

World Class Commissioning Data Packs Frequently Asked Questions

What are the WCC Data Packs and how can I use them?

Are the data packs now available?

Yes. The data packs were populated with the most recent data and launched on the 16th September 2009, which you can now access at www.wccdatapacks.ic.nhs.uk.

What are The WCC Data Packs?

This online resource brings together data from multiple sources to provide a profile of your organisation and national averages to help monitor trends and make comparisons.

With the ability to manipulate data for local requirements and benchmarking for national, regional and most comparable PCT activity.

Why have The Data Packs been developed?

Effective commissioning of services is vital to the effective delivery of NHS care. World Class Commissioning (WCC) is a Department of Health (DH) initiative to deliver a more strategic long term approach to commissioning services. Commissioners are required to meet 11 competencies within the WCC assurance system.

Information is the key to decision making at all points of the commissioning cycle, when planning, procuring, monitoring and evaluating services, and The WCC Data Packs have a vital role to play in supporting this.

How have The Data Packs been developed?

Working with PCTs and SHAs, the Data Packs have been created by The NHS Information Centre on behalf of the Department of Health (DH).

Using the indicators

How do I select an organisations data?

You can select your organisation and view the indicators of other areas by selecting a different organisation from the left hand menu.

To select an organisation you must select a Strategic Health Authority (SHA) AND an Organisation from the drop down box then click 'Save' to view indicators for that organisation. You can change organisations and view the indicators of other areas at any time by returning to this page.

Are all indicators shown at PCT level?

For most indicators, data is shown by Primary Care Trust. In a small number of cases, data is shown by acute trust or mental health trust. Where this is the case, this is reflected in the indicator title.

Selecting PCT and Hospital Trust (non PCT) organisations

A small number of indicators are shown at Acute or Mental Health Trust (non-PCT) level (e.g. indicator 2.31). These indicators state which type of trust the data is available for in the title.

You can select Acute or Mental Health organisations making them your default organisation and also add them to your peer groups.

Note that if your selected organisation is an Acute or Mental Health Trust you will still see PCT level data within your home SHA for the PCT level indicators when you select the *SHA Peers* option only. Equally, if you are set up as a PCT, you will see Trusts in your home SHA on the Trust level indicators.

For the *ONS peers* selection you will not see any results if you are set up as a Trust.

How do I search through the performance indicators?

There are three ways in which you can search for indicators:

- you can enter your key words in the search box and click 'Search for Indicators'.
- by searching through the contents of indicators on the dashboard page.
- or by viewing the dashboard on the WCC Data Packs homepage which displays your favourite, best, worst, most and least improved indicators.

How does the dashboard work?

The dashboard aims to use national ranking to display and highlight indicators which will be of significant interest to organisations – these are displayed under the following groups:-

- **Favourite Indicators**

These are indicators you have selected from the favourite's tool, that you wish to monitor on your dashboard.

- **Best Indicators**

Using the national ranking compared to other organisations displaying data within the Data Packs, you can see which of your indicators are ranked the highest nationally.

- **Worst Indicators**

Using the national ranking compared to other organisations displaying data within the Data Packs, you can see which of your organisations indicators are ranked the lowest nationally.

- **Most Improved Indicators**

This displays which indicators have improved the most for your organisation, since the last data collection was made for the indicator in question.

- **Most Declined Indicators**

This displays which indicators have declined the most for your organisation, since the last data collection was made for the indicator.

What are the plus and minus signs and coloured circles next to the indicators on the dashboard for?

Plus and minus signs beside the difference number to indicate whether the value has increased or decreased.

Green and red circles are to indicate whether the change is a good (green) or bad (red) outcome. For example, if your organisation's Cancer Mortality rate has increased, this would be displayed in the dashboard by a red circle and a positive number in the difference column.

How do I select favourite indicators to monitor?

You can add new favourites from the favourite's page in the left hand menu. Favourites are added to your dashboard by selecting the required chapter and clicking 'Add'. You can edit your favourites list at the bottom of the favourite's page.

How do I manage my peer groups?

You can add a new Peer Group by selecting 'Add a new peer group' from the Peer groups page in the left hand menu and following the instructions. You can edit your peer groups at any time by selecting the ones you have created.

Your default peer group will be displayed when you view an indicator for the rest of your session (or until you change it). You can also change your peer group comparisons while viewing each individual indicator from the drop down box on the right hand menu.

How do I download the data I view?

Data can be downloaded by selecting the 'Download metrics' option in the left hand menu. Select the chapter and date-range to find indicators that are available to be downloaded. After clicking submit you will get a list of indicators you have selected exported into an Excel document.

You can also 'Copy' and 'Paste' the graphical representations of the data that is displayed by right-clicking on the desired graph.

Registration and access to the indicators

Do I need to register and log in to view the data?

Yes, to access the data firstly you require an IC account. After that you will need to register for the Data Packs application. Please visit www.wccdatapacks.ic.nhs.uk to register.

Why do I need to register?

To make sure that:

- indicators that have restricted access by the data supplier are adhered to. This includes making sure that there is no possibility of individual patients being identified;
- EU regulations on re-use of public data are being met;
- we can improve the usefulness of the indicators by understanding who is accessing the data;
- we can update WCC Data Pack users with new developments and related initiatives.

Are there restrictions to registration?

There are some restrictions of access to this resource. The tool is primarily designed for Primary Care Trusts (PCTs). Other organisations and individuals may require access to The Data Packs and should apply as a case by case basis.

Will the data be available to non-NHS organisations and commercial companies?

Access will be granted in this case if supported by a Primary Care Trust (PCT) or Strategic Health Authority (SHA). *

*Please note that if access is granted to the data packs tools, individuals will have access to the entire site and the data of all organisations.

What restrictions are there to use?

The entire contents of The WCC Data Packs tool and the individual articles and other items published therein are protected by copyright.

You are granted a license to access and use The Data Packs tool if your registration is successful. The rights granted under this agreement cannot be transferred, sold, or rented to anyone else.

You may not redistribute, rent, lend, sell or modify any materials from the Data Packs tool, please see our full terms and conditions at <http://www.ic.nhs.uk/data-protection/terms-and-conditions> and view the copy right at <http://www.ic.nhs.uk/copyright>.

Queries about the data

LA to PCT conversions, how has the data been converted?

There are no LA to PCT conversions, all data has been sourced at PCT, Acute or Mental Health Trust level.

How often is the data going to be refreshed?

The data is refreshed as soon as we are able to. On each of the indicators there is an explanation of when the indicator was last refreshed, and will next be updated. Around three quarters of the indicators within the Data Packs are updated quarterly, the rest are updated annually - this is based on when the provider organisations supply the data.

What is CAGR and how is it calculated?

Compound Annual Growth Rate (CAGR) – defined as:

$(\text{Value for last time period} / \text{value for first time period})$ to the power of $(1/\text{number of intervals}^*)$

**Where the number of intervals is the number of periods minus 1 (if there are four years of data then the number of intervals will be three)*

What is shown on the Annualised rate of change chart?

The annualised rate of change chart shows the latest annualised rate of change for your organisation.

Where an indicator only has 2 years of available data the annual rate of change is shown.

Where an indicator has 3 or more years of available data the Compound Annual Growth Rate (CAGR) is shown.

- Selected Home PCT
- National median CAGR – shows the CAGR value of the median based on absolute values
 1. Rank PCTs in order by absolute level of performance to determine the median organisation
 2. Take the CAGR value for the median organisation in each time period
- Peer group cluster median CAGR - shows the CAGR value of the median based on absolute values
 1. Rank PCTs in order by absolute level of performance within the selected peer group to determine the median organisation
 2. Take the CAGR value for the median organisation in each time period
- National 95th percentile CAGR (absolute performance) - median rate of improvement of the top decile of PCTs that already achieve the best absolute performance
 1. Rank PCTs in order by absolute level of performance to determine those PCTs which fall within the top decile
 2. Calculate the CAGRs for all of the PCTs in the top decile
 3. Re-rank the top decile according to CAGR
 4. Take the median CAGR value of this decile in each time period
- National 95th percentile CAGR (relative rate of improvement) – the median CAGR of the 10% of PCTs who showed the greatest improvement in relative terms
 1. Calculate the CAGR over the period for all PCTs
 2. Rank them in order by CAGR improvement
 3. Determine the 95th percentile CAGR in each time period

What do the of benchmarking points mean, quartiles, deciles - of peer group selected or of national position?

In the charts, a series of national benchmark measures are shown:

Median - the mid point of the distribution

Quartile - Below the lower quartile lie the 25% lowest values in the distribution

- Above the upper quartile lie the 25% highest values in the distribution

Decile - Below the lower decile lie the 10% lowest values in the distribution

- Above the upper decile lie the 10% highest values in the distribution

Why are some indicators missing data for some PCTs?

The NHS Information Centre has worked with data suppliers to ensure that the information in the WCC Data Packs is of high quality. In a small number of cases, data for one or more PCTs was not included in the datasets sent to us, largely due to data being incomplete or unavailable. Where data is not available for a PCT, this information is not plotted on the charts. In the time series charts, this is shown as a break in the line on the chart, if the PCT(s) have data for other years. In the bar chart and box plot, the PCT(s) in question are omitted.

What can I do if the data for these indicators seems wrong?

You can work with your local information department and the details of the indicator to understand where the data comes from and how the indicator is calculated. Missing data should be submitted via the standard process required by the data source.

If you believe there is a problem with an indicator or for any other concerns please contact The NHS Information Centres contact centre at enquiries@ic.nhs.uk or by calling 0845 300 6016.

Other

What can the Contact Centre help me with?

The NHS Information Centre's Contact Centre can provide users with support for registering and using the WCC Data Packs and other NHS IC products and services.

They should be your first contact for any issues with registering or accessing this service, however they may on some occasions need to refer your enquiry to other specialist teams, in which case your query may not always be resolved immediately.

How can I suggest improvements for future versions?

Please make any suggestions via the WCC Data Packs mailbox at wccdp.support@ic.nhs.uk.