



Dental Services

NHS Dental Services

E Reporting Good Practice Guide

Dashboards - Content

Supporting the NHS, supplying the NHS, protecting the NHS

NHS Dental Services is a service provided by the NHS Business Services Authority



Dashboards - Headlines Screen

Provides key performance indicators about overall performance

PCO ACTIVITY @ Jul/10

Help?

	Contracted 10/11	Delivered 10/11	% Delivered
UDA	517,295	145,325	28%
UOA	21,575	8,950	41%

Fig 1. Table illustrating contracted against delivered activity (PCO level)

Activity commissioned and delivered across all GDS & PDS contracts

Pattern of UDA delivery across the PCO. Illustrate delivery in the current and previous financial years as well as a line that models delivery at a constant rate over the twelve months from April.

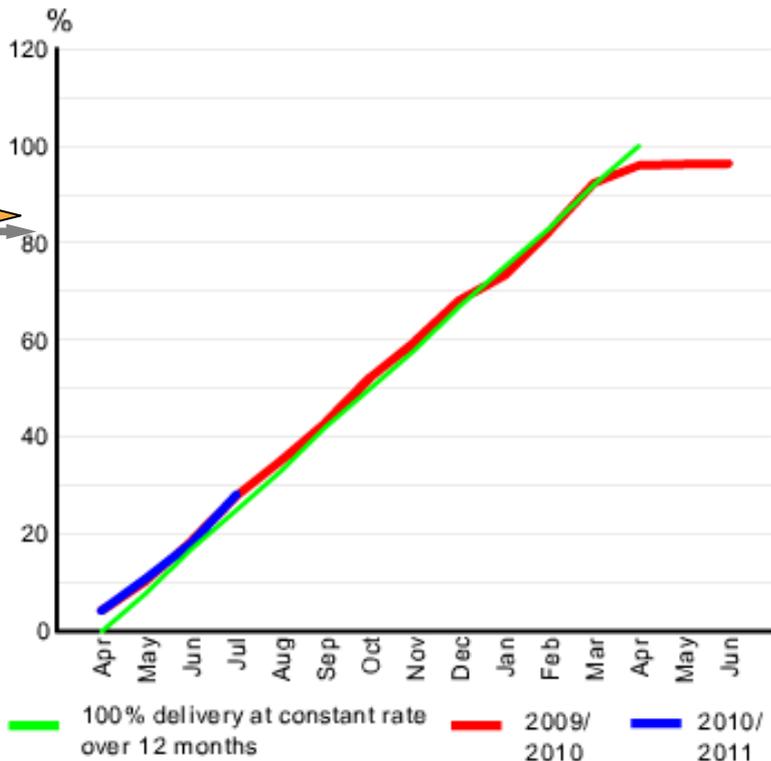


Fig 2. Chart illustrating UDA delivery pattern for the current and previous year



Dashboards - Headlines Screen

Number of patients seen in the previous 24 months to report on access within a PCO

Quarterly trend analysis for the PCO as a whole and broken down for adult and child patients

PCO ACCESS @ Jun/10 Help?

24 Month Access Change since March 06

173,443 32% ●

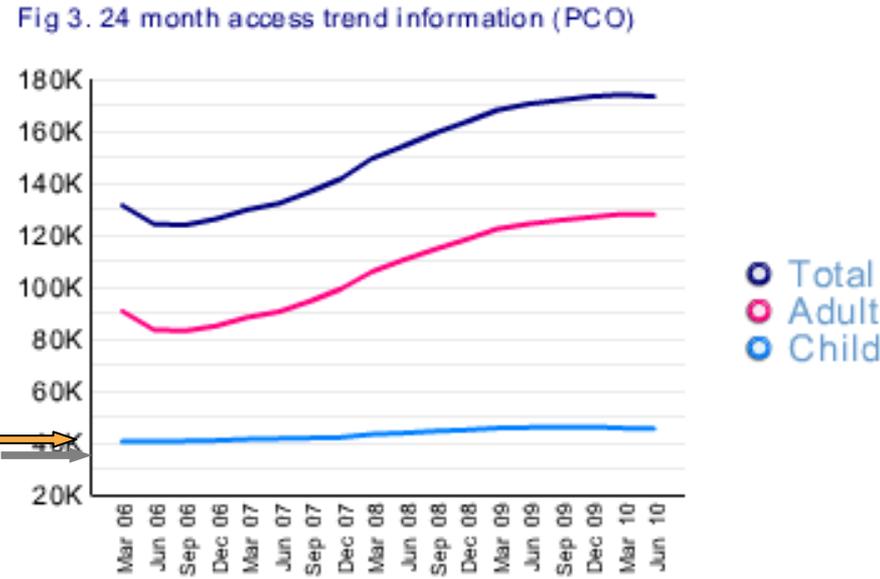


Fig 4. Chart illustrating the trends in 24 month access since March

PCO CONTRACTS @ Jul/10 Help?

Baseline contracts value	£14,240,851
General Contracts	102
Orthodontic Contracts	8
Mixed Contracts	1
Providers	88
Performers	224

Fig 5. Contract summary information (PCO level)

The current position is referenced to the position at March 2006 when the new NHS dentistry contracts were introduced.

Overview of the contract position for the PCO



Dashboards - Activity Screen

Users can navigate within this screen from high level PCO information to more detailed contract level information on key performance indicators related to activity

CONTRACT UDA DELIVERY PROFILES @ Jul/10

Help?

10/11 UDA delivered by all contracts: 28%

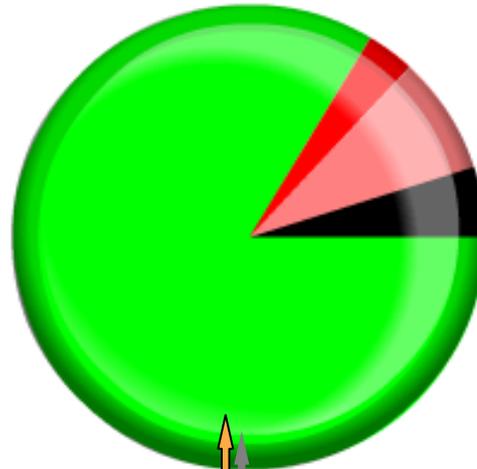


Fig 1. Chart illustrating UDA delivery levels

Contracts

- Within normal range(51)
- Risk of under delivery(2)
- Risk of early delivery(5)
- No activity(3)

Pie Chart groups contracts using comparisons between the current contract delivery position and the previous year's activity delivery profile

Click on a segment of the pie to see details of the contracts that fall into that group

Contracts divided into 4 groups:

- 1.within the normal range
- 2.risk of early delivery at the year end
- 3.risk of under delivery at the year end
- 4.no activity

The number of contracts in these groups are shown in brackets.



Dashboards - Activity Screen

CONTRACT UDA DELIVERY PROFILES @ Aug/10 Help?

10/11 UDA delivered by all contracts: 36%



Contracts

- Within normal range(49)
- Risk of under delivery(3)
- Risk of early delivery(6)
- No activity(3)

Click on a segment of the pie to see details of the contracts that fall into that group

Fig 1. Chart illustrating UDA delivery levels

A table will then be populated with information on these contracts

Contract	Provider Name	Contracted	Delivered	%
1		72	7200	100%
1		425	42540	100%
11,550		5,461		47%
9,280		4,162		45%
9,242		4,609		50%
7,616		4,066		53%

You can sort a table in a dashboard by clicking on the heading

Fig 2. Table showing summary information for contracts included in the category selected in Fig 1.

In this example we can see that 2 contracts have very high % delivered due to the low numbers of contracted UDA. Therefore may want to check that the contracted UDA for that contract has been entered correctly on POL

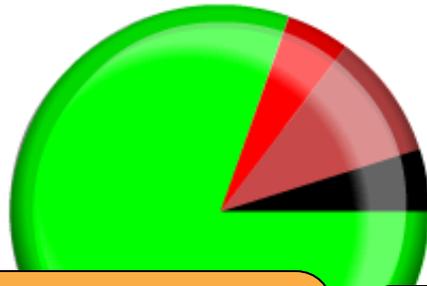


Dashboards - Activity Screen

CONTRACT UDA DELIVERY PROFILES @ Aug/10

Help?

10/11 UDA delivered by all contracts: 36%



Contracts

- Within normal range(49)
- Risk of under delivery(3)
- Risk of early delivery(6)
- No activity(3)

By clicking on a contract number in the table

Details of that contract are shown

Contract	Provider Name	Contracted	Delivered	%
1		72		7200%
1		425	42540	
11,550		5,461		47%
9,280		4,162		45%
9,242		4,609		50%
7,616		4,066		53%

Fig 2. Table showing summary information for contracts included in the category selected in Fig 1.

SUMMARY INFORMATION @ Aug/10

Help?

Baseline contract value	£14,147,124
2011 Contracted general activity (UDA)	519,694
Carry forward general activity (UDA)	0
2011 Contracted orthodontic activity (UOA)	21,575
Carry forward orthodontic activity (UDA)	0

Fig 3. PCO level summary information

Name or company name	
Baseline contract value	£12,463
Contract type name	PDS Contract
Purpose of contract	General
Contract start date	01/07/2007
Contract end date	30/04/2010
2011 Contracted general activity (UDA)	1
2011 Contracted orthodontic activity (UOA)	0

Fig 4. Contract level summary information

In this example we can see that this contract ended in April 2010 & had only 1 contracted UDA for 2010-11, despite having a contracted value of £12k



Dashboards - Access Screen

Users can navigate within this screen from high level PCT/LHB information to more detailed contract level information for key performance indicators about access to NHS dentistry contracts in their area.

The graph shows a trend overview of the 24 month access for the PCO. This is then compared to March 2006 and planned access (PCTs only) that was reported by PCTs to the Department of Health.

PCO ACCESS TREND @ Jun/10 [Help?](#)

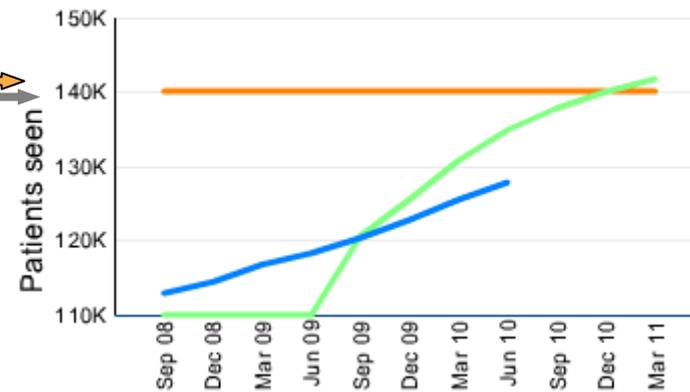


Fig 1. 24 month access (actual and projected for 2011)

Plan — Actual — Mar 06 —

PCO ACCESS RATE @ Jun/10 [Help?](#)

PCO	SHA	Range of PCOs in SHA		National
		Low	High	
43%	52%	24%	67%	56%

Fig 2. PCO Access rate based on 24 month access count

24 month access figures against ONS population data & comparison to the SHA and National rates



Dashboards - Access Screen

FP17s FOR NEW PATIENTS @ Aug/10 Help?

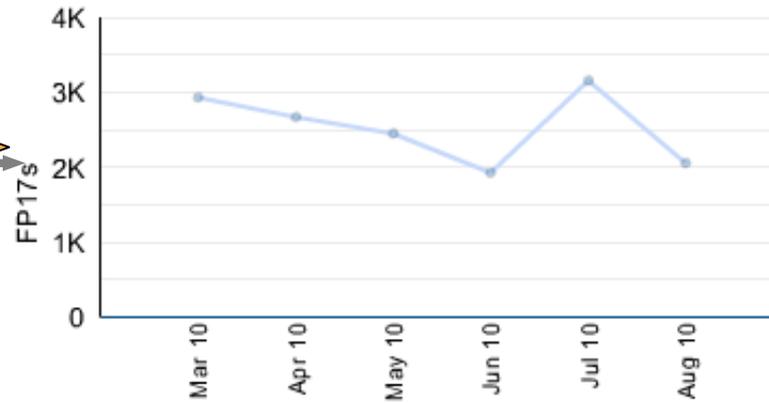


Fig 3. FP17s for new patients via PCO since 201003

Show data in Figs above and below since:

Contract	FP17s for New Patients since 201003
	1,138
	995
	964
	698
	697

Fig 4. Contract breakdown of FP17s for new patients via PCO, since 201003

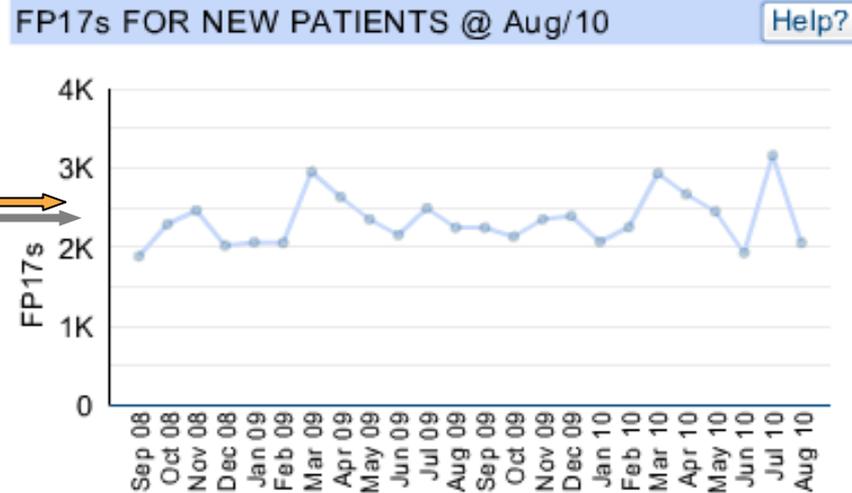
The graph shows the pattern of FP17s for new patients for the PCO over time.

Numbers shown for each contract.

You can sort a table in a dashboard by clicking on the heading



Dashboards - Access Screen



The graph will change to reflect the changed time period selected

Fig 3. FP17s for new patients via PCO since 200809

Show data in Figs above and below since: 200809

Contract	FP17s for New Patients
	4,206
	4,203
	3,068
	2,614
	2,556

201003
200809
200810
200811
200812

Show as graph Show contract details

Fig 4. Contract breakdown of FP17s for new patients via PCO, since 200809

The contract data will change to reflect the changed time period selected.

You can select a longer time period by clicking here



Dashboards - Access Screen

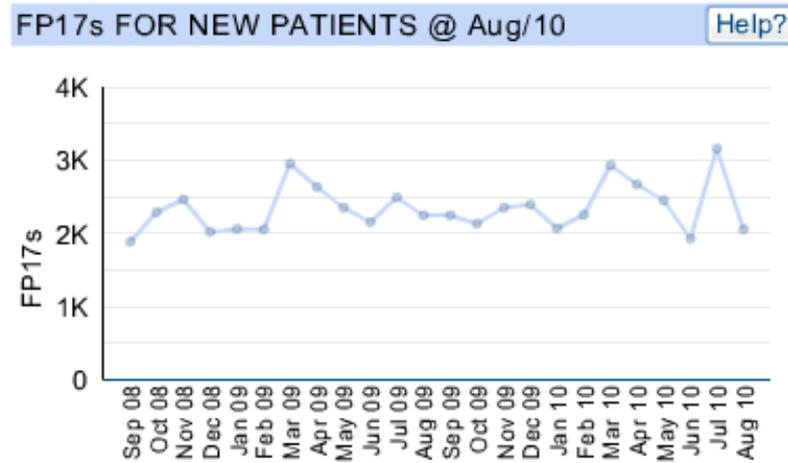


Fig 3. FP17s for new patients via PCO since 200809

Show data in Figs above and below since:

Contract	FP17s for New Patients since 200809
10226/0001	4,206
115681/0001	4,203
822299/0001	3,068
333182/0001	2,614
853224/0001	2,556

Fig 4. Contract breakdown of FP17s for new patients via PCO, since 200809

Select a contract by clicking on a contract name or value in the table.

The highlighted contract will be shaded blue

Clicking on Show Contract Details, to see Access details for that specific contract



Dashboards - Access Screen

CONTRACT 24 MONTH ACCESS @ Jun/10 [Help?](#)

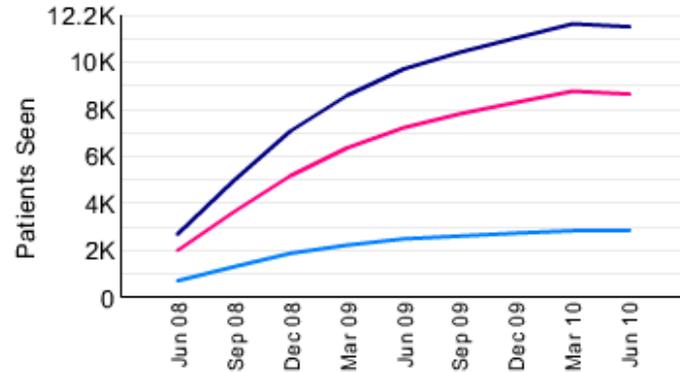


Fig 7. Chart illustrating the trends in 24 month access
Total — Adult — Child

FP17s FOR NEW PATIENTS @ Aug/10 [Help?](#)

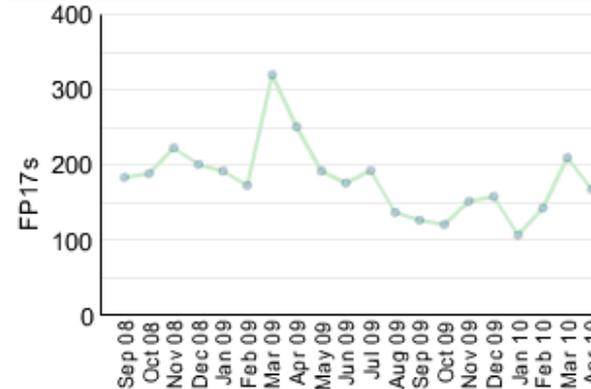


Fig 6. FP17s for new patients via this contract since



You can now view details of a particular contract that may be of interest or concern

CONTRACT SUMMARY @ Aug/10 [Help?](#)

Name or company name	
Baseline contract value	£957,167
Contract type name	GDS Contract
Purpose of contract	Both
Contract start date	01/04/2008
Contract end date	
2011 Contracted general activity (UDA)	34,111
2011 Contracted orthodontic activity (UOA)	2,138

Fig 5. Contract level summary information

Contract	FP17s for New Patients since 200809
	4,206
	4,203
	3,068
	2,614
	2,556

Buttons: Show as graph, Hide contract details

Fig 4. Contract breakdown of FP17s for new patients via PCO, since 200809

To select another contract just click on the contract number

To return to PCO information



Dashboards - Quality Screen

Users can navigate within this screen from high level PCT/LHB information to more detailed contract level information on nine key indicators of quality

PCO QUALITY METRICS @ Jun-10 Help?				
Quality Metric	Quantity	PCT	SHA	National
% of FP17s for the same patient ID Re-attending within 3 months	7,559	19.0%	19.9%	20.1%
% of FP17s for the same patient ID Re-attending between 3 months and 9 months	16,106	40.5%	37.2%	49.5%
% of FP17s for Band 1 Urgent Courses	2,773	10.3%	10.4%	8.1%
% of FP17s Relating to Free Repair or Replacements	160	0.6%	0.7%	1.0%
% of FP17s Relating to Continuations				
% of Patients satisfied with the dentistry they have received				
% of Patients satisfied with the time they had to wait for an appointment				
Average FP17s per patient				
% of FP17s where no clinical data recorded				

The table provides a PCO overview of nine quality metrics for the PCO, the SHA in which it is located and a national level

Fig 1. PCO quality metrics for latest period

Select a metric by clicking on the title, which will then be shaded blue



Dashboards - Quality Screen

Select a different metric in the table will change the graph and table below

PCO QUALITY METRICS @ Jun-10 Help?				
Quality Metric	Quantity	PCT	SHA	National
% of FP17s for the same patient ID Re-attending within 3 months	7,559	19.0%	19.9%	20.1%
% of FP17s for the same patient ID Re-attending between 3 months and 9 months	16,106	40.5%	37.2%	49.5%
% of FP17s for Band 1 Urgent Courses	2,773	10.3%	10.4%	8.1%
% of FP17s Relating to Free Repair or Replacements	160	0.6%	0.7%	1.0%
% of FP17s Relating to Continuations	499	1.9%	1.7%	2.2%
% of Patients satisfied with the dentistry they have received	1,369	91.7%	86.9%	91.5%
% of Patients satisfied with the time they had to wait for an appointment	1,283	85.9%	80.9%	86.3%
Average FP17s per patient	25,014	1.1	1.1	1.1
% of FP17s where no clinical data recorded	10,459	39.0%	33.0%	38.7%

Fig 1. PCO quality metrics for latest period

The graph shows quarterly values over the last 6 quarters for the metric selected

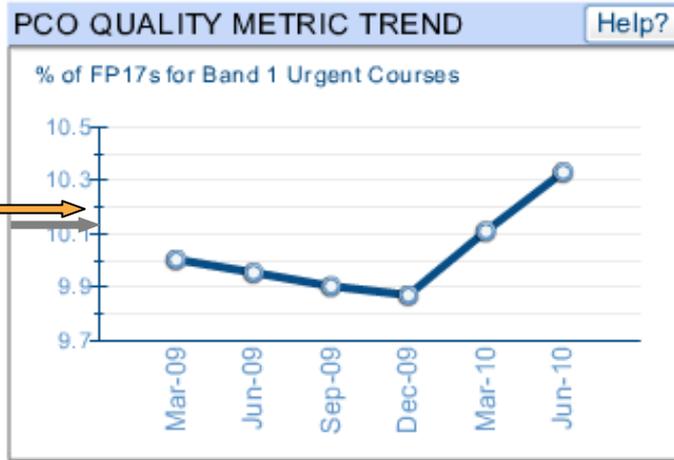


Fig 2. Trend for selected metric

CONTRACT BY QUALITY METRIC @ Jun-10		
% of FP17s for Band 1 Urgent Courses		
Contract	Name or Company Name	Selected Metric
		0.4
		9.7
		2.0
		9.5
		16.5
		0.0
		11.9

Data for the metric selected from Fig 1 is shown for each contract



If for example there has been a rise in one of the metrics for your PCO, you may wish to see if it is a gradually rising trend or occurred over one particular quarter and if so when



Dashboards - Quality Screen

CONTRACT BY QUALITY METRIC @ Jun-10

% of FP17s for Band 1 Urgent Courses

Contract	Name or Company Name	Selected Metric
		0.4
		9.7
		2.0
		9.5
		16.5
		0.0
		11.9

As with other screens, to select contract information, highlight the contract you want

Help?

Show contract details

Then click the button Show Contract Details



Dashboards - Quality Screen

CONTRACT /0001 QUALITY METRICS @ Jun-10 Help?

Quality Metric	Quantity	Contract	PCT	SHA	National
% of FP17s for the same patient ID Re-attending within 3 months	20	6.7%	19.0%	19.9%	20.1%
% of FP17s for the same patient ID Re-attending between 3 months and 9 months	194	65.3%	40.5%	37.2%	49.5%
% of FP17s for Band 1 Urgent Courses	1	0.4%	10.3%	10.4%	8.1%
% of FP17s Relating to Free Repair or Replacements	0	0.0%	0.6%	0.7%	1.0%
% of FP17s Relating to Continuations	10	3.9%	1.9%	1.7%	2.2%
% of Patients satisfied with the dentistry they have received	20	100.0%	91.7%	86.9%	91.5%
% of Patients satisfied with the time they had to wait for an appointment	14	70.0%	85.9%	80.9%	86.3%
Average FP17s per patient	258.0	1.0	1.1	1.1	1.1
% of FP17s where no clinical data recorded	163	63.2%	39.0%	33.0%	38.7%

The same data is shown for the selected contract

Fig 4. Contract quality metrics for latest period

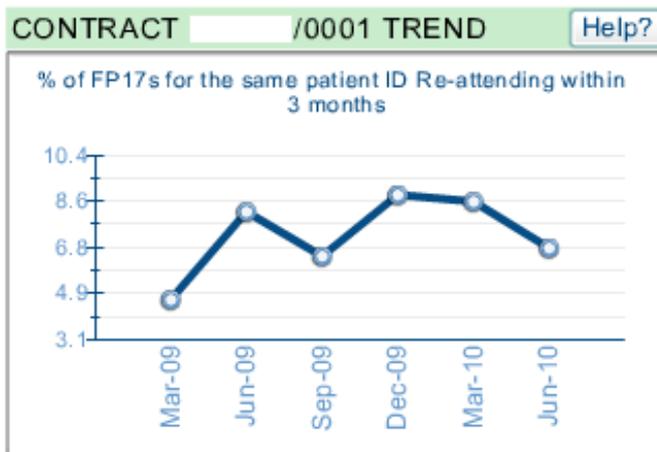


Fig 5. Contract Trend for selected metric

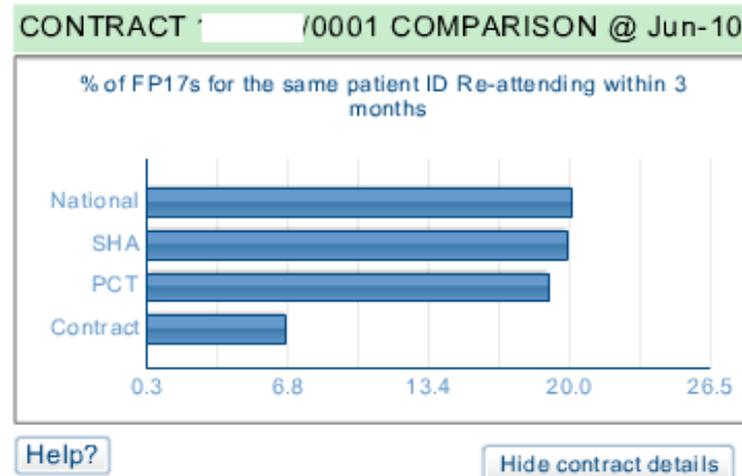


Fig 6. Contract comparison for selected metric latest period

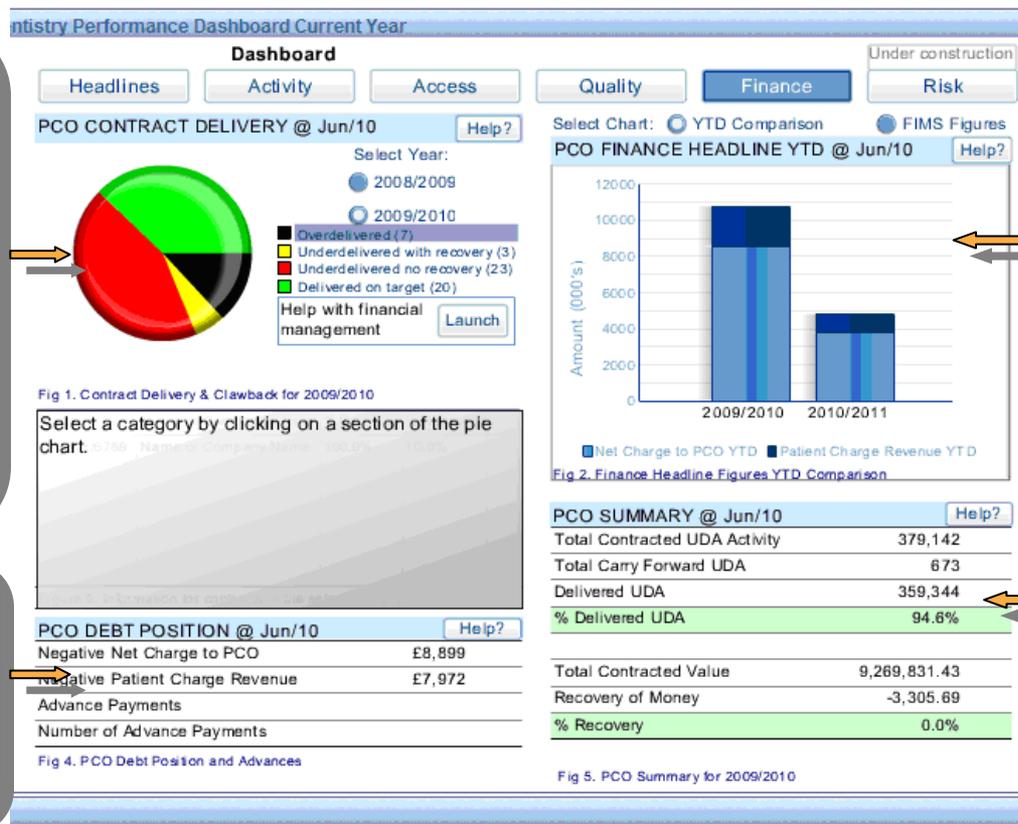
To return to PCO information, click here



Dashboards - Finance Screen

Users can navigate within this screen from high level PCT/LHB information to more detailed contract level information about the financial status of NHS dentistry contracts in their area.

Click on a segment of the pie to see details of the contracts that fall into that group of contract delivery



PCO headline information is shown in this graph

PCO level information shown in this table

The PCO debt position for the current month is shown

It is suggested that contracts that have under delivered but at present have no recovery (red segment) attached to them would be of concern



Dashboards - Finance Screen

Industry Performance Dashboard Current Year

Dashboard

Headlines Activity Access Quality **Finance** Under construction Risk

PCO CONTRACT DELIVERY @ Jun/10 [Help?](#)

Select Year:
 2008/2009
 2009/2010

- Overdelivered (7)
- Underdelivered with recovery (3)
- Underdelivered no recovery (23)
- Delivered on target (20)

Help with financial management [Launch](#)

[View PCO Summary](#)

Select Chart: YTD Comparison FIMS Figures

PCO FINANCE HEADLINE YTD @ Jun/10 [Help?](#)

Amount (000's)

2009/2010 2010/2011

Net Charge to PCO YTD Patient Charge Revenue YTD

Fig 1. Contract Delivery & Clawback for 2009/2010

Contract No.	Name or Company Name	% Del UDA	% Recovery
		87.4%	4.7%
		83.1%	22.4%
		91.5%	8.5%

Figure 6. Information for contracts in the selected category.

CONTRACT DEBT POSITION @ Jun/10 [Help?](#)

Negative Net Charge to PCO	£0
Negative Patient Charge Revenue	£0
Advance Payments	£0
Number of Advance Payments	0

Figure 7. Contract Debt Position and Advances

CONTRACT SUMMARY @ Jun/10

Contract Number and Tag

Provider Company Name

Total Contracted UDA Activity	2400
Total Carry Forward UDA	
Delivered UDA	2199
% Delivered UDA	87.4%
Total Contracted Value	£47,387.30
Recovery of money	£2,209.66
% Recovery	4.7%

Figure 8. Contract Summary Year

Click here to switch to PCO level information

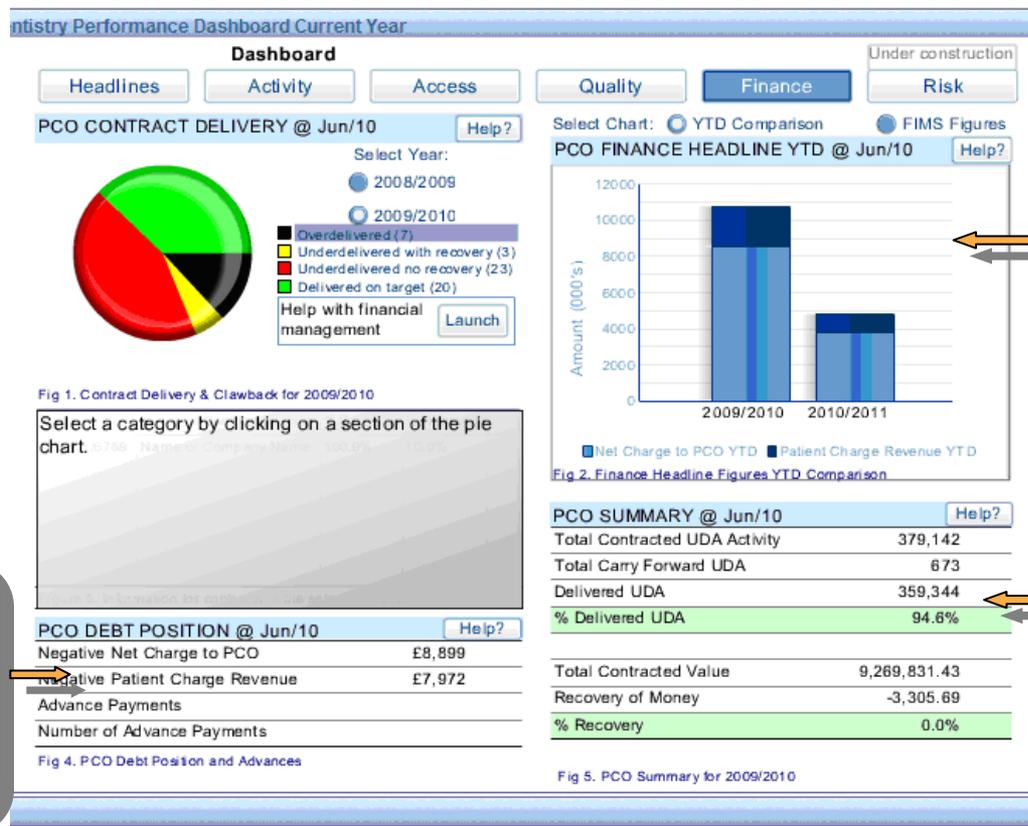
As with other screens, to select contract information, highlight the contract you want

To select another contract just click on the contract number

Details of that contract are shown



Dashboards - Finance Screen



PCO headline information is shown in this graph

The PCO debt position for the current month is shown

PCO level information shown in this table



Dashboards - Finance Screen

Use this toggle button to change the year you are interested in

CONTRACT DELIVERY @ Jun/10 Help?

Select Year:

2008/2009

2009/2010

- Overdelivered (7)
- Underdelivered with recovery (3)
- Underdelivered no recovery (23)
- Delivered on target (20)

Help with financial management Launch

View Contract Summary

Fig 1. Contract Delivery & Clawback for 2009/2010

Contract No.	Name or Company Name	% Del UDA	% Recovery
		87.4%	4.7%
		83.1%	22.4%
		91.5%	8.5%

Figure 6. Information for contracts in the selected category.

PCO DEBT POSITION @ Jun/10 Help?

Negative Net Charge to PCO	£8,899
Negative Patient Charge Revenue	£7,972
Advance Payments	
Number of Advance Payments	

Fig 4. PCO Debt Position and Advances

Use this button to see FIMS data

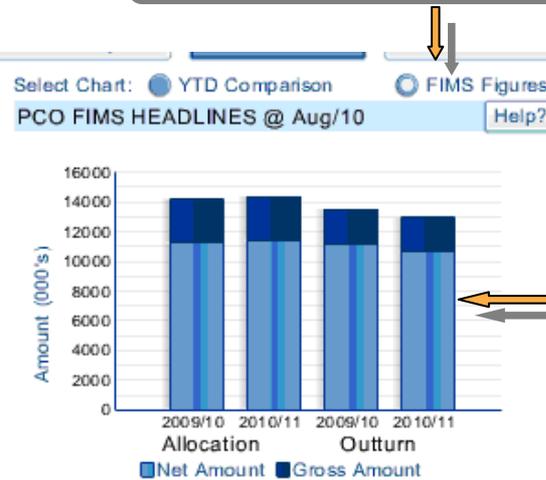


Fig 3. FIMS Headline Figures

PCO SUMMARY @ Jun/10 Help?

Total Contracted UDA Activity	379,142
Total Carry Forward UDA	673
Delivered UDA	359,344
% Delivered UDA	94.6%
Total Contracted Value	9,269,831.43
Recovery of Money	-3,305.69
% Recovery	0.0%

Fig 5. PCO Summary for 2009/2010

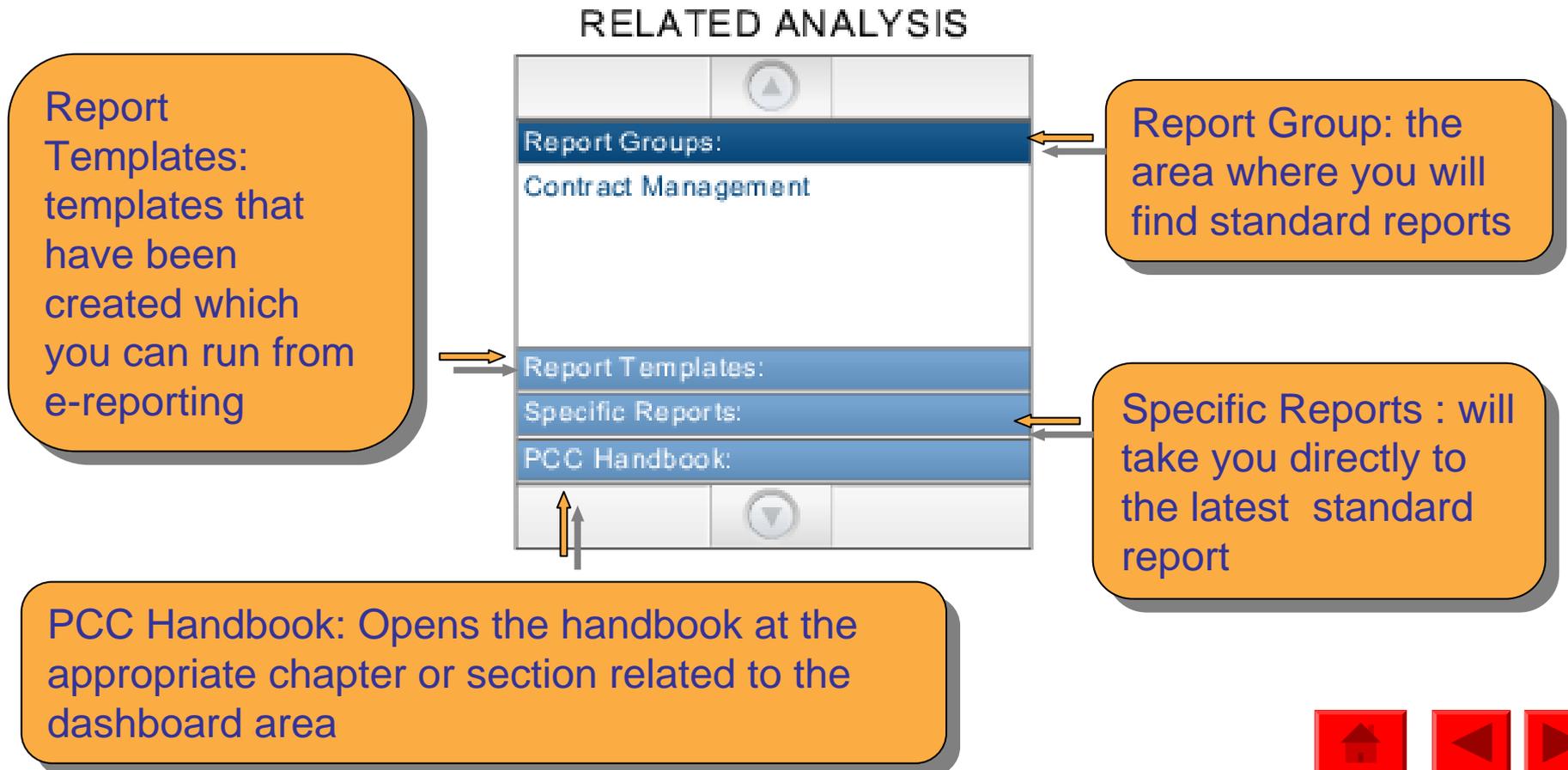
PCT FIMS information is shown here for both the current and previous financial years

PCO level information for the financial year is shown in this table



Dashboards

! Don't forget that each dashboard screen has Related Analysis attached to it which will lead to specific reports and templates related to the data shown

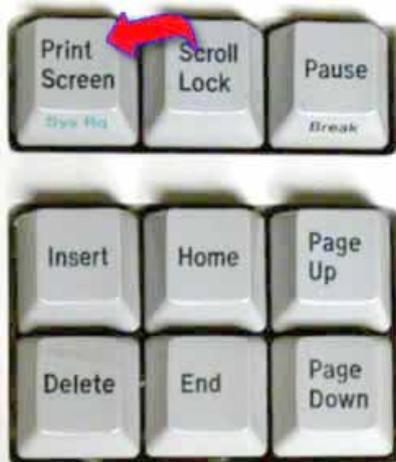


Dashboards

Dashboards are a visual way to view high level information to help identify key performance information

They are not a report as such, therefore are not available to download

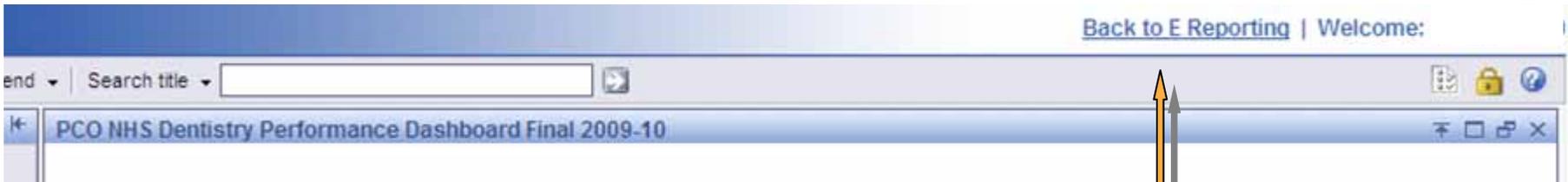
You can take a snapshot of a screen and copy it into a document



With the dashboard on screen press the print screen button on your keyboard, then in a word document paste the image and adjust accordingly



Dashboards



Click on [Back to E Reporting](#) to return to the homepage

