



Express Diagnostics
Quality Accounts
for
2011 - 2012

Part 1

Statement from the Finance and Business Development Director

Express Diagnostics is a Division of Cardio Analytics Ltd, an Independent Clinic providing Diagnostic Test Services to the NHS, Private hospitals and private/self-referral patients.

This is the second set of Quality Accounts produced by Express Diagnostic.

During 2011-2012, we have continue to provide high quality services to patients referred to the Express Diagnostics Clinic for assessments, diagnostic tests and treatments, which is reflected in the results obtained in our patient satisfaction survey.

Of the improvements we stated that we would make during the period 2010 – 2011, we have:

- Acquired a new electronic directly bookable patient appointment system which is currently undergoing test prior to being rolled out in June 2012.
- Increased the number of customers using our web based National Holter Service with a further 18 GP practices nationwide making use of this service.
- Identified a suitable Image Exchange Portal (IEP) system. The web-based application will allow the secure transfer of patient ultrasound images recorded at Express Diagnostics to healthcare professionals responsible for the patient's care.
- We continually monitor our processes and procedures to ensure continued compliance with the requirements of the Care Quality Commissions Standards of Quality and Safety.

Although we have made every effort to ensure that all patients are seen at the appointed time, there are still occasions outwith our control, which results in a patient being seen later than the appointed time.

We now look forward to the challenges presented by the new NHS clinically-led commissioning, introduced with the Health and Social Care Act, and achieving Qualified Provider status, for services already commissioned and new services.

To the best of my knowledge and belief the information in these accounts is accurate

I. N. Jarvis
Finance and Business Development Director

Part 2

Priorities for improvement

The improvements proposed for the year 2012 – 2013 are based on our continued commitment to providing a high quality service which meets and wherever possible exceeds the expectations and requirements of our patients and customers.

1. Upgrade the fabric of clinical rooms.
2. Provide and train a Hearing Aid Assistant, to undertake minor repairs to patient hearing aids.

Review of Services

Express Diagnostics provided 9 specialist services to the NHS during 2011-2012. They include the following Assessments and Diagnostic tests and treatments:-

Hearing Assessments.
Hearing Aid Fitting & Repair.
Exercise Tolerance Testing.
Recording Electrocardiograms.
Echocardiography.
24hour Holter ECG Recording and Analysis.
7 Day ECG Event Recording and Analysis.
24 Hour Ambulatory Blood Pressure Monitoring and reporting.
Spirometry (Lung Function).

Income generated from services provided to the NHS services in 2011 – 2012 represents approximately 98% of the total income generated from the provision of services provided by Express Diagnostics for 2011 – 2012.

Three local region PCT's commissioned Express Diagnostics to provide Audiology, Cardiology and General Medical diagnostic test, treatment and analysis services.

The Express Diagnostics National Holter Service was also contracted to provide 24hour Holter ECG analysis and report services to hospitals and GP practices throughout the United Kingdom, including:

3 NHS hospitals.
57 GP Practices.
15 Private hospitals and clinics.

Participation in clinical audits

The diagnostic and treatment services provided to the NHS by Express Diagnostics are not included in the current list of national clinical audits. The company was not therefore required to participate in national clinical audits or national confidential enquiries for the year 2011 – 2012.

Internal Audits

During 2011 – 2012, the company have carried out a number of internal quality audits which covered all of its current clinical assessment and diagnostic test processes. A number of minor shortcomings were identified during these audits, all of which have been resolved and

Research

Participation in Clinical Research

Two NHS patients who underwent diagnostic test procedures at the Express Diagnostics clinic in 2011 – 2012 were recruited to participate in research approved by a research ethics committee.

Goals agreed with commissioners

Use of the CQUIN payment framework.

The Express Diagnostics income for 2011 – 2012 was not conditional on achieving quality improvement and innovation goals through the Commissioning for Quality and Innovation payment framework. The company was not asked by the PCT commissioners to take part in this process.

What others say about Express Diagnostics?

Comments will be inserted when they have been received from NHS Commissioners, Plymouth LINK and Plymouth City Council Oversight Committee.

Statements from the CQC

The following conditions of registration apply:-

- Diagnostic and Screening Procedures
- Treatment of Disease Disorder or Injury

The Care Quality Commission did not take any enforcement action against the company during 2011 – 2012.

Express Diagnostics has not participated in any special reviews or investigations by the CQC during the period covered by these accounts.

Data Quality

NHS number and General Medical Practice Code Validity

Express Diagnostics did not submit any records to the Secondary Users Service, for inclusion in the Hospital Episodes Statistics during 2011-2012.

Information Governance

Express Diagnostics Information Governance Assessment is currently being progressed. The overall score for 2011-2012 will be provided when assessment is completed.

Clinical Coding Error Rate

Express Diagnostics was not subject to the Payment by Results clinical coding audit by the Audit Commission during 2011 – 2012.

Part 3

Review of Quality Performance

Patient Safety

During the year 2011-2012, two patients referred to Express Diagnostics for Diagnostic Exercise Tolerance tests were transferred to hospital by ambulance for further investigation, after reporting chest pains during or shortly after completing the test protocol. They were transferred to the Emergency department at Derriford hospital for further investigation.

Ambulance response times to these incidents were within 5 and 8 minutes respectively.

Accidents and Near Misses

Two minor accidents were recorded during 2011-2012.

A patient suffered bruising to the knee whilst walking on a treadmill at the start of an Exercise Tolerance Test. The test was halted and the patient was examined by the doctor in attendance. After a short period of rest, the patient was allowed to leave the premises unaided.

A patient's relative tripped and suffered minor scrapes to her knee and hand after tripping over a lip on the inclined entrance to the building. The edge of the incline has been modified to remove any tripping hazard.

Patient Feedback

53% of patients attending the Express Diagnostics Clinic during 2011-2012 completed and returned the patient satisfaction questionnaire. The questionnaire is handed to every patient on completion of their assessment, diagnostic test or treatment.

Table of Patient Satisfaction

| | Helpfulness of Reception Staff | Helpfulness of Medical Staff | Speed of Appointment | The Service Received | Seen At The Appointed Time |
|--|---------------------------------------|-------------------------------------|-----------------------------|-----------------------------|-----------------------------------|
| Totally Satisfied | 89.6% | 92.5% | 88.1% | 92.0% | 90.8% |
| Very Satisfied | 9.5% | 7.0% | 10.0% | 7.5% | 8.0% |
| Slightly Satisfied | 0.4% | 0.2% | 1.0% | 0.3% | 0.5% |
| Neither Satisfied or Dissatisfied | 0.4% | 0.1% | 0.4% | 0.1% | 0.2% |

| | | | | | |
|------------------------------|-------------|-------------|-------------|-------------|-------------|
| Slightly Dissatisfied | 0.1% | 0.1% | 0.3% | 0.1% | 0.4% |
| Very Dissatisfied | 0.0% | 0.0% | 0.1% | 0.0% | 0.0% |
| Totally Dissatisfied | 0.1% | 0.0% | 0.1% | 0.0% | 0.1% |

All comments and suggestions received from patients who completed and returned their questionnaires are forwarded to the Clinical Services Director, who reviews the comments and where appropriate, initiates action to carry out improvements.

Where patients provide adverse comments on the service(s) they received, their concerns were investigated. Where the patient(s) provided their contact details, the results of the investigation and corrective action taken, were communicated to these patients.

Customer Complaints

Complaints or minor concerns were received from 18 patients during 2011-2012, all of which were investigated and resolved to the patient's satisfaction. The majority of the concerns related to the length of time taken from seeing their GP, to being offered an appointment at Express Diagnostics.

Diagnostic Test Statistics

The number of patients attending Express Diagnostics for assessments, diagnostics tests and treatments during 2011 – 2012 are provided in the following tables:

Audiology Services

| Type of Test Performed | Number of Patients |
|---|---------------------------|
| Patients referred for Hearing Assessments | 1651 |
| 3 Year Hearing Re-assessment | 95 |
| Patients fitted with one Hearing Aid* | 292 |
| Patients fitted with two Hearing Aids* | 943 |
| Hearing Aid Repair appointments | 1713 |

* Includes Hearing Aids replaced as a result of outcomes from 3year assessments.

Cardiology Diagnostic Services

| Type of Test Performed | Number of Patients |
|--|---------------------------|
| 7 Day Cardiac Event Recording and Analysis | 609 |
| 24hr Holter ECG Recording and Analysis | 1441 |
| Exercise Tolerance Tests | 244 |
| Echocardiogram recorded and results reported | 2330 |
| ECGs Recorded for patients | 1098 |

Other Tests & Examinations

| Type of Test Performed | Number of Patients |
|--|---------------------------|
| 24 hour Ambulatory Blood Pressure Monitoring and Reporting | 1240 |
| Lung Function Tests | 156 |
| General Medical Ultrasound Examinations | 11 |

Patient Non-Attendance for Appointment

During 2011– 2012, 182 (2.4%) of the patients referred by their GP for assessments and diagnostic tests at Express Diagnostics, failed to attend for their appointment, despite efforts being made to contact the patients by telephone 24 hours before their appointment to confirm they would attend.