

SOURCE GROUP

LEADERS IN NHS DATA VALIDATION

Source Group are the leading provider of Data Validation to the NHS. We support the NHS in achieving and maintaining accurate waiting lists, maximising the NHS's ability to provide the best possible patient care, empowering NHS staff and ensuring their tremendous effort and contribution to our NHS is not jeopardised by inaccurate data.



HM Government
G-Cloud
Supplier



Digital Outcomes
& Specialists
Supplier

Countess of Chester Hospital **NHS**
NHS Foundation Trust

Provision of Data Validation Services
Multi-Supplier National Framework
Supplier



020 3727 4183

| contact@source-group.uk

| www.source-group.uk

OUR PURPOSE



Inaccurate waiting lists have profound impacts on patient wellbeing, operational planning and delivery, clinician time and organisation spend:

- Incorrect clock stops, patients lost to follow up and lost referrals can lead to clinical harm.
- Unnecessary outpatient attendances can lead to misspent clinician time, wasted Trust spend and patient complaints.
- An inflated PTL causes deteriorated RTT performance and an increased waiting list size, negatively impacting elective care recovery.
- An inaccurate picture of your waiting lists makes demand and capacity modelling and operational decision-making inaccurate and challenging



Freeing clinical capacity & Trust spend

By ensuring clinic slots are not utilised on appointments of limited clinical value



Ensuring patient safety

By finding 'lost' patients



Supporting prioritisation

By identifying patients who need to be seen most urgently



Facilitating informed operational decision making

By ensuring decisions are informed by accurate waiting lists



Assisting in the achievement of your core targets

By removing waiting list inflation and correcting inaccuracies that negatively skew the Trusts performance



Providing confidence, assurance, and peace of mind on the safety of your patients

These profound impacts of inaccurate waiting list data are why we exist: To help determine the true status of each and every patient to ensure your waiting lists are as accurate as possible, maximising the NHS's ability to provide the best possible patient care and empowering NHS staff with accurate information to ensure their tremendous effort and contribution to our NHS is not jeopardised by inaccurate data.

OUR SOLUTIONS

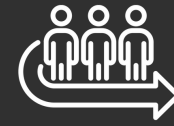
RTT Validation



Removing pathways inflating the RTT PTL that should not be included in RTT reporting:

- Discharges - Where the patient has been discharged but remains on the RTT PTL.
- Non-RTT - pathways that remain on the RTT PTL after the patient has received first definitive treatment or has been placed on active monitoring.
- RTT exclusions - active pathways that have yet to be discharged or receive first definitive treatment, but are not subject to RTT reporting e.g., it is a non-consultant-led service.
- Duplicates - Where multiple instances of the same pathway are present on the PTL.

Non-RTT (Follow up) validation



Removing unnecessary activity from the waiting list where the activity is no longer required.

This is typically because the activity has already taken place but the appointment request was not closed down upon outcoming the appointment, or where there is no longer clinical value in the appointment taking place.

- Escalating patients that are found to be at risk of clinical harm, for example, if a patient has been found to be 'lost to follow-up'.
- Identifying patients that are appropriate for being placed on a PIFU (patient-initiated follow-up) pathway.

Diagnostic waiting list validation



Determining whether the patient has had the diagnostic undertaken, whether the report has been conducted, whether the patient requires subsequent care and which waiting list they should be on (RTT or Non-RTT).

Cancer waiting list validation



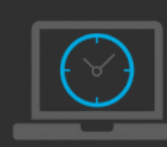
Ensuring that the Trusts cancer patients' journey is being managed appropriately and that the Trust position against the cancer waiting times standards is accurate.

Clear PTL validation management software



Optimising your internal validation function by tripling your PTL removal rate and maximising the productivity of your internal validation staff.

Learn RTT Web based training



Learn RTT is the leading web-based RTT training available to the NHS. CPD accredited, with courses for varying staff groups and needs. Ensure your staff have all the necessary RTT knowledge for their role as cost effectively and as seamlessly as possible.

Data quality validation



Where the Trust is aware of a data quality issue and needs to determine the status of a group of patients, for example, a large volume of referrals that remain open where the Trust needs to confirm the patient journey has been or is being managed appropriately.

Migration support validation



When a Trust is transferring from one EPR/PAS to another, ensuring that only the appropriate records have been migrated, and performing any post-migration data corrections if any unexpected issues arise resulting from the migration.

Patient Contact validation



Making contact with the patient to determine their current status, typically to understand whether further action is required, and to prioritise the patient appropriately.

OUR METHODOLOGY

TURNKEY VALIDATION SOLUTION

Source Group's Turnkey Validation Solution applies our Identify, Rectify, Prevent methodology.



IDENTIFY

Source Group targets pathways which require validation using our proprietary validation management software, Clear PTL. Clear PTL uses a machine learning algorithm to identify the pathways most likely to require validation. For example, Clear PTL identifies pathways requiring removal from the RTT PTL, as well as episodes of no or limited clinical value on the Non-RTT (follow-up) PTL. This drastically increases the effectiveness of validation, requiring far fewer validations to achieve superior results. This significantly reduces validation cost and the timescales to achieve and maintain accurate waiting lists. The machine learning algorithm and the logically derived indicators have been trained on the largest validation outcomes data set in the UK, being in excess of 4 million validations, derived from validating the waiting lists of more than 100 NHS Trusts.



RECTIFY

In order to correct the pathways in question, Source Group provides highly experienced, skilled and trained validation specialists, dedicated validation management software (Clear PTL), and a rigorous management, governance, and quality assurance structure. This ensures the contracted deliverables are achieved to deadline, that validation is undertaken to the highest standard, and to remove the managerial burden from Trust staff.



PREVENT

In addition to correcting the errors present, it is also critical that the root cause of errors are identified to prevent recurrence so that improvements to the accuracy of the waiting list are maintained. Source Group record all validation activity and outcomes throughout the project and provide extensive, pragmatic, actionable reports to the Trust which outline key issues discovered, their cause and our recommended resolution. This ensures improvements to the accuracy of the waiting list are sustained long term.

OUR EXPERIENCE

103



Trusts provided with
validation support

3



NHSE national validation
programmes delivered

70



NHS Trusts provided
with RTT training

**4
MILLION**



Pathways
validated

23



PAS systems utilised
when validating

500



Validation projects
successfully delivered

SOME OF THE NHS ORGANISATIONS WE HAVE PROVIDED WITH VALIDATION SUPPORT



CASE STUDIES

Source Group are the leading provider of data validation to the NHS. No other organisation comes close to matching our validation experience or achievements, be this number of projects successfully delivered, number of Trusts worked with, pathways validated, validators deployed, PAS/EPR systems experience or national programme delivery. Our permanent staff have careers focused on patient record management, RTT and validation. It is our focused commitment to data validation combined with our unrivalled experience and expertise as an organisation, as well as that of our permanent staff that make us the clear choice for validation support. Below are some examples of successful programme delivery. Full case studies and references can be provided upon request.

NHSEI - NATIONAL DATA QUALITY PROGRAMME

“Whilst overseeing the National Data Quality Programme, it was a pleasure to work with the Source Group team to maximise the impact of using Clear PTL and agree an oversight framework to support priority pathways being validated. Holding weekly check in meetings ensured that we were able to take stock and understand our position against baseline, and variation from where we intended to be. Given the history that Source Group has with the NHS and validation, they have significant insight and therefore are very helpful for modelling impact. We procured validation staff that were trained to a high level, with supporting quality assurance measures, with agreed levels of validations to be done per day, again which we were able to track. The programme identified operational issues that otherwise would not be visible, including poorer rates of clinics being cashed up since the pandemic and the impact this has on the non-admitted position. Overall, an excellent team and I do not hesitate in recommending them”

Daniel de Rozarieux
Emergency and Elective Director of Operations and Performance at NHS Improvement
Senior Responsible Officer for the National Data Quality Programme



DONCASTER AND BASSETLAW TEACHING HOSPITALS NHS FOUNDATION TRUST CLEAR PTL TARGETED VALIDATION SOLUTION

“We have worked with Source Group for a number of years around providing validation services and have built up a great relationship. When Source offered us a free of charge pilot we were excited to try it out and saw immediate significant increases in removal rates, allowing us to prove the concept and procure the product. Mobilisation is very quick and easy. The solution has increased validation removal efficiency by 400%. It put us in a great position for the NHSE National Sprint. We used existing validation resource for the sprint and slightly exceeded the internal target, above the NHSE baselines, we had set ourselves. Our only approach to the sprint was to use the Clear PTL Targeted Validation Solution and we are continuing with the same approach for sprint 2. The staff really enjoy using the solution, as they can see the high removal rates and effects of all their hard work. The weekly suite of reports we receive provides great specialty level business intelligence and is really helping us to demonstrate to the business the root causes, supporting us in getting it ‘right first time most of the time’. This has been an absolute game changer for RTT validation!”

Tracy Crookes
Head of Applied Information

HULL UNIVERSITY TEACHING HOSPITALS NHS TRUST CLINICAL PROTOCOL VALIDATION PROGRAMME

“I’ve worked with the Source Group Validation Team for over two years on different validation projects. The team of validators are not administrators; they are expert analysts who review the whole patient record and with precision apply clinical protocols given from our clinical teams. From meeting with the teams on a weekly basis, I know they care about our patients as much as us. They escalate complex clinical pathways or unique scenarios that arise from time to time to ensure patient safety. The Validation Team are fully trained on our Lorenzo system, therefore they can update the patient’s record in real time. There are no ‘hand offs’ to our Clinical Administration Service who are managing the day to day flow of patients.

We have a well-established effective working relationship and Source Group have always delivered what they set out to achieve. I wholeheartedly recommend Source Group to anyone looking to review their waiting lists to ensure we have the correct patient groups under our care.”

Mel Leedham
Head of Patient Administration

CONTACT US



020 3727 4183



contact@source-group.uk



www.source-group.uk