

All New and Improved ...

The NACR team and the NHS Information Centre have used your suggestions to make the following improvements to the National Database:

1. *Quarterly reports available via the database:* anyone with a NACR login can now access their quarterly reports (Go to Analysis/Reports/Quarterly Reports, or open via the list of databases after login). We've just added Q1 for 2011, and Q1-4 are on there for 2010. Please remember that reports aren't 'live' – the data is taken at a fixed point – so if you've added further records since the download date for that quarter, the new records won't be counted on these reports. Please ensure you check these reports and if you think they are inaccurate, contact Corinna on 01904 321336 (corinna.petre@york.ac.uk)
2. *New discharge reports* – we launched these in March, and invited feedback with a view to revisiting and improving these in September. Many thanks to those of you that came back to us with comments – we've taken these on board, and the Information Centre is currently working on a new version which should be live in a couple of weeks.
3. *The NHS No. is now mandatory on NACR*, due to ECC requirements. If you are having problems with patients who don't have an NHS number, please contact Nerina (nerina.onion@york.ac.uk).

In addition:

- The Web version now has the facility to create letters and discharge reports for multiple patients rather than individually; and you can now delete patients and templates from the web if required.
- Data checks to help data quality: if you tick 'yes' for a phase you will be prompted to add a date; similarly if you put a start date for a phase, the 'yes' box will be completed automatically. Also, if you tick the Heart Manual as part of the menu/sessions, you will be reminded that NACR classifies this as Phase 3, and it will ask you to tick the Phase 3 box.
- New Initiating Event choice – MI with Heart Failure.
- New field for Treatment Date.
- Additional box to the phases – 'Elsewhere' – so you can record if you know that a patient has received a phase somewhere other than your service.

Web Speed—2 Additional Servers!

The poor speed of the web version has been a problem for some users since it started. The NHS Information Centre have suggested that by using two additional servers this could be improved.

Unfortunately we can't switch users to the server that is running fastest. So if it's slow or you want to give the web version a second chance:

- Please access the web as usual—via the link: <http://ncasp1.ic.nh.uk>
- If it is very slow try this link instead, <http://www.ncasp.org.uk>

Your login details will be the same for both links. If you have not used the web before contact Nerina (nerina.onion@york.ac.uk) for the relevant paperwork and password. All feedback gratefully received.

The Audit and the Campaign has really got things moving for CR. Following hot on the heels of the recent DH commissioning pack, NICE are about to release two more guides, one for cardiac rehabilitation and the other for heart failure. Both guides will stress the importance of audit and NACR as exemplar for rehabilitation, see them here:

<http://www.nice.org.uk/usingguidance/commissioningguides>

The Department of Health are finalising plans for a special tariff for interventions that reduce readmissions before 30 days. We've made the case that CR can do this, a final decision is yet to be made but if CR is to benefit we will need to rise to the challenge of offering assessment and rehab well within 30 days of discharge: as this year's NACR report shows, the median time is currently more like 50 days.

Online Register – are you using your free web page?

Don't forget that each CR programme has an entry on the CR register (www.cardiac-rehabilitation.net), which is a search facility for professionals and the public to access information on

rehab provision in your area. Each entry can be personalised with text and pictures about your programme; it is a completely free web page for your service! You just need a login to access the page—contact Nerina to get your details and user guide.

Working with the BACPR we've added a second page to the site with a similar search facility for community based Phase 4 programmes. You can access this via this link:

http://maps.cardiac-rehabilitation.net/?phase=4&page_id=62

TRAINING DATES

Tuesday 8th November

Monday 5th December (Advanced)

Tuesday 17th January (Advanced)

Monday 20th February

Tuesday 13th March (Advanced)

The Advanced training covers using the Access Query Builder and advanced searching in Lotus, and has proved very popular. If you would like to book on any of the courses, email nerina.onion@york.ac.uk

All the training above is held at the University of York, and runs from 12:30 till 15:30. There is no charge for any of the courses.

If you'd like a training course to be held where you are, you need to get a group of at least 12 people to attend, and provide a suitable computer training suite. Again, the course itself is free; however, we do ask that you cover the cost of our travel. Please contact Nerina at the address above for further information.

Rehab Watch

Recently we heard from several programmes that they were under threat of closure. The NACR annual report only tells us what happened to CR last year and we needed a way to report problems as they occur. In August we sent an e-survey to each programme 'coordinator' on the CR Register. It was completed by 84.4% of recipients and we will repeat it every 4 months to plot how the cost reduction programme, Foundation Trust Status and Choice work-streams are impacting on CR.

One programme told us that they were closing and one had been put out to tender but there was a lot of change in progress. Many programmes were under review or in a redesign process. Loss of staff time and/or multi-disciplinary input was reported by many. For example, of the 17% who reported that there had been changes that *improved* their service, 2% had more disciplines available, 3% more staff time, 2% more staff, 3% an improved budget. Of the 31% who reported changes that *harmed* their service, 32% reported a reduction in staff numbers, 12% had fewer disciplines and 25% had less staff time. We have sent the full results to all NACR coordinators and if you have not seen them, contact Nerina (nerina.onion@york.ac.uk) who can point you to them.

The next two years are going to be challenging for everyone but because CR is not usually consultant led it may be especially vulnerable. So PLEASE keep filling in the survey every 4 months, even if you are doing well, so that we can see what is happening, and, if bad things are happening to CR, we can demonstrate this with *evidence*.

I think my figures are wrong!

When people query the numbers we supply as being wrong, one of the most common reasons is that they have not been entering one of the key variables that we need to count records accurately. These are:

- Initiating Event and associated Treatment,
- Initiating Event Date,
- Phases and associated Dates.

If these are not filled in for every patient, the number we supply is bound to be wrong. So please make sure that these are filled in for **every** patient.

For all enquiries about the audit phone on 01904 321326
or email nerina.onion@york.ac.uk

For technical questions about IT phone the CCAD helpline
(0845 300 6016, option 2)