NHS England and NHS Improvement

PCN Dashboard

User Guide v1.0
11 March 2021

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About the PCN Dashboard

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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

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‘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.

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What's happened so far?

We've taken an agile iterative design and development approach

Stage 1: Scoping

Initial request → Early engagement → Indicators research

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.

Stage 2: Refining and early development

High level themes & content for PCN dashboard identified

- NHS E&I SMT Feedback
- Engagement:
  - RCGP
  - Primary Care PCN regional Leads
  - PCN Confed
- SME conversations

→ Minimum viable product content refinement

→ Landing and indicator page wireframes development and refinement

→ Feasibility prototyping

Stage 3: Building

On-boarding data → Build visualisation → UAT testing of Minimum Viable Product → Prioritise feedback round 1 → MVP Release → Prioritise feedback for further releases

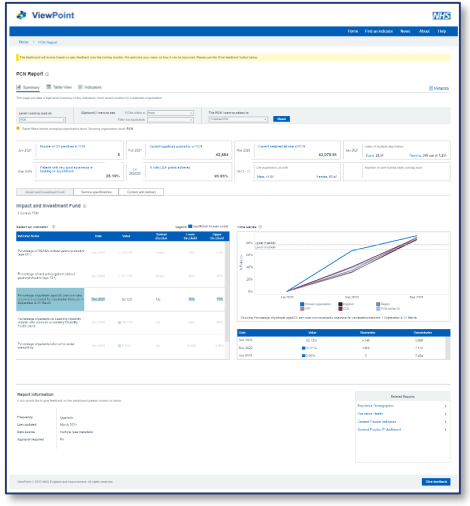
- Workforce
- Prevention
- Activity
- Wider System
- Impact and Investment Fund
- Service specifications

- Summary page
- Table view
- Indicator page
- Indicator deep dive

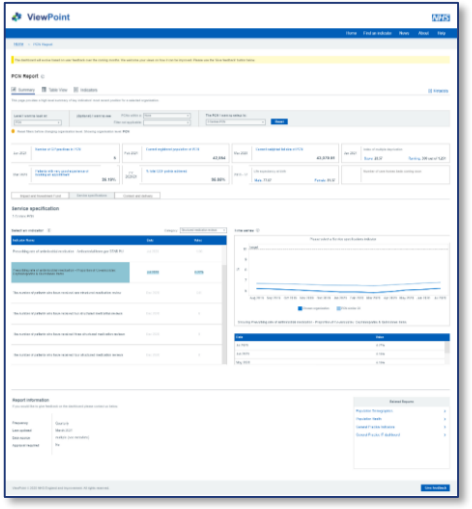
How the PCN report is structured (1)

Summary page

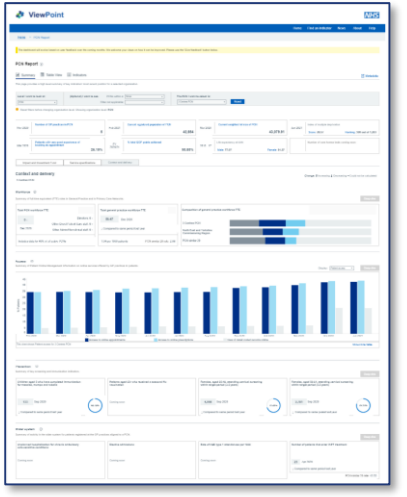
'Impact and Investment Fund' tab



'Service specifications' tab

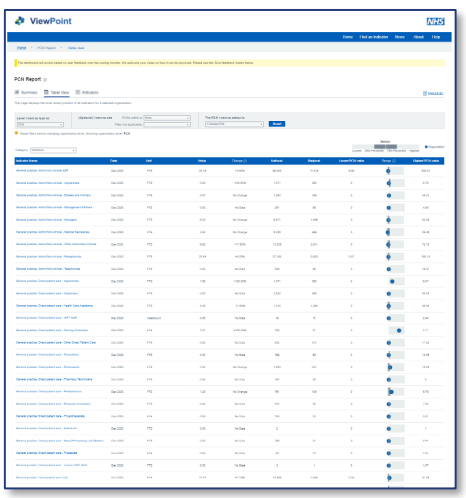


'Context & Delivery' tab

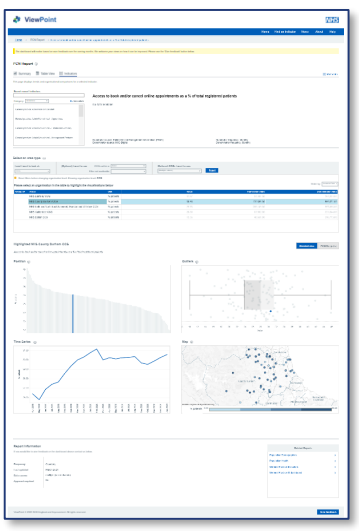


How the PCN report is structured (2)

Table View page



Indicator page



Deep dive

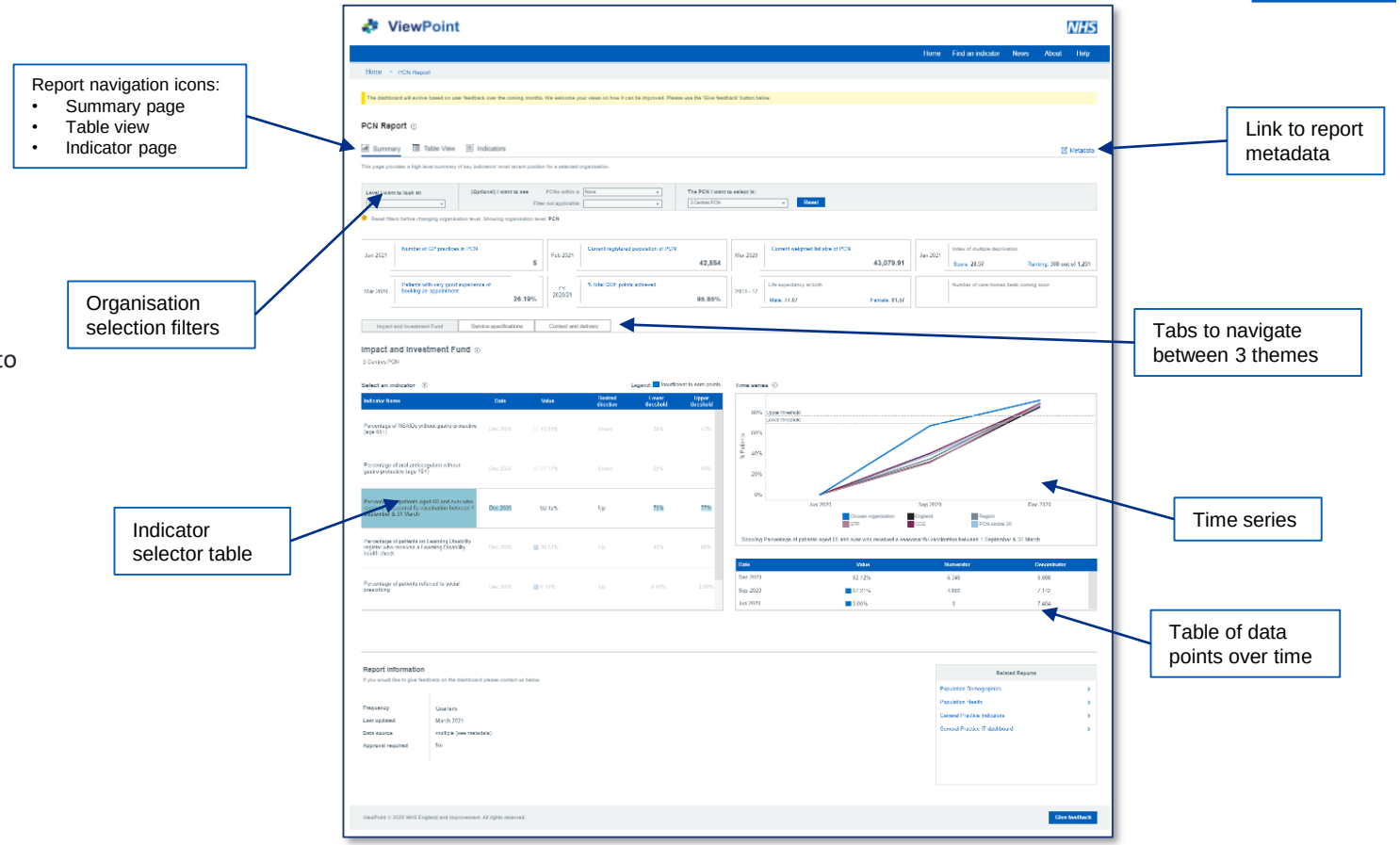
How the summary page is structured

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



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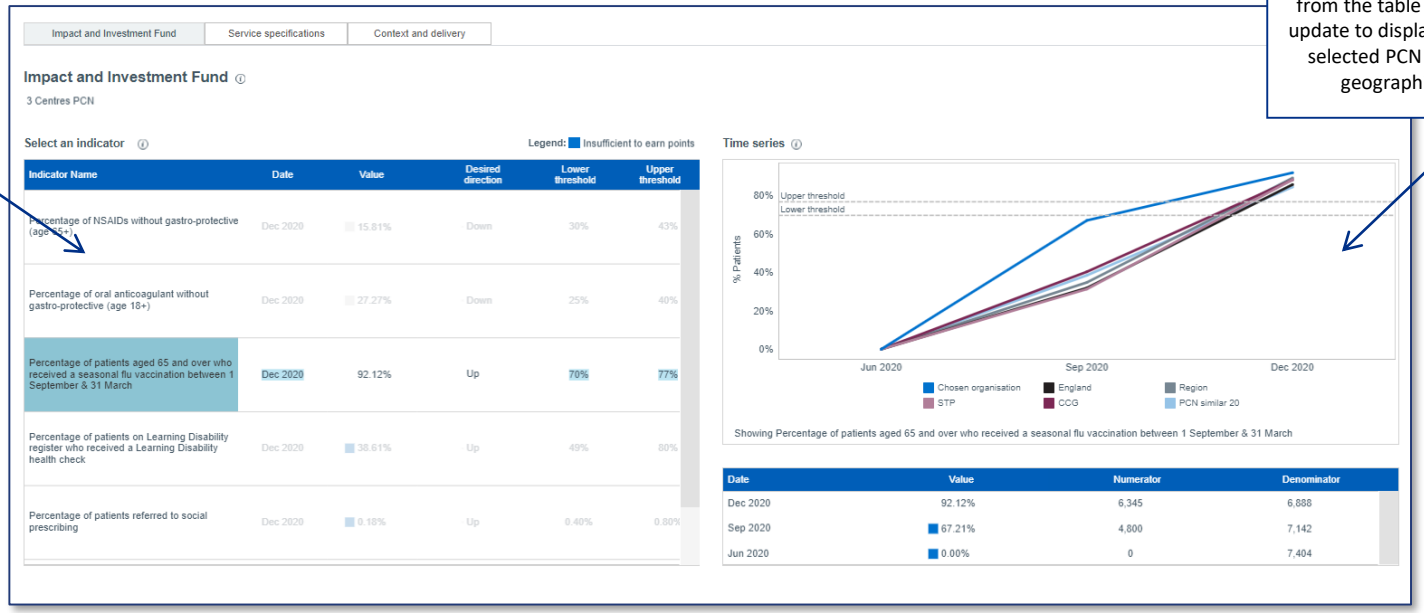
Summary page: Impact and Investment Fund tab

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



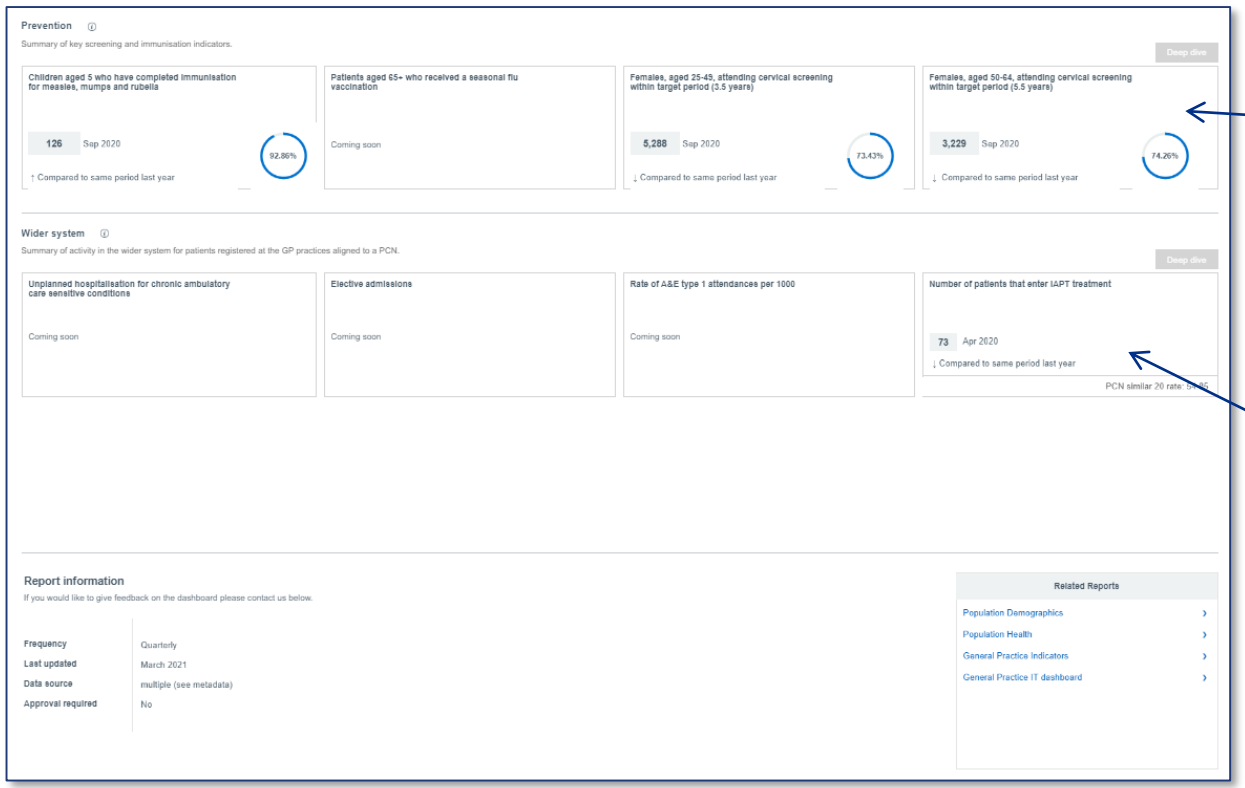
Final PCN achievement and associated payment levels for the IIF will be collected and calculated as detailed in the Network Contract DES and accompanying IIF guidance. Performance as displayed in the PCN Dashboard is indicative only, but uses the same data sources that will be used for achievement calculation.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

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

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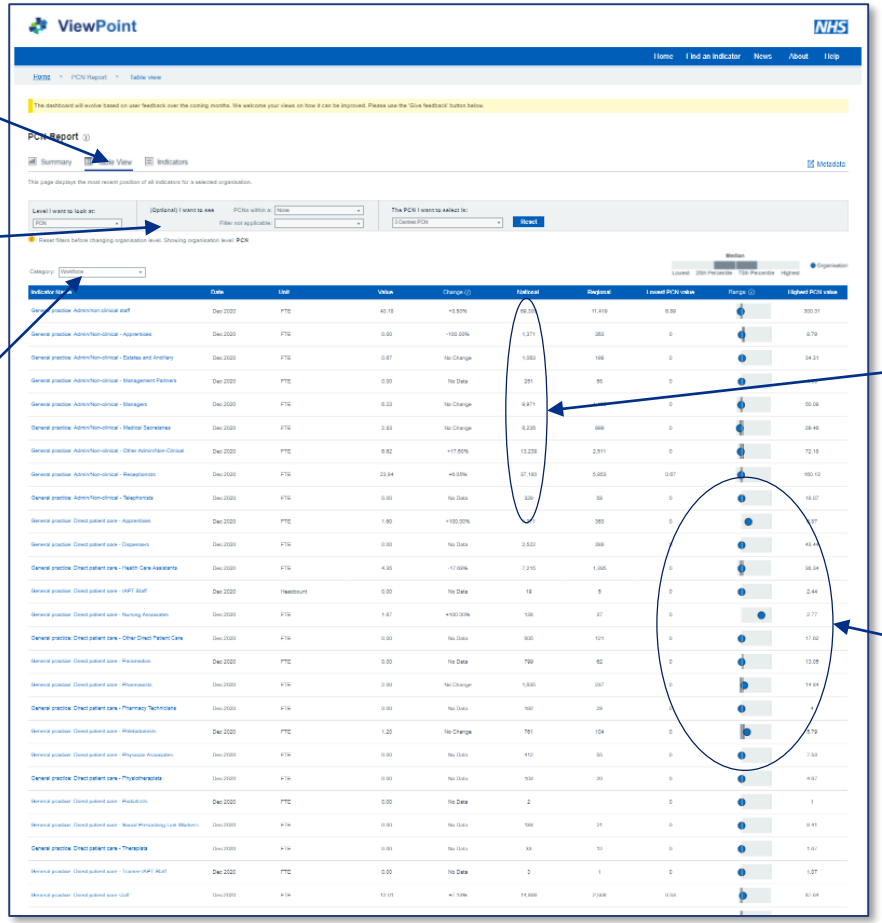
How the table view page is structured

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

Each indicator will display the most recent data point.



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How the indicator page is structured

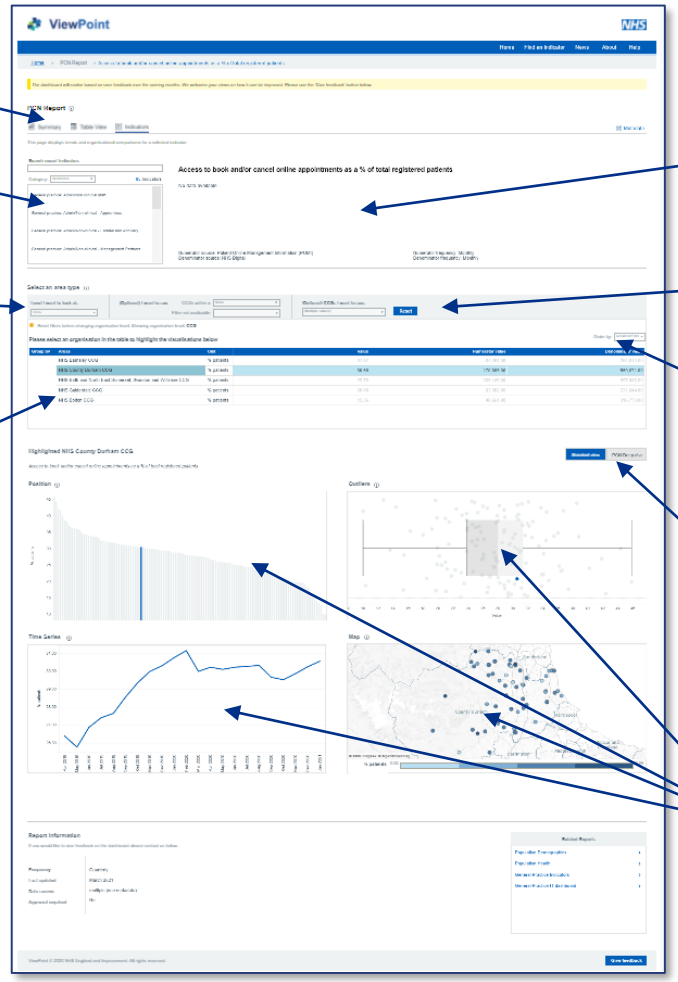
Provides additional information for all indicators within the PCN dashboard

Table - showing indicator value, numerator and denominator.

Ranked bar chart/thematic map for selected organisational level.

Line chart - time series analysis

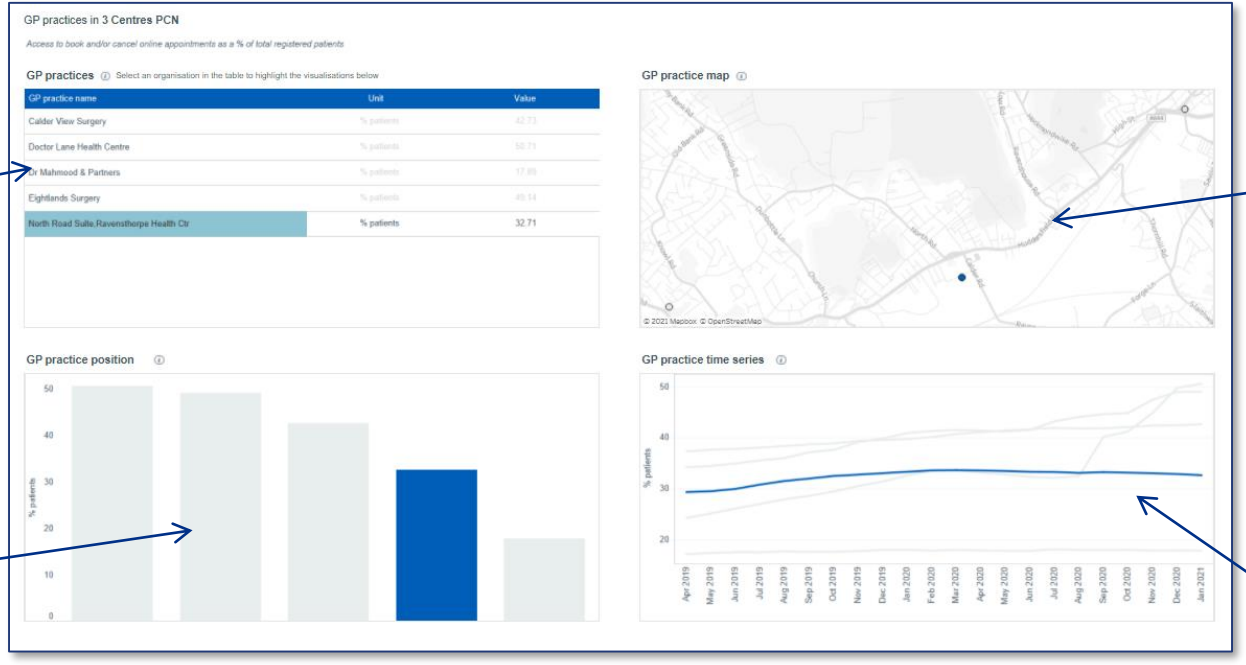
Box & whisker chart – inter quartile range outlier analysis



Indicator Deep dive – GP practice focus

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

Allows comparison across the GP practices within the PCN



Identifies the location of the relevant GP practices on a map

Show trends across the GP practices within the PCN

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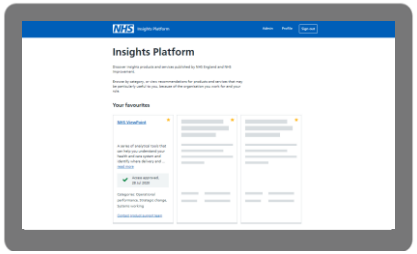
How to register

How to register an account for NHS ViewPoint

1 Visit the following link: [Register | Insights Platform (model.nhs.uk)]

2 Complete the registration process.

3 Scroll through the list of products and services available and request access to 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.

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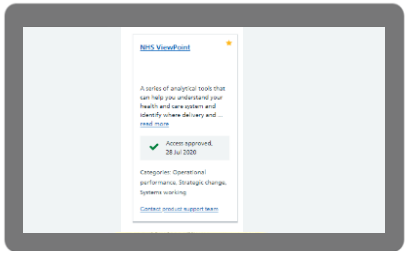
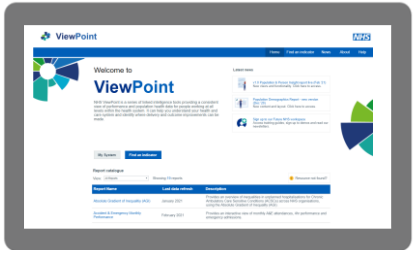
How to register an account for NHS ViewPoint

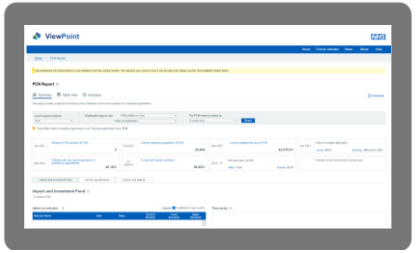
4 Once access has been granted navigate to NHS ViewPoint



5 Select ‘PCN Report’ under the list of reports on the NHS ViewPoint landing page



6 Explore the ‘PCN Report’



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Providing Feedback

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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.

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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

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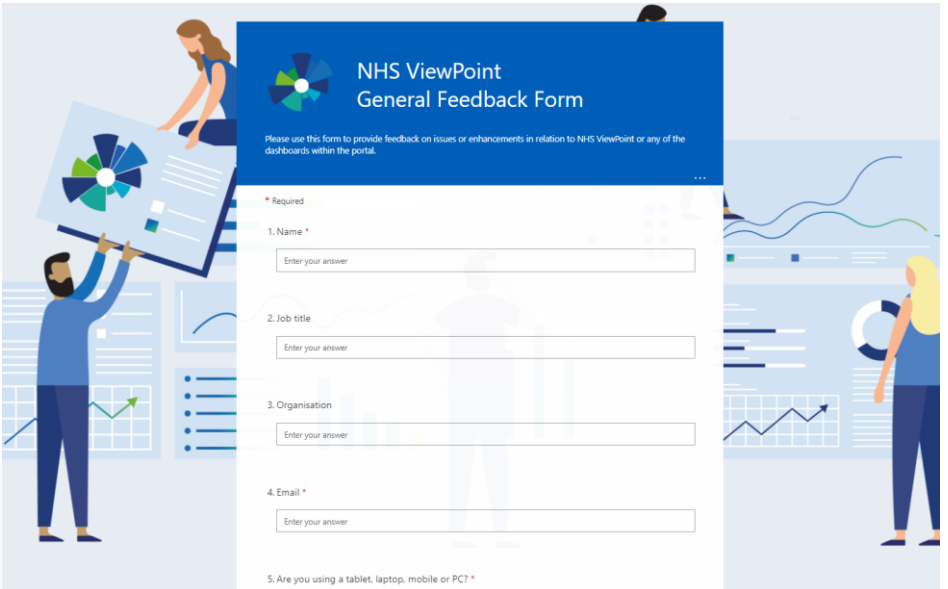
How to provide feedback

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

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

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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.

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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

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www.viewpoint.nhs.uk