

# ENHANCING CARE WITH DATA AND INFORMATION MANAGEMENT

**HIGHLY COMMENDED** Birmingham Prostate Clinic

**FINALIST** Barts Health Trust

**FINALIST** East Midlands Ambulance Service Trust, National Ambulance Clinical Quality and Research Groups and University of Lincoln

**FINALIST** NHS North West London

**FINALIST** North of England Cardiovascular Network and Digital Spark

**FINALIST** The Royal Marsden and McKesson



Winners: Gary Williams and Howard Freeman of NHS London

## JUDGES

- Sir Andrew Cash, chief executive, Sheffield Teaching Hospitals Foundation Trust
- Tim Kelsey, national director for patients and information, NHS Commissioning Board

## WINNER NHS LONDON

### A PAN-LONDON APPROACH TO IMPROVE QUALITY, ACCESS AND PATIENT EXPERIENCE IN GENERAL PRACTICE

A major initiative to improve quality of care across London was undertaken in 2010 by bodies including GPs, primary care trusts and NHS London. This led to the creation of the Pan-London General Practice Outcome Standards and Framework in late 2011.

Mayor Boris Johnson launched the My Health London website allowing patients to compare easily the quality of care they receive with that in other practices across the capital. Both those providing and those receiving the care now have objective information about how good that care is.

There have been more than 75,000 visits to this site by the public. Two-thirds of general practices in London have accessed the information.

All the development work for the framework was carried out in-house by NHS London. The cost of the digital package was just £120,000 and included a web page for every surgery in the city, as well as a tool allowing comparisons and online surveys and forums.

Unacceptable dips in quality across London are now addressed through the framework for improvement rather than disparate local arrangements. This supports the transition to a single NHS commissioning board.

Assurance is sought from clusters that they have identified the risks to quality and are taking the steps outlined in the framework.

This project has been presented to the British Medical Association, Nuffield Trust and NHS Alliance, as well as conferences at The King's Fund. Articles on the project have been published in several industry titles.

Judges praised the "very impressive evidence of impact on patient outcomes" and said the scheme was an "exemplar of a genuinely clinically led programme".

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