



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



## Stage 1: Scoping

## Stage 2: Refining and early development

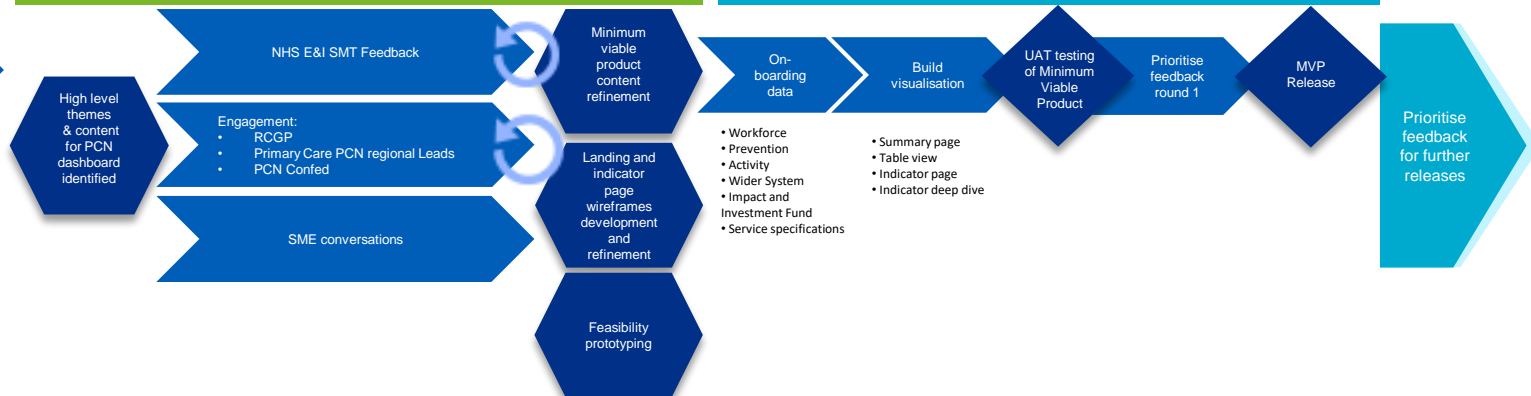
## Stage 3: Building



Request from Primary Care team to develop the PCN dashboard against the LTP commitment

Based on engagement with a PCN reference group and NHS E&I SMTs develop first iterations of possible user journey through themed key lines of enquiry and desired insights

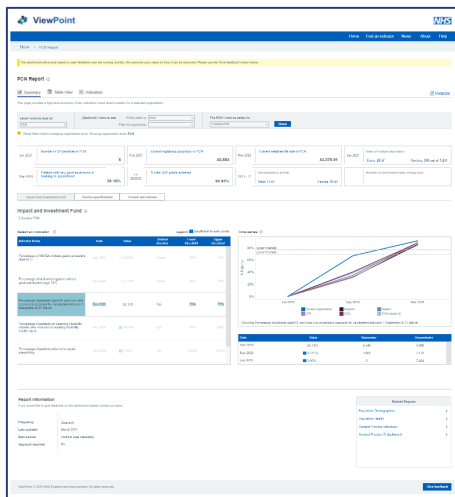
Collated all available data and commonly used primary care indicators that can be calculated at PCN level as well as new indicators agreed through contract negotiations.



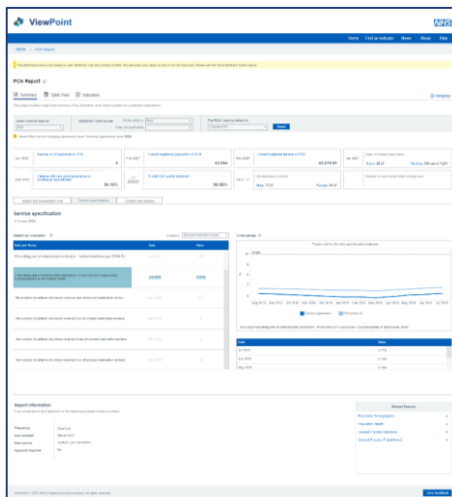
# How the PCN report is structured (1)

## Summary page

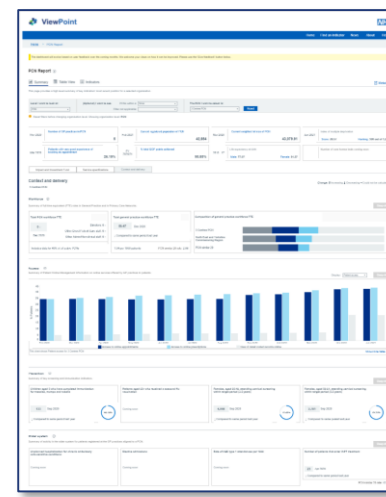
### 'Impact and Investment Fund' tab



### 'Service specifications' tab



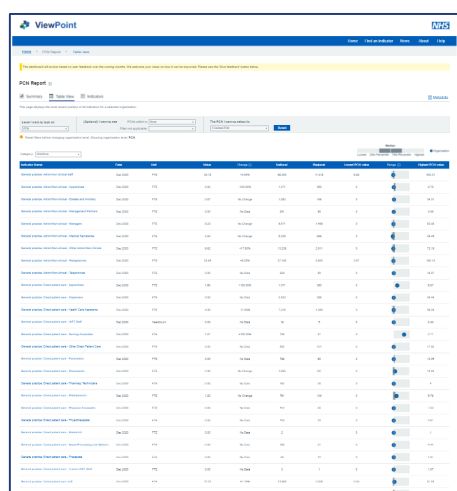
### 'Context & Delivery' tab





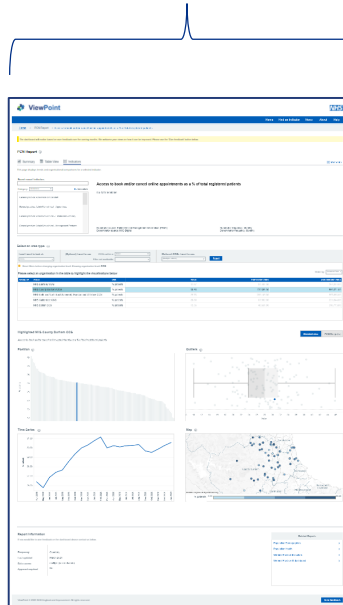
# How the PCN report is structured (2)

*Table View page*

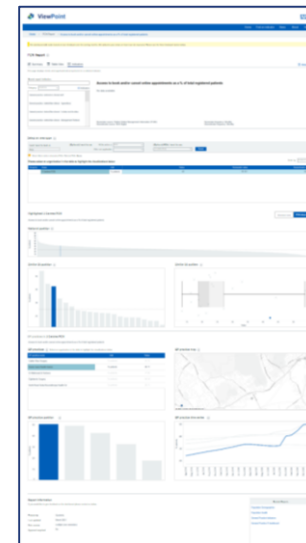


The screenshot shows the 'Table View page' in the ViewPoint interface. It features a table with columns for 'Name', 'Type', 'Status', and several numerical metrics. The table lists various PCN reports, such as 'PCN 001 - General Practice' and 'PCN 002 - Community Pharmacy'. The interface includes a search bar at the top and a filter menu on the left.

*Indicator page*



*Deep dive*



# How the summary page is structured

Report navigation icons:

- Summary page
- Table view
- Indicator page

Organisation selection filters

Contains a series of visualisations to show current position and trends.

Tabs to change between three themes: Impact and Investment Fund, Service Specifications and Context and Delivery.

Filters to change between organisational levels of analysis

Navigation to further detailed information and metadata views

The screenshot shows the 'PCN Report' summary page in the ViewPoint system. At the top, there are navigation icons for Summary, Table View, and Indicators. Below this is a filter section for 'Organisation level' and 'PCN level'. The main content area features a dashboard with several key metrics: 'Number of GP practices in PCN' (6), 'Current registered population of PCN' (42,854), 'Current weighted bed size of PCN' (43,079.91), and 'Index of multiple deprivation' (Ranking: 28.02). There are also tabs for 'Impact and Investment Fund', 'Service specifications', and 'Context and delivery'. A table below shows 'Percentage of NSADs without quality or service plan in place' and other indicators. A time series chart shows the 'Percentage of patients aged 65 and over who received a subsequent prescription between 1 September & 31 March' from Jan 2021 to Feb 2022. A table at the bottom right shows 'Table of data points over time' for 'Percentage of patients aged 65 and over who received a subsequent prescription between 1 September & 31 March'.

Link to report metadata

Tabs to navigate between 3 themes

Time series

Table of data points over time

# Summary page: Impact and Investment Fund tab

Impact and Investment Fund
Service specifications
Context and delivery

### Impact and Investment Fund ⓘ

3 Centres PCN

Select an indicator ⓘ Legend: ■ Insufficient to earn points

Indicator Name	Date	Value	Desired direction	Lower threshold	Upper threshold
Percentage of NSAIDs without gastro-protective (age 65+)	Dec 2020	15.81%	Down	30%	43%
Percentage of oral anticoagulant without gastro-protective (age 18+)	Dec 2020	27.27%	Down	25%	40%
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%
Percentage of patients on Learning Disability register who received a Learning Disability health check	Dec 2020	38.61%	Up	49%	80%
Percentage of patients referred to social prescribing	Dec 2020	0.18%	Up	0.40%	0.80%

#### Time series ⓘ

Showing Percentage of patients aged 65 and over who received a seasonal flu vaccination between 1 September & 31 March

Date	Value	Numerator	Denominator
Dec 2020	92.12%	6,345	6,888
Sep 2020	67.21%	4,800	7,142
Jun 2020	0.00%	0	7,404

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

The user can select one of the indicators from the table and the following graph will update to display the trend over time for the selected PCN and compared with Parent geographies and Similar 20 PCNs

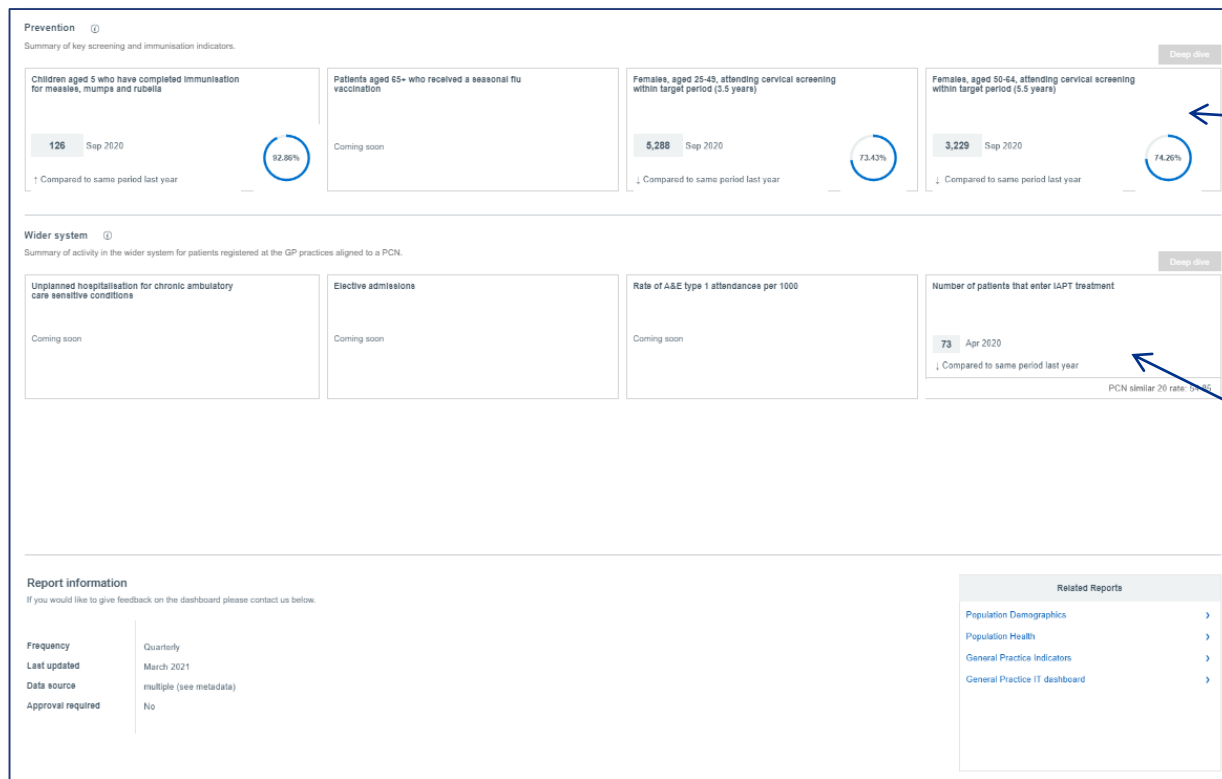
# Summary page: Context and Delivery tab – Workforce and Access



Reports the latest FTE and change from previous period for PCN and GP practice staff as captured by the National Workforce Repository System

Shows the proportion of patients registered at the GP practices with access to online services

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



Selected indicators identify the latest number and proportion of patients who have received a preventative immunisation/screening

A number of indicators highlight the usage of the wider health care system by patients registered at GP practices related to the selected PCN

# 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.

Report navigation icons

Organisation selection filters

Category filter to show indicators from one category at a time

Indicator for PCN	Date	Unit	Value	Change (%)	National	Budget	Lowest PCN value	Range (%)	Highest PCN value
General practice: Adhesion/clinical staff	Dec 2020	FTE	40.18	+5.87%	40.18	11,410	0.00		300.31
General practice: Adhesion/clinical - Agreements	Dec 2020	FTE	0.00	+100.00%	0.00	100	0		0.79
General practice: Adhesion/clinical - Estates and Staffing	Dec 2020	FTE	0.07	No Change	1,980	265	0		34.51
General practice: Adhesion/clinical - Management Patients	Dec 2020	FTE	0.00	No Data	201	55	0		1.71
General practice: Adhesion/clinical - Managers	Dec 2020	FTE	0.23	No Change	8,471	100	0		50.06
General practice: Adhesion/clinical - Patient Services	Dec 2020	FTE	0.83	No Change	0,330	666	0		28.48
General practice: Adhesion/clinical - Other Adhesion/Clinical	Dec 2020	FTE	6.92	+17.80%	13,238	2,811	0		72.16
General practice: Adhesion/clinical - Receptionists	Dec 2020	FTE	23.04	+0.00%	37,180	5,653	0.07		100.15
General practice: Adhesion/clinical - Therapists	Dec 2020	FTE	0.00	No Data	0.00	0	0		16.07
General practice: Direct patient care - Agreements	Dec 2020	FTE	1.80	+100.00%	1.80	363	0		1.17
General practice: Direct patient care - Dispensary	Dec 2020	FTE	0.00	No Data	0.00	666	0		49.44
General practice: Direct patient care - Health Care Assistants	Dec 2020	FTE	4.05	-17.66%	7,210	1,260	0		36.24
General practice: Direct patient care - HFT Staff	Dec 2020	Headcount	0.00	No Data	18	0	0		2.44
General practice: Direct patient care - Housing Associates	Dec 2020	FTE	1.87	+100.00%	1.86	37	0		37.77
General practice: Direct patient care - Other Direct Patient Care	Dec 2020	FTE	0.00	No Data	0.00	121	0		17.60
General practice: Direct patient care - Pharmacists	Dec 2020	FTE	0.00	No Data	769	82	0		13.05
General practice: Direct patient care - Physiotherapists	Dec 2020	FTE	0.00	No Change	1,930	207	0		14.61
General practice: Direct patient care - Pharmacy Technicians	Dec 2020	FTE	0.00	No Data	500	26	0		1.4
General practice: Direct patient care - Physiotherapists	Dec 2020	FTE	1.20	No Change	761	104	0		2.79
General practice: Direct patient care - Physiotherapists	Dec 2020	FTE	0.00	No Data	410	60	0		7.63
General practice: Direct patient care - Physiotherapists	Dec 2020	FTE	0.00	No Data	500	26	0		4.67
General practice: Direct patient care - Podiatrists	Dec 2020	FTE	0.00	No Data	2	0	0		1
General practice: Direct patient care - Reception/Pharmacy Link Workers	Dec 2020	FTE	0.00	No Data	100	21	0		0.41
General practice: Direct patient care - Therapists	Dec 2020	FTE	0.00	No Data	63	10	0		1.67
General practice: Direct patient care - Trainee HFT Staff	Dec 2020	FTE	0.00	No Data	3	0	0		1.07
General practice: Direct patient care - Staff	Dec 2020	FTE	10.01	+1.70%	14,888	2,698	0.04		67.64

National average for indicators

Lowest/highest values for selected area type i.e. if a selected CCG this will reflect lowest and highest of all other CCG values

# 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

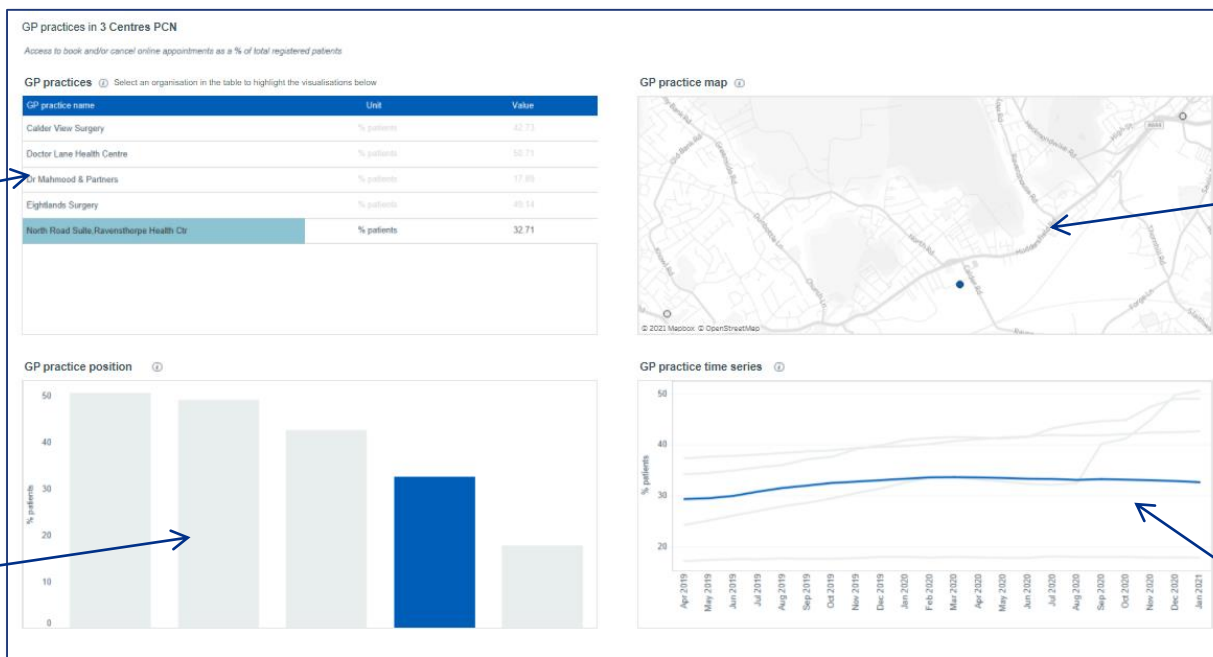
Box & whisker chart – inter quartile range outlier analysis



The screenshot shows the ViewPoint PCN Report interface. It features a navigation bar at the top with 'Home', 'PCN Report', 'Tools', 'About', and 'Help'. Below the navigation bar, there are several sections:

- Report navigation icons:** Located at the top left of the main content area, including 'Home', 'PCN Report', 'Tools', 'About', and 'Help'.
- Indicator search/list:** A search bar and a list of indicators with filters for 'Indicator', 'Area', and 'Type'.
- Select organisational level of interest:** A section titled 'Select an area type' with a dropdown menu and a 'Select' button.
- Organisation select table:** A table with columns for 'Area', 'CCG', 'GP', 'GP per pop', and 'GP per pop %'. The table lists various GP practices and their associated CCGs.
- Indicator description and source information:** A section titled 'Access to book and/or cancel online appointments as a % of total registered patients' with a 'Report' button.
- Filter to group organisations within select table:** A 'Filter' button located below the table.
- Filter to order organisations in table:** A 'Sort' button located below the table.
- Navigation to Deep dive page at PCN organisation level:** A 'Details' button located below the table.
- Ranked bar chart, thematic map, time series and outlier chart to reflect selections made in above table:** A series of charts including a 'Position' bar chart, a 'Time Series' line chart, a 'Map' showing a geographical distribution, and a 'Box & whisker' chart.
- Report Information:** A section at the bottom providing details about the report, including 'Report Name', 'Report Date', 'Report Period', and 'Report Status'.

# Indicator Deep dive – GP practice focus



Shows the value for the relevant indicator for all the GP practices included in the currently selected PCN

Identifies the location of the relevant GP practices on a map

Allows comparison across the GP practices within the PCN

Show trends across the GP practices within the PCN



# How to register



## How to register an account for NHS ViewPoint

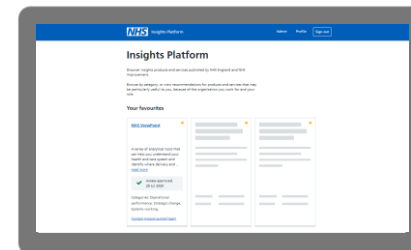
- 1** Visit the following link:  
[Register | Insights Platform \(model.nhs.uk\)](https://register.insightsplatform.model.nhs.uk)



- 2** Complete the registration process.



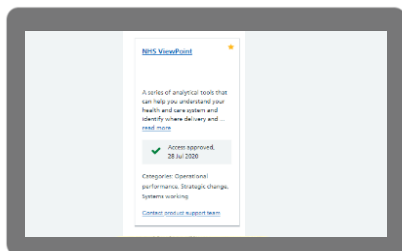
- 3** Scroll through the list of products and services available and request access to NHS ViewPoint



## How to register an account for NHS ViewPoint

# 4

Once access has been granted navigate to NHS ViewPoint



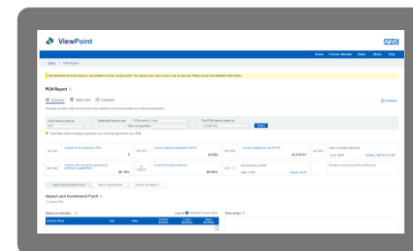
# 5

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



# 6

Explore the 'PCN Report'



# 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](#)

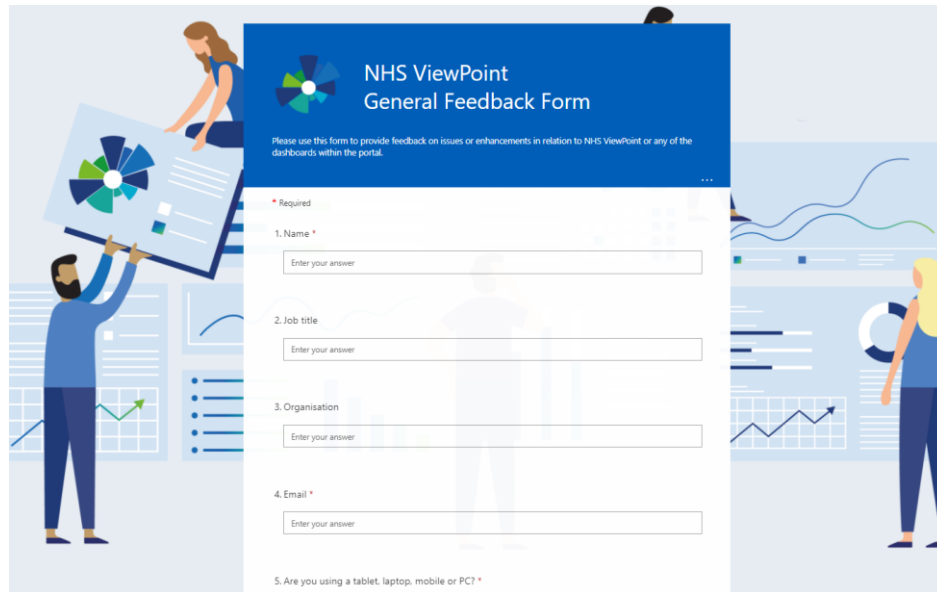


# How to provide feedback

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.

[Click here to provide feedback](#)



The screenshot shows the NHS ViewPoint General Feedback Form. The form is titled "NHS ViewPoint General Feedback Form" and includes a sub-header: "Please use this form to provide feedback on issues or enhancements in relation to NHS ViewPoint or any of the dashboards within the portal." The form contains five required fields:

1. Name \*  
Enter your answer
2. Job title  
Enter your answer
3. Organisation  
Enter your answer
4. Email \*  
Enter your answer
5. Are you using a tablet, laptop, mobile or PC? \*

The background of the screenshot features an illustration of people interacting with data dashboards and charts.

If you have any queries regarding specific indicators, please contact [england.gpcontracts@nhs.net](mailto: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](http://www.viewpoint.nhs.uk)

