNs that supports and enables investigation of how PCNs are progressing against the individual indicators and links to other reports within NHS ViewPoint to enable further investigation into specific areas of interest

- Does not require manual generation
- Is updated automatically when data sources are updated, providing a consistent, current view and is accessible by all PCNs
- Generates shared and comparable views across the country
- Supports the implementation of the long-term plan
- · Saves seeking out of nationally available data







'PCN Similar 20' benchmarking methodology

Your PCN is compared to its 20 most similar PCNs. This is used to identify realistic opportunities to improve health and healthcare for your population. Demographic factors have been used to compare PCNs with similar populations to account for potential factors which may drive variation. The demographic factors include:

- Deprivation
- Population size
- Rural-urban population
- Age
- Ethnicity

Please note, the use of the PCN similar 20 aims to compare like with like as much as possible. Some local interpretation will still need to be applied to the data.

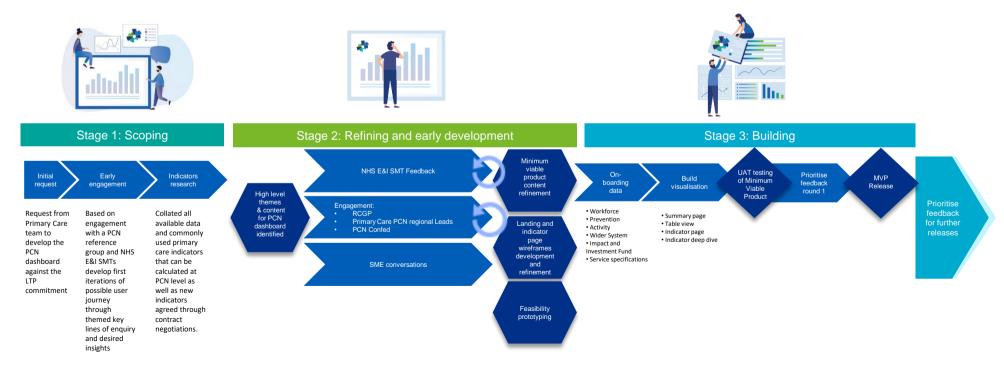






What's happened so far?

We've taken an agile iterative design and development approach







How the PCN report is structured (1)

Summary page

'Impact and Investment Fund' tab

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'Context & Delivery' tab

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How the PCN report is structured (2)

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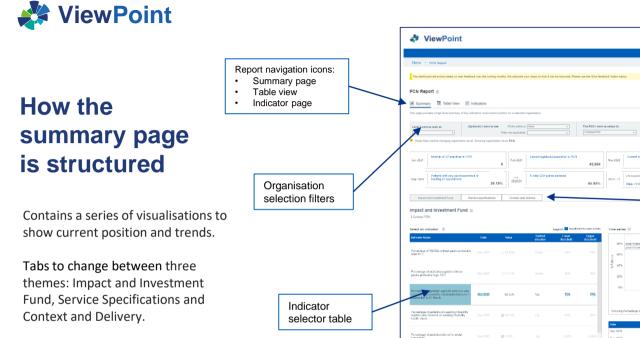
Table View page

Indicator page



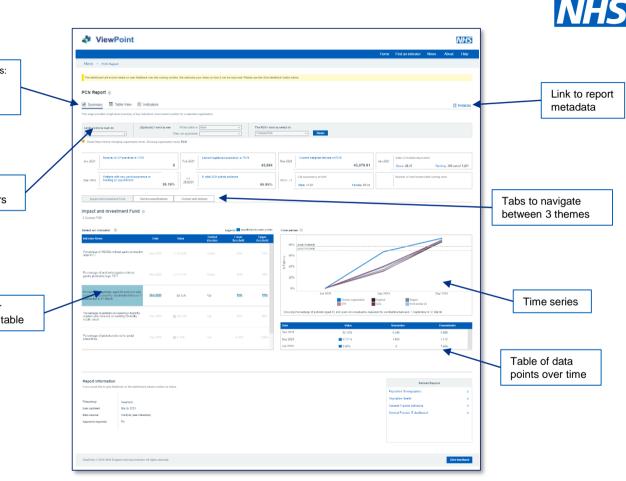
Deep dive





Filters to change between organisational levels of analysis

Navigation to further detailed information and metadata views







The user can select one of the indicators

Summary page: Impact and Investment Fund tab

The table shows the latest value for each of the IIF indicators and the relevant thresholds.

Impact and Investment Fund Servic Impact and Investment Fund © 3 Centres PCN	e specifications	Context and	delivery			from the table and the following graph update to display the trend over time f selected PCN and compared with Par geographies and Similar 20 PCNs
Select an indicator ()				Legend: 🔜 Insufficie	ent to earn points	series ()
Indicator Name	Date	Value	Desired direction	Lower threshold	Upper threshold	
Accentage of NSAIDs without gastro-protective (age S+)	Dec 2020	15.81%	- Down	30%	43%	80% Upger threshold Lever threshold 60%
Percentage of oral anticoagulant without gastro-protective (age 18+)	Dec 2020	27.27%	- Down	25%	40%	40% 20%
Percentage of patients aged 65 and over who received a seasonal flu vaccination between 1 September & 31 March	Dec 2020	92.12%	Up	70%	77%	0% Jun 2020 Sep 2020 Dec 2020 Chosen organisation England Region 31P COG PCN similar 20
Percentage of patients on Learning Disability register who received a Learning Disability health check	Dec 2020	38.61%	- Up	49%		owing Percentage of patients aged 65 and over who received a seasonal flu vaccination between 1 September & 31 March
						Value Numerator Denominator
Percentage of patients referred to social prescribing	Dec 2020	0.18%	Up	0.40%		2020 92.12% 6,345 6,888 2020 67.21% 4.800 7.142
hooming						2020 0.00% 0 7,404

Final PCN achievement and associated payment levels for the IIF will be collected and calculated as detailed in the Network Contract DES and accompanying IIF guidance. Performance as displayed in the PCN Dashboard is indicative only, but uses the same data sources that will be used for achievement calculation.

https://www.england.nhs.uk/wp-content/uploads/2020/03/Network-Contract-DES-Specification-PCN-Requirements-and-Entitlements-2020-21-October-FINAL.pdf

Section 9.9 and Annex C and D

https://www.england.nhs.uk/wp-content/uploads/2020/09/IIF-Implementation-Guidance-2020-21-Final.pdf





Summary page: Context and Delivery tab – Workforce and Access







Summary page: Context and Delivery tab – Prevention and Wider System

Prevention () Summary of key screening and immunisation indicators.			Deep dive	
Children aged 5 who have completed limmunisation for measles, mumps and rubella 126 Sup 2020 † Compared to same paried last year	Pattents aged 25- who received a seasonal flu vaccination	Females, aged 25-43, attending cervical acreening within target period (3.5 years) 5,288 Sup 2820 1 Compared to same paried last year	Females, aged 50-64, attending cervical ecreening within target period (5.5 years) 3.229 Sep 2020 1 Compared to same period last year	Selected indicators identify the latest number and proportion of patients who have received a preventative immunisation/screening
Wider system () Summary of activity in the wider system for patients registered at the GP pract	ices aligned to a PCN.		Deep dive	
Unplanned hospitalleation for chronic ambulatory care sensitive conditions	Elective admissions	Rate of A&E type 1 attendances per 1000	Number of patients that enter IAPT treatment	
Coming soon	Coming soon	Coming soon	73 Apr 2020 1 Compared to same period last year PCN similar 20 rate: D42	
				A number of indicators highlight the usage of the wider health care system by patients registered at GP practices related to the selected PCN
Report information			Related Reports	
If you would like to give feedback on the dashboard please contact us below.			Population Demographics	
Frequency Quarterly			Population Health	
Last updated March 2021			General Practice Indicators > General Practice IT deshboard >	
Data source multiple (see metadata)			General Practice II dashiboard	
Approval required No				



ViewPoint

How the table view page is structured

Provides detail on all the available indicators in the PCN dashboard for a selected organisation.

Each indicator will display the most recent data point.

		n ViewPoint									NHS	
									Home Find a	an Indicator News	About Holp	
5	ר I	Hump > PCN Report > Table view										
Report navigation icons		The dashboard will evolve based on user feedback over the comi	g monthe. We welco	me your views on how it can be i	nproved. Please use the 'Give	feedback' button below.						
	-	PCN Report ()										
		🗑 Summary 🔟 🔜 lindicators									🔀 Metadata	
		This page displays the most recent position of all indicators for a sail	icted organization.									
Or manifestities		Level I want to look at: (Optional) I want to	Rea PONa with		The PCN Is The PCN Is	rant to Aalact la:	Beact					
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		Carron Spectraes Administration clinicale and	Dec 2020	PTE	40.15	+2.97%	(m. 3)	11,410	0.00	é	300.31	
		Connect practices: Administrative-Approximate	Dec 2020	FTE	0.00	-100.00%	1,371	263	0	4	0.79	National
	1 /	Deneral practice: Admin Non-clinical - Estates and Antillary	Dec 2020	FTE	0.67	No Change	1,042	166		•	24.21	average for
Category filter to show		General practice: AdminiNon-clinical - Management Patment	Dec 2020	PTE	0.00	No Data	291	55	0	0	11	indicators
indicators from one		General practice: AdminiNon-clinical - Managers	General position: Administrational - Managers Data 2000 FTE 0.22 No Change 8.971	8,871	271 June 1	D	50.04					
category at a time		Deneral practice: Admin Non-clinical - Medical Secretaries	Dec 2020	FTE	2.82	No Change	6,226	000	0	4	29.46	
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		General practice: Admin/Non-clinical - Receptionists	Dec 2020	FTE	23.84	-0.05%	27,180	5,953	0.67		100.10	
		General practice: AdminiNon-clinical - Telephoniata	Dec 2023	FTE	0.00	No Data		58	· /	•	***	
		General practice: Deed patient care - Apprentices	Dec 2020	FTE	1.80	+ 100.00%	2,522	363		•		
		General practice: Direct patient care - Health Care Assistants	Dec 2020	FTR	4.35	No Data	7,215	1.005		•	12.24	Lowest/highest
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		General practice: Direct patient pare - Nursing Associates	Dec 2020	FTE	1.47	+100.00%	128	27		•	2.77	area type i.e. if a is
		Ceneral practice: Direct patient care - Other Direct Patient Care	Dec 2020	FTE	0.00	Nio Data	505	121		•	17.62	selected CCG this will
		General practice: Direct patient same - Paramedics.	Dec 2023	rtts	0.00	No Data	799	62			13.08	reflect lowest and
		General practice: Direct patient same - Pharmanists.	Dec 2020	FTE	2.00	No Charge	1,635	287		•	14.54	
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How the indicator page is structured

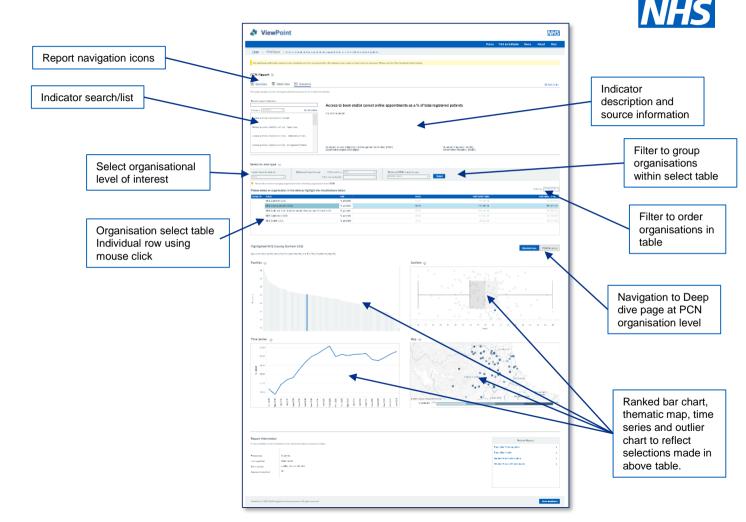
Provides additional information for all indicators within the PCN dashboard

Table - showing indicator value, numerator and denominator.

Ranked bar chart/thematic map for selected organisational level.

Line chart - time series analysis

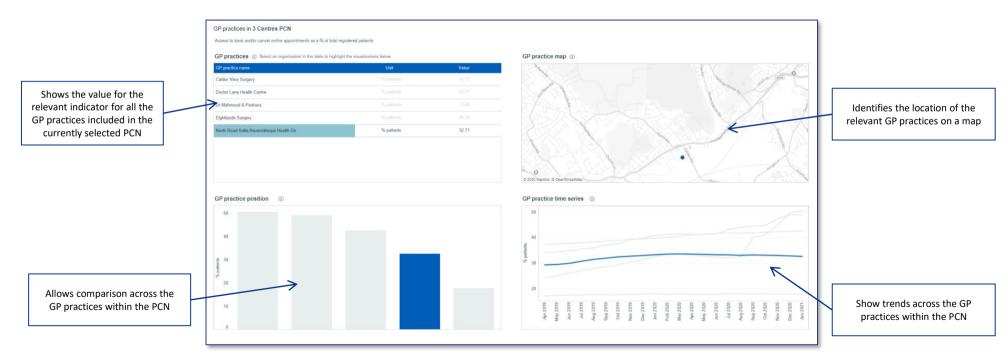
Box & whisker chart – inter quartile range outlier analysis







Indicator Deep dive – GP practice focus







How to register







How to register an account for NHS ViewPoint



NHS ViewPoint is located in the NHS Insights Platform where other NHS data and analytical products can also be found. If you already have an OKTA account you can directly sign onto the https://apps.model.nhs.uk and request access to NHS ViewPoint or register for the Insights Platform and then request access. NHS ViewPoint can be directly accessed at www.viewpoint.nhs.uk. If you have any problems registering please email england.viewpoint@nhs.net and we will endeavour to resolve the issue.





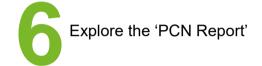
How to register an account for NHS ViewPoint



Once access has been granted navigate to NHS ViewPoint



Select 'PCN Report' under the list of reports on the NHS ViewPoint landing page





NHS ViewPoint is located in the NHS Insights Platform where other NHS data and analytical products can also be found. If you already have an OKTA account you can directly sign onto the https://apps.model.nhs.uk and request access to NHS ViewPoint or register for the Insights Platform and then request access. NHS ViewPoint can be directly accessed at www.viewpoint.nhs.uk. If you have any problems registering please email england.viewpoint@nhs.net and we will endeavour to resolve the issue.





Providing Feedback







User acceptance testing (UAT)

We asked subject matter experts and end users to test and feedback on the functionality, design and direction of the PCN dashboard during a user testing phase earlier this year.

Some of the feedback has been actioned with improvements being made to the following:

- New layout of organisational filters across all views
- Additional fields in the Impact and Investment Fund (IIF) table
- Additional descriptions and tooltips to aid interpreting IIF indicators
- Tooltips and messaging to aid overall navigation

We are continuing to work through this feedback and will make improvements to the dashboard on an ongoing basis. If you'd like to provide feedback, please see slide 23.







What should I know before looking at the PCN dashboard?

Known issues:

- Summary page Service specification category filter is not defaulting by alphabetical order.
- Indicator page user interface bug the mouse pointer does not change to a hand cursor when hovering over some active buttons.
- Indicator page deep dive the reset button on the Deep Dive does not reset the highlight in visualisations.

If you discover a bug not referenced above, please use the report a bug form.

Click here for the 'Report a bug' form







How to provide feedback

The link below will take you to a feedback form.

If you are reporting a specific issue then please provide as much detail as possible so that we can identify and replicate the problem i.e. filter(s) selected, visualisation(s) affected, button(s) being used that don't provide expected navigational behaviour.

2	NHS ViewPoint General Feedback Form	~
	dis2boards within the portal	
J F	1. Name * Enter your answer	
	2. Job title Enter your answer	= 🚰
	3. Organisation Enter your answer	~~ 1
1	4. Email * Enter your answer	
	S. Are you using a tablet, laptop, mobile or PC? *	

Click here to provide feedback

If you have any queries regarding specific indicators, please contact england.gpcontracts@nhs.net.





About NHS ViewPoint





About NHS ViewPoint

NHS ViewPoint is part of a wider NHSE/I strategy being developed to form an 'ecosystem' of digital, analytical and insight products that will support health and care systems with both population health management and the improvement of their service delivery and patient outcomes.

The NHS ViewPoint analytical product is a series of linked intelligence tools providing a shared view of performance and population health data for people working at all levels within the health and social care system. It can help users to understand their system and identify where there are opportunities to improve service delivery and health outcomes.

As the product develops it will highlight an increasing number of areas that warrant further examination and identify additional opportunities that can improve population health outcomes. NHS ViewPoint is being developed iteratively following agile scrum principles and user-centred design. It will continue to evolve as new asks for content, data and functionality are considered, tested and released.







About NHS ViewPoint

The NHS ViewPoint analytical product will:

- Hold a collection of different dashboards
- Have the ability to cross navigate between different dashboards within the portal
- Have the ability to triangulate data and look at 'key lines of enquiry' across the full indicator library
- Have specialised deep dives on an individual indicator that can be navigated to from a report or an indicator index







www.viewpoint.nhs.uk





