

DATA QUALITY POLICY

Title:	Data Quality Policy	
Policy Reference Number:	COR/GOV.14/V1.00	
Summary:	This document is a policy to support the provision and maintenance of high quality data to provide robust clinical and management information to support the health and business processes of the PCT	
Associated Documents:		
Target Audience:	All staff responsible for the recording, collection, data input and reporting of information	
Document Version:	Version 1.00	
Date of this Version:	18 Nov 2008	
Date Issued:		
Author's Name:	K Gaylard	
Custodian's Name:	Lynda Murray	
Approved by:	<input type="checkbox"/> Hampshire PCT Management Board <input type="checkbox"/> HPCT Governance and Healthcare Assurance Committee <input type="checkbox"/> Care Services Integrated Governance Committee	Date of meeting:
Ratified by:	<input type="checkbox"/> Hampshire Primary Care Trust Board	Date of meeting:
Signature of Chief Executive:		Date:

POLICY DEVELOPMENT DOCUMENT CONTROL PANEL

This control panel is used to register and track policies using the Policy Reference Number and the Version Number. All new and reissued policies must be registered with the Compliance Unit of Hampshire Primary Care Trust and a Policy Reference Number issued prior to approval by any governance committee.

This section to be completed by the Compliance Unit:

Policy Title: Data Quality Policy		
Policy Reference Number: COR/GOV.14/V1.00		
Version Number: 1.00	Date of Issue:	Review Date:

This section to be completed by the policy author:

Policy Custodian: Lynda Murray		
Designation: Head of Information (Registration Authority Manager)		
Email Address: lynda.murray@nhpct.nhs.uk		
Is this a new policy?		Yes
If 'Yes', why is it required? To support the health and business processes of the PCT		
How does the Policy link to:		
Standards for Better Health	<i>Core Standards:</i>	
NHSLA PCT Risk Management Standards	<i>Standards:</i>	
National Service Framework	<i>NSF</i>	
Other (please specify):		
If 'No', name of previous policy and reason for replacement:		
Who has been involved/consulted in order to develop this Policy?		
Lynda Murray, Head of Information, Hampshire Primary Care Trust		
Vicky Spark, Information Lead – Commissioning, Hampshire Primary Care Trust		
Jane Dunn, Head of Compliance and Corporate Performance, Hampshire Primary Care Trust		
Kevin Gaylard, Corporate Performance & Information Analyst, Hampshire Primary Care Trust		
Stella Randall, Information Lead – Care Services, Hampshire Primary Care Trust		
Sue Parsons, Head of Information Services, Southampton ICT Shared Services		
Triss Clark, Head of Service Improvement and Performance, Care Services Directorate, Hampshire Primary Care Trust		
Has the Primary Care Trust's Legal Services Manager checked this policy?		
Yes		
Summary of significant changes made:		
Section:		
Section:		
Section:		
Section:		
Section:		
Section:		
Approval Route:	GHAC	Date:
Ratification Route:	HPCT Board	Date:

This document is valid on the day it was issued. The most up to date version of this policy can be found at: <http://www.hampshirepct.nhs.uk/index/documents/policies-home.htm>

Hampshire Primary Care Trust Data Quality Policy Version 1.00

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EQUALITY ASSESSMENT TOOL

Policy Title: Data Quality Policy	
Policy Reference Number: COR/GOV.14/V1.00	
Version Number: 1.00	Date of Issue:
Review Date:	
Have you considered in your Policy development the impact of your Policy on:	
<i>Health & Safety at Work Act 1974</i>	Yes
<i>Health and Social Care Act 2001</i>	Yes
<i>Sex Discrimination Act 1975</i>	Yes
<i>Sex Discrimination (Gender Reassignment) Regs 1999</i>	Yes
<i>The Gender Reassignment Act 2004</i>	Yes
<i>Race Relations Act 1976 (as amended by the RRA 2000)</i>	Yes
<i>The Civil Partnerships Act 2004</i>	Yes
<i>Human Rights Act 1998</i>	Yes
<i>The Equal Pay Act (as amended) 1970</i>	Yes
<i>Disability Discrimination Act 1995</i>	Yes
<i>Employment Equality Regs (Religion or Belief, Sexual Orientation) 2003</i>	Yes
<i>Promoting Equality and Human Rights in the NHS; a guide for Non-Executive Directors of NHS Boards (2005) DoH</i>	Yes
<i>Freedom of Information Act 2000</i>	Yes
<i>Environmental Information Regulations 2004</i>	Yes
<i>Re-use of Public Sector Information Regulations 2005</i>	Yes
<i>Data Protection Act 1998</i>	Yes
<i>Race Relations (Amendment) Act 2000</i>	Yes
<i>Civil Contingencies Act 2005</i>	Yes
<i>Mental Capacity Act 2005</i>	Yes
<i>Corporate Manslaughter & Corporate Homicide Act 2007</i>	Yes
<i>Other (please specify):</i>	
1. When referring to the above, does this policy discriminate in any way?	No
2. Does it promote equality and enhance community relations?	Yes
3. Does it influence relations between different groups?	No
4. If Yes, could some groups be affected differently?	N/A
5. Is there any evidence that some groups are affected differently?	No
6. If Yes, do we need to gather evidence to check this?	N/A
7. Is the impact of the policy likely to be negative?	No
8. If Yes, can the impact be avoided?	N/A
9. Is the impact unlawful?	N/A
10. Can the impact be justified?	N/A
11. What alternatives are there to achieving the policy/guidance without creating the impact?	N/A
12. Can the impact be reduced by taking different action?	N/A

If you have identified a potential discriminatory impact of this policy document, please refer it to the Trust together with any suggestions you have as to the action required to avoid/reduce this impact. For advice in respect of answering the above questions, contact Human Resources

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Definition

For the purpose of clarity, within this document the word “staff” should be taken to mean any full-time or part time employee of the PCT, temporary staff, whether through an agency or directly employed, contractors on fixed-term or open-ended contracts or anyone working for another organisation who has responsibility for recording, interpreting or reporting on any data which relates to the business of Hampshire PCT.

Background

Hampshire PCT recognises that a vital prerequisite to the production of robust information is the availability of high quality data to support good clinical governance and effective performance management. Excellent data quality is crucial to the availability of complete, accurate and timely information to support both the delivery of its core business objectives; and the monitoring of activity and performance for internal and external management purposes.

The PCT Board must be able to assure themselves of local performance against the standards monitored by the Healthcare Commission’s Standards for Better Health (the HCC Annual Healthcheck); it will be essential to ensure that all of the data used is of sufficient quality to enable the Board to be confident in its assessment. The Data Protection Act 1998 also sets the legal requirement for data users; ensuring that personal data is kept accurate and up to date is one of its fundamental principles.

The PCT is committed to the achievement and maintenance of the Information Data Quality Assurance requirements for primary care trusts, through the use of the Information Governance Toolkit.

In order to address the above requirements, the PCT has produced this data quality policy to achieve and maintain the continuing availability of high quality data throughout the organisation.

1. Policy statement

The purpose of this document is to improve and maintain the quality of information contained in all PCT data. A definition of data quality is a measure of the degree of usefulness of the data for a specific purpose.

The benefits of maximising data quality are:

- From a patients perspective good data quality can lead to better decisions about their care
- Quality data is a valuable resource to the PCT to enable decision making

Good quality information is derived from data that is:

- Complete
- Valid
- Reliable
- Accurate

- Timely
- Relevant
- Fit for purpose

These criteria will be met by:

- 1.1 Developing a PCT strategy to support the improvement of the quality of data that will underpin local PCT business needs and link with key strategic developments in healthcare. The strategy will encompass links to care pathways, clinical governance, national service frameworks and the PCT's preparation in readiness for Connecting for Health, and any other reviews which occur in the future.
- 1.2 Ensuring that the PCT fulfils its requirements under the Information Quality Assurance initiative as part of information governance.
- 1.3 Establishing procedures to monitor data quality throughout the PCT and providing regular support through training to individuals using the PCT's systems, whether electronic or otherwise.
- 1.4 Establishing procedures to promote the effective use of key PCT information systems.
- 1.5 Providing regular feedback to data providers and developing action plans via the Data Custodian and Information Governance Steering Group.
- 1.6 Working with the Commissioning teams and Information Requirement Work Groups to produce the SCHEDULE 5 document (Information Requirements) for inclusion within the Annual Contract with NHS Provider Trusts and its subsequent monitoring.

2. Scope

- 2.1 This policy applies to all staff as defined at the beginning of this policy.
- 2.2 The document covers all types of activity where data is collected.
- 2.3 The policy applies to systems, electronic or otherwise, which collect, store or report on data which related the PCT's activities.
- 2.4 It applies to such data for the entire period during which it is held, not just when it is first recorded, and also to any amendments made subsequently.

3. Data management

- 3.1 Assistance will be provided in the form of Policy and Procedure documents covering the capture and recording of patient information.
- 3.2 These procedures will be reviewed and kept updated and logged on the Primary Care Trust's central procedure log. Copies will be kept in all areas where patient activity occurs and data is recorded.

- 3.3 Training documentation and User Guides will be available at all locations where information is collected.
- 3.4 Processes and procedures must be in place to ensure that where new services are provided or system changes are made, the appropriate action is taken to notify system administrators of changes and ensure that all users are aware of the impact of those changes to maintain information quality.
- 3.5 All data collection will be supported by documented procedures and managers must ensure that these are regularly reviewed and updated.
- 3.6 It is important to ensure that managers who are responsible for staff and systems which collect data clearly understand the data quality standards and requirements, and are committed to making improvements by requesting and acting upon regular data quality monitoring reports. Individual members of staff shall also be responsible for ensuring that they understand and follow these standards and requirements.
- 3.7 The policy acts as a reference point within the PCT for national and local Data Standards as an aid to ensuring that new requirements are implemented.
- 3.8 Formal notifications from governing organisations must be logged and disseminated appropriately within the PCT.

4. Data quality monitoring

- 4.1 Procedures should be in place to ensure that PCT staff routinely check information with the source and that corrections are routinely made. Liaison should take place with outside organisations with regard to data quality issues.
- 4.2 Raise awareness of data quality throughout the PCT via data quality groups and training sessions [evidence DH DQ sessions].
- 4.3 Data quality will in all cases (as a minimum requirement) be compliant with the data quality standards laid down by the Department of Health.

5. Data quality reporting

- 5.1 There will be a framework in place to report significant data quality issues which may arise, using local procedures as appropriate, such as risk reporting systems.
- 5.2 Significant, specific issues should be raised at the Primary Care Trust Board as part of the monthly Performance Monitoring.

6. Training

- 6.1 New starters will receive training on data quality as a part of their induction programme.

6.2 Local areas will have specific procedures to provide ongoing data quality training for all staff.

7. Communications

7.1 The policy and framework will be available to all staff via the intranet. Procedures will be available locally at all appropriate sites. Managers will be responsible for ensuring that staff are aware of these procedures, and are kept informed of any changes or additions.

8. Accountabilities

8.1 It is the role of the PCT Board (and the Care Services Board where appropriate) to ensure that corporate responsibility for Information Quality Assurance is allocated appropriately at Board level and that this is reflected in all relevant job descriptions.

8.2 Managers within the PCT are responsible for ensuring that the policy and its supporting standards and guidelines are built into local processes and that there is on-going compliance with its requirements.

8.3 Staff are responsible for ensuring that they are aware of the requirements incumbent upon them and for ensuring that they comply with these on a day to day basis.

9. Security

9.1 All staff must comply with security requirements within the PCT's security policies and procedures documentation.

9.2 All data must be held securely.

9.3 All staff must abide by confidentiality policies and procedures ensuring that any personal identifiable information is kept secure at all times. The PCT reserves the right to take disciplinary action against any person who is in breach of these policies and procedures.

10. Summary

10.1 Good data quality is not an optional extra, it is fundamental to the business of this PCT and as such, must always be considered at the centre of any future developments, and kept under regular review.

10.2 The PCT will ensure that it keeps up to date with any future developments and changes using appropriate methods to communicate them appropriately throughout the organisation.

10.3 The monitoring of the policy and its effectiveness and maintenance will be audited annually using the Information Governance Toolkit.

11. Related Policies & Strategies

- Freedom of Information Policy

- Information Security Policy
- Information Governance Strategy
- Records Management Policy
- Information Governance Policy
- Data Dictionary – guidelines to ensure data quality
- NSTS (to be replaced by Personal Demographic Service (PDS) as part of the Clinical Spine Applications CSA

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