

The Strategic Programme for Primary Care

Plan on a Page: District Nursing - Scheduling Dashboard



Why is the Project needed?

There is no national data set that reflects the work being undertaken by district nursing services across Wales. This means that there is limited visibility of the service district nurses offer and there is no ability to ensure the offer of district nurses is consistent on a 24/7 and geographic basis. Whilst there are programmes in development to create a national minimum data set (refer to the work planned to be undertaken by Digital Health Care Wales [DHCW]), the timescales of this are dependent on recruitment activities.

This plan on a page details SPPC's plan to investigate and develop a national dashboard for scheduling and visit data for DN services across Wales. This project will examine and will complement other work relating to district nursing being done by DHCW.

Civica scheduling is software that schedules and captures DN visit activity, and the software has been rolled out to 6/7 health boards, with the 7th due to start in the autumn 2022. This project will look to engage with every health board (same level of engagement will be undertaken with all HB regardless how far into implementation they are with Civica scheduling) to understand the data that is currently being collected in this system. This project will initially look at including a small set of indicators into the national dashboard and iteratively build upon the work. This project will utilise the Welsh Level of Care (WLOC) data that is due to be collected, firstly via a pilot, secondly as continuous data capture for all patient visits and incorporate the national overarching picture of patient acuity into the metrics and dashboard.

Where possible engagement will be through existing forums and groups to ensure minimal duplication and meeting burden.

What is the scope of the project?

Initial scoping to date has identified the following areas to be progressed:

1. Working with Health Boards (HB) to scope the Civica scheduling data set including obtaining the data; understanding any nuances in the data; and develop and define an initial set of indicators to provide an overview of national DN service.
2. Development of a dashboard to identify demand and capacity within the District Nursing Service and present national indicators. There is a potential option to undertake an additional piece of work with one HB utilising the National Data Resource (NDR) but this would not be a national view at this point.

The scope of this work doesn't extend beyond Civica, which will be undertaken by the complimentary DHCW project.

Who will deliver this project?

Project Lead: Kerri Hitchings, Vicki Sachser, Chiquita Cusens

Project Manager: OlurantiBessie Oyedeji

DHCW link: Abigail Swindail

Key Deliverables: (Listed by stages/phases)

Engagement

1. To identify Civica and District Nursing data and clinical leads in each HB
2. Engage with and obtain sample dataset from each HB using Civica scheduling
3. To provide advice and support on the standardisation of interventions within the health boards

Data Exploration & standards

4. Map the standardisation of interventions across the health boards to enable a national view of the data.
5. To draft and agree data sharing agreements with each HB to enable a data set to be submitted to NHS Wales Delivery Unit (DU)
6. Data standards agreed for the small indicators/ terms set in the dashboards
7. To define and agree key DN service indicators working with HBs

Dashboard Development

8. To develop a Power BI dashboard to give National and HB standard view of the data including WLOC
9. To test Power BI dashboard with HBs and refine based on feedback
10. To release Power BI dashboard to SPPC and HBs for strategic, tactical and operational use.

Outcome/Success Criteria:

- Sample dataset from each HB received to facilitate data understanding
- WLoC standard dashboard to be available to view separately
- Agreed reporting template with HBs to submit return to DU
- Agreed terminology and definitions which will also be suitable for the wider DHCW work and Welsh Information Standards Board (WISB) process
- Key indicators defined and agreed with HBs to provide standard summary of DN services across Wales
- Power BI dashboard developed to give National and HB standard view of the data and improve data understanding/use in DN service

Timescale for Delivery:

1. Project Group to be established by end of September 2022
2. Scoping and work plan to be agreed by end of October 2022
3. Dashboard to be delivered by end of March 2023