

## Statement of Administrative Sources



### Annex A: Information on administrative source

<b>Enquiries</b>	Please contact the NHS Information Centre (NHS IC) Contact centre Telephone: 0845 300 6016 and email: <a href="mailto:enquiries@ic.nhs.uk">enquiries@ic.nhs.uk</a>
<b>Name of Administrative Source</b>	KO41A HCHS Written Complaints
<b>Section 1: Collection</b>	<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 relating to hospital and community health services made by, or on behalf of, patients, are recorded by the Trusts and 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 Written complaints include those either made in writing, or originally made verbally and subsequently recorded in writing.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. Data is collected on an annual basis, aggregated by Trust, and submitted to the NHS IC via the Omnibus Survey tool. The online collection page contains various validation rules which must be cleared before the submission can be accepted. Data is captured on a SQL database and further offline validation carried out.</p>

Information provided is believed to be correct as of July 2010 and may be subject to change.

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<b>Section 2: Quality assurance</b>	<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, e.g. sense checks, summary validation, comparisons against other reference data (previous data returns), ring-rounds to confirm any anomalies, scrutinising breach reasons and a hierarchy of manual checking.</p>
<b>Section 3: Application</b>	<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 by Trusts and PCTs for management purposes. Once received and validated by the NHS IC's Omnibus team they are handed over to the NHS IC's Facilities and Workforce team to analyse and publish.</p>
<b>Section 4: Access and Dissemination</b>	<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 Workforce and Facilities team for analysis</p> <p>NHS IC Statistical Governance policy available from <a href="http://www.ic.nhs.uk/publicationscalendar">www.ic.nhs.uk/publicationscalendar</a> (then click on "Statistical Governance Policy")</p> <p>NHS IC Freedom of Information process available from <a href="http://www.ic.nhs.uk/data-protection/freedom-of-information-foi/guide-to-information/our-policies-and-procedures">http://www.ic.nhs.uk/data-protection/freedom-of-information-foi/guide-to-information/our-policies-and-procedures</a> (then click on "Freedom of Information Process")</p> <p>Link to National Statistician's Guidance: Use of Administrative or Management Information  <a href="http://www.statisticsauthority.gov.uk/national-statistician/guidance/index.html">http://www.statisticsauthority.gov.uk/national-statistician/guidance/index.html</a></p>

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	<p>NHS IC Data Access and Information Sharing Policy available from <a href="http://www.ic.nhs.uk/data-protection/freedom-of-information-foi/guide-to-information/our-policies-and-procedures">http://www.ic.nhs.uk/data-protection/freedom-of-information-foi/guide-to-information/our-policies-and-procedures</a> (then click on “Data access information sharing policy”)</p> <p>NHS IC Information Governance Legal Compliance Policy available from <a href="http://www.ic.nhs.uk/data-protection/freedom-of-information-foi/guide-to-information/our-policies-and-procedures">http://www.ic.nhs.uk/data-protection/freedom-of-information-foi/guide-to-information/our-policies-and-procedures</a> (then click on “Information governance legal compliance”)</p>	
	Specify if shared Inside/Outside The NHS IC	The data is collected from suppliers annually, validated, and then shared internally with the Workforce and Facilities team for analysis.
	Range	NHS IC Workforce and Facilities team
	Nature	Production, QA, Analysis and publication
	Timing	Shared with NHS IC Workforce and facilities team approximately one month prior to publication
<b>Section 5: Non-statistical publication</b>	<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>	
<b>Section 6: Statistical publication</b>	<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: <a href="http://www.ic.nhs.uk/publicationscalendar">http://www.ic.nhs.uk/publicationscalendar</a></p>	

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<b>Section 7: Synergies</b>	<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>
<b>Section 8: Security/Data Protection arrangements</b>	<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 <a href="http://www.ic.nhs.uk/publicationscalendar">http://www.ic.nhs.uk/publicationscalendar</a> (then click on “Statistical Governance Policy”)</p> <p>NHS IC Small numbers Procedure available from <a href="http://www.ic.nhs.uk/publicationscalendar">http://www.ic.nhs.uk/publicationscalendar</a> (then click on “Small Numbers Procedure”)</p> <p>ONS Confidentiality Guidance and working papers  <a href="http://www.ons.gov.uk/about/consultations/closed-consultations/disclosure-review-for-health-statistics---consultation-on-guidance/">http://www.ons.gov.uk/about/consultations/closed-consultations/disclosure-review-for-health-statistics---consultation-on-guidance/</a></p> <p>NHS IC Freedom of Information process available from <a href="http://www.ic.nhs.uk/data-protection/freedom-of-information-foi/guide-to-information/our-policies-and-procedures">http://www.ic.nhs.uk/data-protection/freedom-of-information-foi/guide-to-information/our-policies-and-procedures</a> (then click on “Freedom of Information Process”)</p>

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