

Statement of Administrative Sources



for health and social care

Annex A: Information on administrative source

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| Enquiries | Please contact the NHS Information Centre (NHS IC) Contact centre Telephone: 0845 300 6016 and email: enquiries@ic.nhs.uk |
| Name of Administrative Source | KO41B GP and Dental Written Complaints |
| Section 1: Collection | <p><i>Please give a short explanation of the processes through which the system's underlying 'raw data' are captured.</i></p> <p>Written complaints about GP and Dental made by, or on behalf of, patients, are recorded and reported to Primary Care Trusts (PCTs). Written complaints include those either made in writing, or originally made verbally and subsequently recorded in writing. Complaints are categorised by service area and subject of complaint. Aggregate data is collected on an annual basis using the NHS IC's Omnibus Survey tool. Various online validation rules need to be passed before the submission is accepted. Upon submission the data are captured in the NHS IC's SQL database from where further offline validation is performed.</p> |
| Section 2: Quality assurance | <p><i>Please give details of any arrangements for auditing the quality of administrative data from this system which is used for statistical purposes</i></p> <p>Validation is carried out upon submission within the NHS IC's Omnibus Survey system. Further offline validation is carried out after submission.</p> |

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| Section 3: Application | <p><i>Please give a description of each of the main applications/uses to which the administrative or management data are put before they are transformed into official statistics</i></p> <p>Data are used locally for management purposes.</p> |
| Section 4: Access and Dissemination | <p><i>Please provide a summary of the arrangements put in place for sharing and disseminating the administrative/management data during the period before they are converted into Official Statistics</i></p> <p>The data is collected from suppliers annually, validated, and then shared internally with the NHS IC Workforce and Facilities team for analysis.</p> <p>NHS IC Statistical Governance policy available from www.ic.nhs.uk/publicationscalendar (then click on “Statistical Governance Policy”)</p> <p>NHS IC Freedom of Information process available from http://www.ic.nhs.uk/data-protection/freedom-of-information-foi/guide-to-information/our-policies-and-procedures (then click on “Freedom of Information Process”)</p> <p>Link to National Statistician’s Guidance: Use of Administrative or Management Information http://www.statisticsauthority.gov.uk/national-statistician/guidance/index.html</p> <p>NHS IC Data Access and Information Sharing Policy available from http://www.ic.nhs.uk/data-protection/freedom-of-information-foi/guide-to-information/our-policies-and-procedures (then click on “Data access information sharing policy”)</p> <p>NHS IC Information Governance Legal Compliance Policy available from http://www.ic.nhs.uk/data-protection/freedom-of-information-foi/guide-to-information/our-policies-and-procedures (then click on “Information governance legal compliance”)</p> |

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| | Specify if shared Inside/Outside The NHS IC | The data is collected from suppliers annually, validated, and then shared within the NHS IC for analysis. |
| | Range | NHS IC Workforce and Facilities team |
| | Nature | QA, production,.Analysis and publication |
| | Timing | Shared within the NHS IC approximately one month prior to publication |
| Section 5: Non-statistical publication | <p><i>Please provide a summary of any exceptional arrangements put in place for placing the administrative/management data in the public domain during the period before they are converted into official statistics. If none, please state None.</i></p> <p>None</p> | |
| Section 6: Statistical publication | <p><i>Please provide a list of each of the 'Official' or 'National' statistics series derived from this system.</i></p> <p>Data on Written Complaints in the NHS</p> <p>NHS IC publications calendar: http://www.ic.nhs.uk/publicationscalendar</p> | |
| Section 7: Synergies | <p><i>Please provide a mapping which explains the relationship between any public manifestations of the administrative/management data, and any subsequent statistical releases or publications.</i></p> <p>None prior to publication</p> | |

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| <p>Section 8: Security/Data Protection arrangements</p> | <p><i>Please explain any additional arrangements for ensuring the security of statistical processes that draw on administrative data other than those listed below</i></p> <p>Relevant IG policies:</p> <p>NHS IC Statistical Governance policy available from http://www.ic.nhs.uk/publicationscalendar (then click on “Statistical Governance Policy”)</p> <p>NHS IC Small numbers Procedure available from http://www.ic.nhs.uk/publicationscalendar (then click on “Small Numbers Procedure”)</p> <p>ONS Confidentiality Guidance and working papers http://www.ons.gov.uk/about/consultations/closed-consultations/disclosure-review-for-health-statistics---consultation-on-guidance/</p> <p>NHS IC Freedom of Information process available from http://www.ic.nhs.uk/data-protection/freedom-of-information-foi/guide-to-information/our-policies-and-procedures (then click on “Freedom of Information Process”)</p> |
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