Oxfordshire Clinical Commissioning Group launches innovative GP Feedback project supported by Datix software

Submitted by: PR Artistry Limited

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Oxfordshire Clinical Commissioning Group (OCCG) has recently launched a new GP Feedback project made possible by the flexibility and security of Datix patient safety software (http://www.datix.co.uk). The project went live in June 2012 after a series of road shows and within just three months, OCCG has received more than 800 responses from GPs offering constructive feedback and other pertinent information relating to the services they have commissioned directly from their local primary care trust (PCT). The hard evidence held in the Datix system is already being used to improve healthcare services across the county.

The use of Datix also supports the critical role that OCCG is playing in implementing the Government's long-term plans for a new health economy after PCTs and strategic health authorities (SHAs) are abolished in 2013. The move will give GPs more control and financial accountability over the care they provide to their patients.

NHS Oxfordshire, the county's primary care trust, first deployed Datix in 2008 and soon developed an effective web-based infrastructure to manage clinical incidents and risks across the organisation. When the PCT started to transition from provider to commissioner status in 2012 and the OCCG was created, the new consortium took the decision to invest further in Datix rather than spend additional time and cost searching for a new solution.

Tony Summersgill, Assistant Director of Quality, Oxfordshire Clinical Commissioning Group, commented, "We knew we could rely on the intuitive nature and highly configurable functionality of the Datix system. It can easily be customised to record, capture and analyse specific data at a very granular level. What is more, its pure simplicity makes it very attractive to users and ensures we can meet the daily pressures of a rapidly changing NHS organisation quickly and efficiently."

OCCG customised the original Datix system to meet the needs of the new commissioning group, mirroring the various organisational structures of OCCG's main providers, both in the public and private sector. At the same time, it was mindful of seamlessly integrating data relating to all incidents and clinical risks across the provider groups back into OCCG. This approach ensured a high level of business continuity, giving NHS Oxfordshire and OCCG the confidence to identify trends and address potential patient safety and care issues swiftly during the critical transition period.

The new Datix GP Feedback system is available to over 600 GPs to provide the hard evidence OCCG needs to make changes to patient care. For example, poor performance can now be tracked accurately back to specific providers and improvement plans implemented or services redesigned where necessary.

Jonathan Hazan, Chief Executive of Datix, concluded, "The changing NHS landscape has put new pressures on NHS organisations to meet ambitious targets during a time of political and economic upheaval. Our flexible, highly scalable solutions enable organisations like the OCCG to address the challenges of the new health economy with complete confidence. We also anticipate that evidence based on statistics rather than anecdotes will truly empower GPs, giving them greater control over the delivery and funding of the

services delivered to their patients in the future."

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About Oxfordshire Clinical Commissioning Group
The Oxfordshire Clinical Commissioning Group (OCCG) is a new consortium of Oxfordshire GPs focused on developing a county-wide model to implement the Government's long-term plans for the NHS after primary care trusts (PCTs) and strategic health authorities (SHAs) are abolished in 2013.

OCCG underlines the more active role GPs will have in coordinating patient care and acting as advocates for their patients. It will give groups of GP practices more financial accountability with a far greater emphasis on patient care rather than simply meeting targets. It is anticipated that reduced bureaucracy will lead to a healthier population with the delivery of high quality, cost-effective and sustainable care.

The organisation is responsible for the planning and securing of local healthcare services in the community and for funding local hospital treatment.

For more information, please visit: www.oxfordshireccg.nhs.uk

About Datix
Datix has been a pioneer in the field of patient safety since 1986 and is today the leading supplier of software for patient safety, risk management, incident and adverse event reporting. Datix aims to help healthcare organisations build a culture and practice that drives excellence in patient safety. It recruits and retains people committed to the healthcare sector and continually invests in its software and services to ensure that it integrates best practice and learning.

Datix is focused on the health and social care sector. Its customers include public and private hospitals, primary care providers, GP surgeries, mental health and ambulance service providers. Its clients also include organisations delivering care home and domiciliary care services. Within the UK this includes more than 70% of the National Health Service. Internationally the Datix client base is growing rapidly and includes large scale deployments in Canada and the USA as well as clients in Europe, the Middle East and Australia.

Datix is headquartered in London, United Kingdom. To learn more, visit www.datix.co.uk or call +44 (0)20 8971 1971

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