

Data Provision Notice

Wayfinder

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Background

The Health and Social Care Act 2012 (the Act) gives [NHS England](#) statutory powers, under section 259(1)(a), to require data from health or social care bodies, or organisations that provide publicly funded health or adult social care in England, where it has been directed to establish an information system by the Secretary of State for Health and Social Care.

The data, as specified by NHS England in this published Data Provision Notice, is required to support a direction from the Secretary of State for Health and Social Care to NHS England. Therefore, organisations that are in scope of the notice are legally required, under section 259(5) of the Act, to provide the data in the form and manner specified below.

Purpose

The purpose of the Wayfinder programme is to develop and deliver a solution that enables people to access additional information from NHS Trusts about their elective care such as referrals, appointments, documents, questionnaires, test results, and wait times for care via the NHS account and its associated citizen-facing delivery channels such as the NHS App and NHS website. The main driver for this capability is the growing elective care waiting list and the need to keep people informed and empowered to manage their elective care pathway.

The Wayfinder Programme will focus to expand and enhance Patient-Facing Systems (in the first two phases, Patient Engagement Platforms (PEPs) specifically) and look to integrate them with the NHS App to provide more patient-centred care at local and national levels. Wayfinder will build a bridge between Patient-Facing Systems and the NHS App through the development of a Patient Care Aggregator (the “Aggregator”) to collate and surface information via API from Patient-Facing Systems and a management integration layer to link Patient-Facing Systems with the NHS App. This will realise the following ambitions:

- to create a more consistent user experience which increases accessibility, visibility and control for people on elective pathways through a single point of entry
- to expand the number of people making use of the benefits of Patient-Facing Systems by using the NHS App as a front door
- to present curated local information, contact details and guidance in the NHS App for people on elective care pathways.

Benefits

Target benefits of the Wayfinder service have been identified as:

- A single point of entry “front door” to Wayfinder services through the NHS App
- An enhanced and more consistent patient experience enabled by higher visibility of information and improved access to and control of their care
- Reduced Did Not Attend (DNAs) resulting in improved clinic utilisation which will ultimately result in improved Referral To Treatment (RTT) performance and reduced financial impact
- Reduced costs and administrative burden from communicating with patients from letters, text messages and translation, realised via:
 - SMS replacement with lower cost in-app messaging

- Reduced paper letters sent
- Reduced waiting times and decreased waiting lists
- Reduced carbon footprint
- Positive contribution towards the Elective Care Backlog Recovery Programme and its goals, enabled by the above target benefits

The programme will also provide a mechanism for gathering and consolidation of data and Key Performance Indicators (KPIs) from the NHS App, the Patient Care Aggregator, and Patient-Facing Systems for the purpose of NHS England service delivery improvement and optimisation, monitoring, business case and benefits case measurement and wider dissemination as needed.

Legal basis for collection, analysis, publication and dissemination

Collection and Analysis

NHS England has been directed by the Secretary of State for Health and Social Care under section 254 of the Health and Social Care Act 2012; to establish and operate a system for the collection and analysis of the information specified for this service. The direction and accompanying requirements specification are published on the NHS England website: <https://digital.nhs.uk/about-nhs-digital/corporate-information-and-documents/directions-and-data-provision-notices/secretary-of-state-directions/nhs-wayfinder-services-directions-2023>

This information is required by NHS England under section 259(1)(a) of the Health and Social Care Act 2012.

In line with section 259(5) of the Act, all organisations in scope, in England, must comply with the requirement and provide information to NHS England in the form, manner and period specified in this Data Provision Notice.

This Notice is issued in accordance with the procedure published as part of an NHS England duty under section 259(8).

Dissemination

NHS England shall exercise its power under section 261 of the 2012 Act to disseminate information, including the results of analyses, to the NHS Trusts which provided information under these Directions, in order to achieve the Purpose.

Planned dissemination will include:

- Support NHS Trusts, commissioners and policy teams, support strategies etc. at national, regional and provider level by making metrics available that can inform operational decisions and improve health outcomes
- Service usage metrics and data for Department of Health and Social Care (DHSC) and its associated bodies

Planned dissemination of data will be at an anonymous and summarised level, with no personally identifiable data shared.

Ad-hoc dissemination will include:

NHS England may disseminate data back to the NHS Trust which originally provided it, in identifiable or pseudonymised form, at the request of the NHS Trust to assist in resolving any technical or quality assurance issues.

Other dissemination of data may take place where required for purposes such as research or audit. Data shared for these purposes will be at an anonymous and summarised level, with no personally identifiable data shared.

Publication

Data collected under the Wayfinder Directions 2023 may be published via statistical charts and data dashboards. Any data published will be anonymous and summarised, with no personally identifiable data shared.

Transparency

NHS England is collecting personal data from NHS Trusts through this collection. NHS England has a legal duty to provide transparency information under UK GDPR about the data collected under this data provision notice. Requests for data dissemination will be evaluated based on purpose, legal basis, cyber security, and other considerations set out in the transparency notice. NHS England may also seek advice from the Advisory Group for Data.

NHS Trusts use their patient facing websites for transparency purposes and should ensure that this collection is included within the available documents.

Persons consulted

Following receipt of a direction to establish a system to collect [enter name of collection], NHS England has, as required under section 258 of the Health and Social Care Act 2012, consulted with the following persons:

- Department of Health and Social Care, as directing organisation
- Internal teams within NHS England, including the NHS App team, data teams, elective recovery team (responsible for the Waiting List Minimum Data Set) and My Planned Care.
- Patient-representative groups, via user research and testing
- NHS Trust representatives as part of design and during onboarding.
- Government Digital Service: An Alpha assessment was completed 16th June 2022 and Beta assessment 28th March 2023
- The Data Alliance Partnership Board (DAPB), established as part of a system-wide information and technology governance model. The DAPB acts with delegated authority from the Secretary of State as the main governance route through which all data collections and standards requirements are agreed and priorities assigned.

Scope of the collection

Under section 259(1)(a) of the Health and Social Care Act 2012, this Notice is served in accordance with the procedure published as part of the NHS England duty under section 259(8) on the following persons:

- NHS Trusts which have a Patient-Facing System that has onboarded to Wayfinder

Under section 259(5) of the Health and Social Care Act 2012 the organisation types specified above must comply with the Form, Manner and Period requirements below.

National Data Opt Out would apply to Wayfinder if personal data were to be shared. However, no personally identifiable data will be shared or disseminated by Wayfinder. Only aggregated (anonymous) summary data will be shared / disseminated.

Form of the collection

The structure of data collection from Trusts comprises the following features:

- NHS Numbers
- Appointment metadata
- Document metadata
- Questionnaire metadata
- Data for management information (at an aggregate and individual patient level)

Details are published online:

- Requirements Specification for the NHS Wayfinder Services Direction 2023
- [NHS Digital API Catalogue](#) (see schema details for those APIs in the catalogue that reference *Patient Care Aggregator*)
- [Reporting requirements](#)

Note that patient level information is included in the collection.

Manner of the collection

The mandatory collection of NHS Numbers will be sourced from Trusts' Patient-Facing Systems (e.g., PEPs) that have successfully onboarded to Wayfinder. As these systems will already process relevant NHS Numbers on behalf of controlling Trusts (for non-Wayfinder purposes) there is no additional burden on Trusts to share data.

Patient-Facing Systems submit data to NHS England via national APIs. All data in transit (API calls) are encrypted using the industry-standard HTTPS protocol.

Details of how a Patient-Facing system Onboards to Wayfinder are published online:

- [Integrating a secondary care booking system with the Patient Care Aggregator](#)

Information regarding Trusts that are live with Wayfinder is also published online:

- [NHS App features - NHS Digital](#)

Period of the collection

This is an ongoing data collection for those Trusts with Patient-Facing Systems that have onboarded to Wayfinder and are “live” with the relevant feature.

The collection start date for other Trusts will be as follows:

- NHS Numbers – the later of the following two dates: (i) the publication date for the NHS Wayfinder Services Direction 2023 or (ii) the date the Trust goes live with a PEP that has onboarded to Wayfinder
- Appointment metadata – the date the Trust goes live with this feature on their Patient-Facing System that has onboarded to Wayfinder
- Document metadata – the date the Trust goes live with this feature on their Patient-Facing System that has onboarded to Wayfinder
- Questionnaire metadata – the date the Trust goes live with this feature on their Patient-Facing System that has onboarded to Wayfinder
- Data for management information (at an aggregate and individual patient level) – the date the Trust goes live with this feature on their Patient-Facing System

Submissions are handled automatically by the Patient-Facing Systems that have onboarded to Wayfinder. Submissions are generally in real-time, with the exception of management information that is supplied monthly.

Data quality

The supplier solution onboarding process includes quality assurance of live production data statistics, integration, end to end testing and live service proving in advance of patient service users accessing new solutions. These assurance checks identify quality defects with data and other aspects of the prospective live service so they can be corrected in good time.

Ongoing Service Management governance processes monitor the application of business rules to the flow of data and manage incidents arising as a result of data quality issues.

Burden of the collection

Steps taken by NHS England to minimise the burden of collection

NHS England has a statutory duty under section 253(2) of the Act to seek to minimise the burden it imposes on others. In seeking to meet these obligations in relation to this collection, NHS England has:

- Engaged Patient-Facing System suppliers as the primary source of data because these data processors can prepare technical integration needed for sharing patient-facing data to the NHS App with minimal impact to their data controllers (Trusts)
- Setup a dedicated Deployment team that supports Trusts in joining Wayfinder, providing advice and guidance for the successful implementation of Wayfinder features
- Developed central communications materials that may be re-used locally by Trusts

- Prepared an Information Governance specific information pack for IG leads
- Provided peer support through webinars and local networks

In addition, in support of its obligation under 265(3) of the Act, NHS England has an assessment process to validate and challenge the level of burden incurred through introducing new information standards, collections and extractions.

This process is carried out by the Data Standards Assurance Service (DSAS) which assures burden assessment evidence as part of the overarching Data Alliance Partnership Board (DAPB) approval process. The DAPB, acting under authority of the Secretary of State, oversees the assurance, approval and publication of information standards and data collections for the health and social care system in England.

Assessed costs

The associated burden of the data collection is:

Burden on providers	£10,000	Year 1 costs (including set up costs)
Burden on providers	£ nominal	Year 2 and ongoing annual costs