



THE GOOD NEWS

FREE WITH THIS ISSUE ... A CD CONTAINING THE NEW TRAINING AND MS ACCESS PROGRAMMES!

HERE AT LAST! The training CD and MS Access Database should be with this newsletter.

The training CD will allow you to choose a particular topic of the database and talk you through how to move around the screen and input data using a series of screen shots. We hope that this will help new users to become familiar with NACR or existing users to refresh on individual aspects.

The MS Access file also included on the disc makes interrogating your data much easier.

You export your data from the National Database into the MS Access database (you must have a copy of MS Access on your PC) and can select fields where you view your data.

If you want further copies or assistance in using the database contact Nerina or Corinna (01904 321326/321336)

Results of the First NACR Feedback Survey

A big thanks to everyone who gave up a bit of their time to speak to new team member Georgia about their experience with NACR.

Since last May, Georgia has been contacting NACR users to find out more about their views of the project.

Issues raised included: the data-entering process, access to your data, training, design of the database and the response of the York/CCAD teams to enquiries

A major concern for many users was the time required to enter the data (an issue also related to the lack of clerical support). Another was getting information back from their own data. Other problems were the perceived ambiguity of some definitions, the practicalities of questionnaires and cardiac rehabilitation phases.

Some of these concerns were historical in nature, and have already been fixed. A lack of response from the team in York has we hope, been overcome, since the recruitment of a larger team, the setting-up of electronic data sharing and/or referrals are both fully operational functions now for Lotus users.

The NACR project team has taken on board all your suggestions and is working towards improving the service in the ways described below.

Access to data / data analysis

Our statistician, Veronica, has had an enthusiastic response to the first batch of quarterly reports she is now sending to every programme automatically. You should be receiving these but let us know if you

are not or would like additional copies. Veronica is also happy to provide additional reports on other aspects of your data. BUT do please give her a couple of weeks warning if you want a special report.

Following criticism about a perceived focus on phase 3, our annual paper survey will now incorporate questions on all phases of rehab in an effort to better capture and *report* rehab activity across all phases.

Finally, try the MS Access database and let us know what you think. We will be improving it as soon as we get our feedback.

Training/support issues

Training sessions now take place monthly in York (future dates on page 2) and can be arranged at other sites across the country for a minimum of 15 people. We are also offering telephone training. Please contact Nerina (01904 321326) on all training issues.

There is a dedicated helpline and call tracking software installed for enquiries to York. The response time of technical support by the Helpdesk team at CCAD has also been greatly improved.

TRAINING DATES

Tuesday 14th October 2008
Monday 10th November 2008
Monday 8th December 2008
Tuesday 27th January 2009
Tuesday 24th February 2009
Tuesday 24th March 2009

Training courses are free of charge. They take place at the University of York, and run from 12-3.30pm with lunch provided. For further information or to book a place, please contact Nerina (01904 321326 or neo500@york.ac.uk)

FOR ALL ENQUIRIES ABOUT THE AUDIT

phone or email the NACR York Team on 01904 321326 (email neo500@york.ac.uk).

NACR contact info:

Helpdesk 01904 321326
Corinna Petre – *Project Manager* 01904 321336
Nerina Onion – *Information Officer* 01904 321326
Sally Baker – *Information Officer* 01904 321828
Georgia Mortzou -
Administrator 01904 321385
Stephanie Prady – *Research Fellow (Survey)* 01904 321359
Veronica Morton - *Statistician* 01904 321365

FOR TECHNICAL QUESTIONS ABOUT COMPUTERS AND IT

CCAD helpline
0845 300 6016, option 2

An extensive Explanation of User Fields document is currently being drafted, soon to be circulated to all users answering lots of questions relating to data collecting and quality. At the same time, and at users' request, a new NACR website has been drafted and is currently under construction.

Other issues

Finally, a number of users' suggestions regarding issues such as the archiving of past data, the elaboration of the list of Initiating Events, the updating of the medication list, count of patients, and the more efficient production of patient management documents (GP letters, discharge reports etc.) are currently under discussion with members of the project's Steering Group.

This year's feedback survey started off as an experiment and, as such, was rather casual in its structure. Due to the positive response on behalf of the users, as well as the insight it provided the NACR team, there are now plans for the feedback survey to become an annual event, and for it to be recorded in a more structured manner (e.g. with a proper questionnaire). More information to follow. In the meanwhile, if you would like to contact Georgia with any comments about this article or any of the issues it raises please email her at gm539@york.ac.uk or telephone: 01904 321385.

ANNUAL SURVEY

Included in this mailing is the Annual Survey for CR. For the last period we had a fantastic response rate, but not everyone was able to complete all the questions. This time we are aiming for greater accuracy that will represent the complete CR picture in the UK. If you have any questions about how to fill out the survey or you need more time to gather the information, please don't hesitate to contact us. Stephanie Prady slp505@york.ac.uk or 01904 132359.

REQUESTS FOR REPORTS

Although Veronica is more than happy to supply individual programmes with their own reports, please bear in mind that she is in demand! It would really help her if, when possible, you put in your request to her a couple of weeks before you need the information.

AND FINALLY ... You should have received a copy of the NACR Annual Report . If you have not, or would like additional copies, please contact Sally (sb52@york.ac.uk or 01904 321828).