

Process for handling, recording and reporting data

On a daily basis Healthwatch Lincolnshire receive health and care experiences from patients, carers and service users. We handle on average around 330 healthcare experiences every month. Each item is accepted via the following methods:

- Emails, Letters, Telephone calls
- Feedback form
- Feedback centre & website
- Healthwatch Hubs & Provider Network Meetings
- Face to face through our staff, volunteers and trustees

Protocol for reporting and sharing data

No data reported will include any personal identifiers. These include names, addresses, date of birth, date and time of appointment, rare conditions, in some cases other identifiers such as male/female (especially in the case of children), names of any medical staff will also be removed unless the provider has given permission for them to remain. Our agreed policy *Collecting, collating & reporting issues/positive feedback*, sets out these requirements.

Data handling and recording

We have 3 areas of data handling and recording:

1. HWL healthcare experiences, data management system (HWL DMS). Information uploaded to this system is reported on a monthly basis via our monthly summary reporting process. Our monthly summary reports are shared with providers and commissioners of services.
2. HWL healthcare experiences, feedback centre. Information uploaded to the feedback centre remain visible to the public and can be accessed via our main website.
3. Inappropriate data not entered on either 1 or 2, because they are
 - a. Items that appear to be factually incorrect and we are unable to check otherwise
 - b. Comments made that are inappropriate using offensive language or are unnecessarily aggressive or accusatory towards an individual or organisation
 - c. Comments that we deem to be inappropriate such as racially or sexually abusive
 - d. Where no provider details are provided leaving the comments too vague
 - e. Comments that do not make sense and there is no contact details to enable us to check with the person leaving the comment

Every health and care experience shared with us follows a process of assessment which determines where and how in our system we will record the item, our criteria for this is:

Simple comments - where a person is sharing an experience which is relatively positive and has no real tangible actions for any organisation or individual eg my experience at the doctors was good. Most of these comments are uploaded to our feedback centre

Detail comments - where the item includes more detailed explanation as to the nature of the experience, whether this is negative or positive. This experience will help the provider understand areas of their service that are working well or not so well, eg I attended my appointment at the doctors, the reception area was dirty, I waited over an hour to see the doctor and felt the consultation was rushed. Most of these comments are up uploaded to our HWL DMS.

Escalation required - where information we receive is so concerning that we would escalate the experience immediately to the provider, commissioner and/or safeguarding. Escalated items will also be uploaded to our HWL DMS.

Data source	Where we upload and why	HWL DMS CQC rating
Emails, letters, Telephone calls and face to face comments	Items handled by the Information and Signposting Team. Items will be either uploaded to HWL DMS or feedback centre (unless assessed as inappropriate)	We will only include a CQC rating on our HWL DMS where there is an opportunity to discuss this with the patient, carer or service user
Feedback form	Items handled by the Information and Signposting Team. Items will be either uploaded to HWL DMS or feedback centre (unless assessed as inappropriate)	We will only include a CQC rating on our HWL DMS where there is an opportunity to discuss this with the patient, carer or service user
Feedback centre & website	All items go to pending ie never go straight to live on the Feedback centre. Items initially handled by Data Analyst who forwards them to the most appropriate route ie HWL DMS or Feedback Centre (unless assessed as inappropriate)	No CQC rating will be included on the Feedback Centre
Healthwatch Hubs & Provider Network Meetings	Items handled by the Information and Signposting Team. Items will be either uploaded to HWL DMS or feedback centre (unless assessed as inappropriate)	We will only include a CQC rating on our HWL DMS where there is an opportunity to discuss this with the Hub

Assessment team

Our assessment team includes our Centre Manager, Data Analyst, Information and Signposters and CEO. The Information Signposters are responsible on a daily basis for handling a majority of the data, they do this using our agreed criteria process. As a team on a weekly basis, we discuss any experiences and comments that include areas of specific concern, that may need consideration as to where they should be uploaded or that need additional signposting support.

HWL healthcare experiences, Data Management System (HWL DMS) - CQC Ratings for Healthwatch Lincolnshire to apply to incoming data

Any of the ratings below that are applied to patient, carer and user experiences on our HWL DMS will only be shared with CQC as part of our mutually agreed reporting system.

These ratings will help to compare services and will highlight where care is outstanding, good, requires improvement or inadequate.

- **Safe** - By safe, we mean that people are protected from abuse and avoidable harm.
- **Effective** - By effective, we mean that people's care, treatment and support achieves good outcomes, promotes a good quality of life and is based on the best available evidence.
- **Caring** - By caring, we mean that staff involve and treat people with compassion, kindness, dignity and respect.
- **Responsive** - By responsive, we mean that services are organised so that they meet people's needs.
- **Well-led** - By well-led, we mean that the leadership, management and governance of the organisation assures the delivery of high-quality person-centred care, supports learning and innovation, and promotes an open and fair culture.

Healthwatch Lincolnshire staff will apply the following ratings as appropriate and by means of information gathered from patients, carers and service users.

Ratings

To rate most services according to how safe, effective, caring, responsive and well-led they are, using four levels:



Outstanding - The service is performing exceptionally well.



Good - The service is performing well and meeting our expectations.



Requires improvement - The service isn't performing as well as it should and we have told the service how it must improve.



Inadequate - The service is performing badly and we've taken action against the person or organisation that runs it.