

WELSH INFORMATION STANDARDS BOARD

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| DSC Notice: | DSCN 2020 / 01 |
| Date of Issue: | 30 th January 2020 |

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| Ministerial / Official Letter: N/A | Subject: Defining Outpatient Activity (Virtual Clinics) – Phase One |
| Sponsor: Welsh Government in conjunction with the Outpatient Transformation Steering Group | |
| Implementation Date: 19 th December 2019 | |

DATA STANDARDS CHANGE NOTICE

A Data Standards Change Notice (DSCN) is an information mandate for a new or revised information standard.

This DSCN was approved by the Welsh Information Standards Board (WISB) on 19th December 2019

WISB Reference: ISRN 2019 / 008

Summary:

To introduce standard definitions for 'virtual activity' as it pertains to outpatient consultations. The definitions mandated via this DSCN represent the foundation to updating the Outpatient Data Set scope to reflect such activity.

Data sets / returns affected:

N/A at this Phase

Please address enquiries about this Data Standards Change Notice to the Data Standards Team in NHS Wales Informatics Service

E-mail: data.standards@wales.nhs.uk / Tel: 029 2050 2539

The Welsh Information Standards Board is responsible for appraising information standards. Submission documents and WISB Outcomes relating to the approval of this standard can be found at:

<http://howis.wales.nhs.uk/sites3/page.cfm?orgid=742&pid=24632>

DATA STANDARDS CHANGE NOTICE

Introduction

Demand is growing for care closer to home and is seen as a key priority in 'A Healthier Wales'.

'Virtual activity' encompasses use of technologies and alternative methods with which to support patients through their care pathway through the most effective and appropriate process and supports timely interventions and care decisions designed for the patient.

Outpatient consultations are where clinical decisions are taken on the appropriate next steps in a patient's pathway, a patient may or may not be present when these decisions are taken. The omission of 'virtual activity' from the Outpatient Data Set data means that published activity reports may materially understate the level and range of clinical services delivered by NHS Wales. Furthermore, 'virtual activity' has the potential, based on clinical need and patient activation levels, to deliver a different and more appropriate outpatient review/appointment, but lack of reporting data means that this cannot be substantiated.

Description of Change

To introduce standard definitions for 'virtual activity' as it pertains to outpatient consultations. This activity is categorised as follows:

- Face to face appointment*
- Virtual clinical review (patient contact)
- Virtual clinical review (non patient contact)

* Whilst this is not 'virtual activity' it is included within this suite of Terms provide a comprehensive picture

Data Dictionary Version

Where applicable, this DSCN reflects changes introduced by DSCN and/or DDCN since the release of version 4.10 of the NHS Wales Data Dictionary.

The changes introduced by such DSCNs will be published in version 4.11 of the NHS Wales Data Dictionary.

Actions Required

Actions for Local Health Boards / Trusts:

- Apply the definitions outlined in this Notice in any reference to or recording/reporting of outpatient clinical activity.

Actions for NHS Wales Informatics Service:

- Apply the definitions outlined in this Notice in any reference to or recording/reporting of outpatient clinical activity.

Appendix A: Table reflecting areas that are impacted as a result of this DSCN

The following table shows where there are changes to the scope and/or definitions of applicable data sets, data items, terms and other associated areas that are linked with the changes documented within this DSCN.

Each data definition type is listed in alphabetical order and is shown in the sequence in which it appears in this DSCN.

| Data Definition Type | Name | New/Retired/Changed | Page Number |
|-----------------------------|---|----------------------------|--------------------|
| Terms | Face to face appointment | New | 5 |
| Terms | Virtual clinical review (patient contact) | New | 5 |
| Terms | Virtual clinical review (non-patient contact) | New | 5 |

Appendix B: Highlighted changes to be made to the NHS Wales Data Dictionary

Changes to the NHS Wales Data Dictionary are detailed below, with new text being highlighted in **blue** and deletions are shown with a **strikethrough**. The text shaded in **grey** shows existing text copied from the NHS Wales Data Dictionary.

Face to Face Appointment (Outpatients)

The service provider is meeting with the patient in the same location and consulting face to face to agree the next step in the patient's pathway. There is patient contact with the clinical team in real time. The patient record is updated accordingly, and the patient pathway updated.

Virtual clinical appointment (patient contact) (Outpatients)

A two-way conversation between the service provider and the patient to agree the next step in the patient's pathway (e.g. telephone, VC, Skype). There is patient contact with the clinician in real time. The patient record is updated accordingly, and the patient pathway updated.

Virtual clinical review (non-patient contact) (Outpatients)

An office based review may be conducted by the clinician alone or by a wider group of clinicians (e.g. MDT, Peer to Peer) which agrees an outcome but does not require dialogue with the patient at that time. This may also include clinical validation. The patient record is updated and the patient pathway updated appropriately.