

FAQs on BCF Q2 Reporting

Question 1: What should I do if the data for my Health and Wellbeing Board appears to be incorrect?

Answer

The data provided within the template is that submitted to the Better Care Support Team previously by the Health and Wellbeing Board. If any of this appears to be incorrect please let us know as soon as possible by emailing england.bettercaresupport@nhs.net .

The comment boxes within the template should be used for providing a narrative on performance or progress. Requests to revise previously reported data contained within comment boxes may not be picked up.

Question 2: On tab 8, row 10, we are unable to submit a response other than “yes” or “no” when asked to indicate which care settings can ‘speak to each other’. Is this correct?

Answer

Unfortunately the wording for this section is not very clear, but please use the wording from the guidance notes instead. As you say, these indicate more clearly the need for ‘yes/no’ answer. The wording from the guidance tab referred to is as follows:

In which of the following settings is an open API (i.e. systems that speak to each other) in place? (To select all of the following categories which apply (Y/N) – GP / Hospital / Social Care / Community / Mental health / Specialised palliative)

Question 3: Can you please clarify under Personal Health Budgets question: *How many local residents have been identified as eligible for PHBs during the quarter?* Do you require the total in Q2 or the total cumulative number from April to September, ie Q1 and Q2?

Answer

Please put in the total for Q2, not the cumulative total. This will enable the collection of comparative data from quarter to quarter.

Question 4: As well as personal health budgets for those with continuing care and mental health, our council also offers personal budgets for social care. Should we include these as well?

Answer

For the time being, the section is just for reporting on personal health budgets. The DH team have however said that in future, they are likely to ask for metrics on personal budgets in social care too – but for this time around, it's just health budgets.

Question 5: Please can you confirm any future dates that have been decided for quarterly returns from the Health and Wellbeing boards to the Better Care Support Team.

Answer

The BCF Operationalisation Guidance (<http://www.england.nhs.uk/wp-content/uploads/2015/03/bcf-operationalisation-guidance-1516.pdf>) sets out future reporting dates – also copied below:

- Q2: 27 November 2015 – for the period July to September 2015
- Q3: 26 February 2016 – for the period October – December 2015
- Q4: 27 May 2016 – for the period January – March 2016

Question 6: Why is the template showing data for Barking and Dagenham?

Answer

Please start by going to the cover tab (tab 1) and selecting your Health and Wellbeing Board. This will automatically update the data to that of the selected HWB.

Question 7: I am unable to put data or comments anywhere else on the spreadsheet other than in the yellow boxes?

Answer

In order for NHS England to process the information it is important that we have set areas in which you can enter data. If there is any additional information you wish to provide please send an email to ENGLAND.bettercaresupport@nhs.net. Please do not copy and paste data over these cells as it will break the information flow and prevent the data from flowing through.

Question 8: We are monitoring our non-elective performance using SUS but I am unable to provide SUS data for all the CCGs in our HWB?

Answer

Health and Wellbeing Boards who moved to SUS from MAR should have in place a method for collecting all the data required to effectively monitor performance against their

target for reducing Non-Elective Admissions. As the metric is linked to the Payment for Performance mechanism we would expect accuracy to be particularly important.

Commentary should be provided to explain where this has not been possible, or where it has been agreed by the HWB that it is not necessary (i.e. where the contribution from an out of area CCG is statistically important).

New questions: updated 17 November 2015

Question 9: Should the income and expenditure figures include non-paid Payment for Performance funds where these have actually continued to be invested in local NHS services?

Answer

The figures should be the actual amounts paid in and paid out of pooled budgets. Therefore if P4P targets are not met and the associated funds not transferred into the pooled budgets by the CCG(s), this should not be included in the figures. In this instance we would expect a commentary to be provided to explain the variance, and to provide commentary on how the unreleased funds have been spent.

Question 10: Our SUS data is continually refreshed throughout the year, and the template does not allow us to change retrospective data for Q1 to the correct figures. To address this issue would you be able to give some thought to allowing localities to refresh their activity data for all periods with each return or via an end of year return once SUS data for the year is confirmed?

Answer

We realise this can be an issue for both MAR and SUS data, but where possible we want to maintain a consistent set of nationally reported numbers from quarter to quarter as to minimise confusion. However we will consider individual requests to amend previously reported data on a case by case basis where the change is significant. Please detail any such cases by email to england.bettercaresupport@nhs.net

There will be a Q4 / year end submission due in May and we will consider whether that may be an opportunity to allow all areas to update previously reported figures.

Question 11: Should NEA activity be reported for all residents, or restricted only to residents registered with the BCF/HWB partner CCGs?

Answer

We expect a HWB to report on performance for all of its residents not just those registered with CCGs who are most closely aligned to the LA area, and therefore a member of the HWB.

Question 12: How would you expect P4P payments to be made in respect of sections of the local authority population registered with a CCG that is not a member of the local HWB?

Answer

P4P payments should be made in accordance with your agreed BCF plan, which covers the population of the whole LA / HWB area. Consideration should be given to arrangements for payment of P4P funds for the whole area during the development of your section 75 agreement which should detail how payments are made and by whom.

Questions on Personal Health Budgets section

Question 13a: Are we required to report on just new Personal Health Budgets for Q2 or on all PHBs from Q1 and Q2 together?

Answer

We would like you to just return data for Q2, where that is possible – not the cumulative figure for Q1 and Q2.

Question 13b: On Personal Health Budgets, we are struggling to attribute activity to Q2 only. For example if a person who becomes eligible in Q1 and is offered goes through the process and is finally approved in Q2, do we report them for Q2? Likewise, we have some that were approved in Q1 but are still not active in Q2.

Answer

Ideally, we would like you to just return data for Q2. The data for those that are 'eligible' for PHBs should include those who have been identified and offered a PHB, and those for whom the PHB might not yet be finalised and in place. If it is not possible to split new PHBs from those that are already in use, then an overall total for Q1 and Q2 will be acceptable.

Question 13c: The PHB question asks us to report on both those who are 'eligible' and 'offered' PHBs, but for us this is the same. How should we respond?

Answer

This is what we expected for some areas. Please complete both sections accurately to demonstrate that all those eligible are in fact being offered a PHB.