

Freedom of Information Request: 0545 2019/20

University Hospitals Birmingham NHS Foundation Trust (UHB) completed a merger by acquisition of Heart of England NHS Foundation Trust (HEFT) on 1st April 2018. Due to historical differences in data collection/reporting across UHB and the former Heart of England NHS Foundation Trust this response has been provided by hospital site.

Queen Elizabeth Hospital Birmingham

1. Have you audited your coding in the last year?

Yes

2. If so, what percentage of the records required re-coding or coding re-validation?

The following data is for 2019/20 – to date

	Primary diagnosis		Secondary diagnosis		Primary procedure		Secondary procedure	
	Codes	Errors	Codes	Error	Codes	Errors	Codes	Errors
QEH Total	570	58	2455	250	391	34	1149	184
QEH Percentage	89.8%		89.8%		91.3%		84.0%	

3. How many e-referrals do you process - per month and year?

Jan	2529
Feb	2622
Mar	3514
Apr	3743
May	4971
Jun	4267
Jul	5230
Aug	4597
Sep	4505
Oct	5158
Nov	4578
Dec	3334

Please note that we cannot guarantee the figures above are correct due to the lack of reporting from eRS.

4. How many ERS bookings are made - per month and year?

Month	ERSBooked
Dec-18	6459
Jan-19	8467
Feb-19	7477

Mar-19	7967
Apr-19	8088
May-19	8428
Jun-19	8289
Jun-19	8289
Jul-19	9134
Aug-19	8393
Sep-19	8659
Oct-19	8586
Nov-19	7864
Total	106100

Please note that the above data is the number of appointments booked through E-Referrals and includes any appointments subsequently cancelled by either the patient or the hospital

5. How many appointment cancellations are processed - per month and year?

Month	Cancellations
Dec-18	21988
Jan-19	32320
Feb-19	25770
Mar-19	27083
Apr-19	26913
May-19	27782
Jun-19	25215
Jul-19	28697
Aug-19	24401
Sep-19	27422
Oct-19	29210
Nov-19	26566

Please note that the above data is all outpatient appointments that have been cancelled/moved, this will include: ERS appointments, follow up appointments and appointments where the appointment time may have been changed but the appointment date may have stayed the same.

6. Do you have an automated process for updating General Practitioner information changes?

Yes, our system Oceano is connected to the spine.

7. If not, how are the updates managed and what is the average delay in the updating process?

Not Applicable

8. How many whole time equivalent team members process incorrectly delivered letters?

Please note that we do not formally record how many team members handle incorrectly delivered letters as this is more of a team task - we have estimated this as 0.26 WTE based on 1 hour per day across University Hospitals Birmingham.

Heartlands, Good Hope and Solihull Hospitals

1. Have you audited your coding in the last year?

Yes

2. If so, what percentage of the records required re-coding or coding re-validation?

The following data is for 2019/20 – to date

	Primary diagnosis		Secondary diagnosis		Primary procedure		Secondary procedure	
	Codes	Errors	Codes	Error	Codes	Errors	Codes	Errors
Overall Total	1020	150	4767	653	625	64	1581	251
Overall Percentage	85.3		86.3		89.8		84.1	
Birmingham Heartlands Hospital Total	50	11	335	78	26	1	60	11
BHH Percentage	78		76.7		96.2		81.7	
Good Hope Hospital Total	250	56	1323	229	99	16	218	37
GHH Percentage	77.6		82.7		83.8		83	
Solihull Hospital Total	150	25	654	96	109	13	154	19
SH Percentage	83.3		85.3		88.1		87.7	

3. How many e-referrals do you process - per month and year?

We are unable to provide this information – the data is not available

4. How many ERS bookings are made - per month and year?

The following information covers the period 01/12/2018 – 30/11/2019

MonthYear	Activity
Dec-18	8467
Jan-19	10429
Feb-19	9937
Mar-19	10496
Apr-19	10596
May-19	11101

Jun-19	10234
Jul-19	11610
Aug-19	10313
Sep-19	11081
Oct-19	12829
Nov-19	10813

Please note that the above data is the number of appointments booked through E-Referrals and includes any appointments subsequently cancelled by either the patient or the hospital

5. How many appointment cancellations are processed - per month and year?

We are unable to provide this information – the data is not available

6. Do you have an automated process for updating General Practitioner information changes?

No

7. If not, how are the updates managed and what is the average delay in the updating process?

Updates made by Data Quality team, treated as priority, held up if unable to contact practice sometimes 4/5 day delay

8. How many whole time equivalent team members process incorrectly delivered letters?

Please note that we do not formally record how many team members handle incorrectly delivered letters as this is more of a team task - we have estimated this as 0.26 WTE based on 1 hour per day across University Hospitals Birmingham.