

SHS Reporting & EMIS Training Services

Background

As Symphony Healthcare Services (SHS) has grown to incorporate a number of practices it became clear that there was a need for a more accurate and standardised reporting system. With this in mind the Data Services Team was established in 2018 to centralise all of the Enhanced Service (ES) reporting with the aim of streamlining our reporting processes and improve our income.

Currently the Data Services Team supports 10 practices across Somerset with a combined list size of 82,000 patients. For those practices integrated within SHS the Data Services Team is responsible for:

- All enhanced service reporting
- Managing the EMIS Web clinical system, including interrogating EMIS data & developing templates and protocols to support accurate data entry
- Coding & record keeping advice and training
- Providing audits relating to enhanced services

In the 18 months since the Data Services Team was established it has been able to make significant improvements to the accuracy of claims being made, as well help practices identify services where they have potential to increase their income. Using the tools and expertise developed during this time the Data Services Team is now in a position to be able provide the following range of services to practices outside of SHS.

Our Services Outlined

Service	Description	Cost
ES Claims	This service is for the Data Services Team to submit the monthly & quarterly ES claims on behalf of a practice as they currently do for SHS practices. They would also provide feedback to practices on any coding mistakes identified.	£50 p/h + VAT
ES Health Check	This service validates ES claims to identify any missing income not claimed for services that have been delivered.	£500 + VAT
EMIS consultancy & training	Provide training on any area of EMIS and data analysis consultancy for related projects.	£400 for six hours or £70 p/h + VAT

Detailed Service Breakdown

Service 1: Enhanced Service Claims

The SHS Data Services Team can provide support with all enhanced service returns (CQRS, Somerset CCG DES returns & child immunisation services on Open Exeter). This would include reporting results, fixing common coding mistakes and working with a practice to improve their data capture. One of the key aims of this service would be to help practices improve their income and record keeping. The Data Services Team can offer this as a long term solution to enhanced service reporting or as short term cover for sickness or maternity leave.

Service 2: Enhanced Services Health Check

This service validates a practices claims to ensure that income is not going missing by not claiming for services that have been delivered. This will allow practices to assess how their current processes for claiming services are working and provide peace of mind that no income is being missed. The Data Services Team can install and run a suite of searches to provide an initial report. These searches will then be left with the practice so they can use them for the rest of the year.

Please note that the searches are based on the latest criteria available, if the criteria changes mid-year, the searches would need to be amended at an additional cost that would vary depending on the complexity of the changes. The best time to use this service is after the first quarter claims have been made as the Data Services Team can then validate the claims made so far and the practice can use the searches for the rest of the year.

Service 3: EMIS Consultancy & Training

The Data Services Team are able to provide a whole range of training and consultancy options covering all areas of using the EMIS Web clinical system. This could range from a group training session on a specific area of EMIS Web to developing searches for a specific project that the practice is working on.

The training differs from that provided by EMIS in that the members of our team have many years' experience in using EMIS Web in a primary care setting and can therefore tailor the training to demonstrate real world scenarios.

This offer is also available for PCNs if there is a common area of EMIS that all the practices would benefit from training on or a PCN project where data analytics and reporting support is required.

Why Use Us?

- All profits go back into the local health system and sustaining Primary Care in Somerset.
- Hands on support from a team that are working in primary care.
- Agile working and open to new ideas – if there is something EMIS/data analysis related that doesn't fit exactly with our current services we are open to developing this with practices.
- Connections within the wider Somerset NHS system. Our connections with YDH, the CSU and the CCG allow us to link projects and access a range of data not usually available to practices.
- Experience of working with a range of practices of all different sizes, skill mixes and levels of EMIS & ES reporting knowledge.

Data Security and Governance

To be able to provide these services in an effective manner the Data Services Team would require access to EMIS, including access to patient data to be able to validate claims and ensure that searches are working correctly. With this in mind we provide a data sharing agreement to practices to outline roles and responsibilities of each party.

Contact Us

If you would like to know more about our services please email us at SHS.AdminTeam@ydh.nhs.uk or call 01935 383166.