



The Appointment App: Governance Statement

Summary

The data from the audit tool is collected to provide information to your practice about any opportunity to reduce the number of potentially avoidable appointments. It will be fed back to the practice manager or the person registering to start the audit and is for the benefit of the practice. We will not be providing any practice or clinician level data to NHS England except that, as they are funding this work as part of a wider programme of support to practices, we may supply details of the participating practice names and codes only (should it be requested) to audit payment.

The data that you provide will be retained only for analysis on your behalf, for research into the overall picture and trends over time across England and to inform any other reports that we provide to your practice.

How your data is used and stored

The data from the audit tool is collected to provide information to your practice about any opportunity to reduce the number of potentially avoidable appointments. It will be fed back to the practice for your benefit. We will not be providing any practice or clinician level data to NHS England but, as they are funding this work as part of a wider programme of support to practices we will, on request for audit purposes, provide information about the name and code of participating practices. The data will be retained only for analysis on your behalf, for research into the overall picture and trends over time across England and to inform any other reports that we provide to your practice. The data will be held by CFEP Surveys UK on behalf of the Primary Care Foundation and made available for reporting etc. to them but it will not be made available to others except as detailed below.

Specifically this means:

- The data provided by individual clinicians will be fed back to you as part of a report to the practice manager to inform any discussion that you may choose to have within the practice about the lessons and opportunities that are highlighted by using the tool. In our report we will feed back any verbatim comments except that, as part of the process for coding such comments CFEP Surveys UK will remove any reference that appears to be to a specific named patient or individual. They may also remove any comments that appear to be offensive, abusive etc.
- CFEP and The Primary Care Foundation will not provide data from the use of the audit tool to any other party except in the circumstances as described below
 - We may report to NHS England the total number of practices and clinicians that have made use of the audit tool and, if they request it for audit purposes in respect of payment, provide details of the practice names and codes only. We may also provide them from time to time with summary results across all practices that have participated. No other information about the practice, findings or results at practice or clinician level will be made available to NHS England
 - From time to time The Primary Care Foundation may carry out analysis of the results across practices to identify any trends or findings of interest more widely and publish reports. To support this analysis we will retain the data identifiable by practice and individual so that we can link to other information about the practice (for example the index of multiple deprivation) to test if there appear to be particular issues or opportunities in some areas compared with others. The report that we produce will not contain any information at the level of the practice or individual and we will only



provide information at a summary level (for example grouping according to CCG) but it will be impossible to identify any individual or practice in the report.

- In support of the previous bullet point the Primary Care Foundation may work with other research and academic organisations on specific projects to which the data collected may add value. In doing so it may share the minimum data necessary to support that project provided that the specific details of the project and data have been agreed by the Board of the Primary Care Foundation and that suitable arrangements and agreements have been made with the partner organisation about the confidentiality and use of the data - including the destruction of the data once the project has been completed.

Further detail of the processes and of how data submitted through the audit tool will be managed are summarised below.

The data is collected to improve services for patients. The information is to support decisions by the practice about the opportunity to change their way of working that may reduce the numbers of potentially avoidable appointments or to provide evidence to inform decisions about additional or modified services locally. Data is collected on-line and held on behalf of the Primary Care Foundation by CFEP Surveys UK. The Primary Care Foundation may carry out analysis to identify and publish lessons of more general applicability provided that it is impossible to identify any practice or individual as a result. No information about individual patients is requested and our processes will remove it should it inadvertently be submitted.

The data is collected and held in relation to the individual clinician providing the information when working as part of a particular practice. We retain information about the practice and individual so as to recognise both were the practice to wish to repeat the audit - but no link is made in respect of their survey responses were an individual to work in more than one practice or to move between practices.

The registration for a practice that chooses to participate triggers the start of data collection. To ensure that data is comparable and up to date submissions from individuals can be made within a nominated period only after which it is no longer possible to submit information unless an extension is requested. At present the nominated period is three months and an extension can be allowed for up to a further three months if needed.

CFEP Surveys UK has a standard process, as part of coding any verbatim comments, to remove or edit any comment that CFEP staff consider too identifying. CFEP Surveys UK has ISO 27001 status for Information Security and adheres to the NHS Code of Practice for survey participants. Members of staff who work on the project are also required to sign a confidentiality agreement.

Should you have any further queries about the detail of the data please do contact Carolyn Blackburn at CFEP at carolyn.blackburn@cfepsurveys.co.uk