

# Rising to the SSNAP Challenge in Cheshire & Merseyside

**Dr Val Gott**

*Associate Specialist*

*Department of Stroke and Older People's Medicine,  
Wirral University Teaching Hospitals NHS Trust*

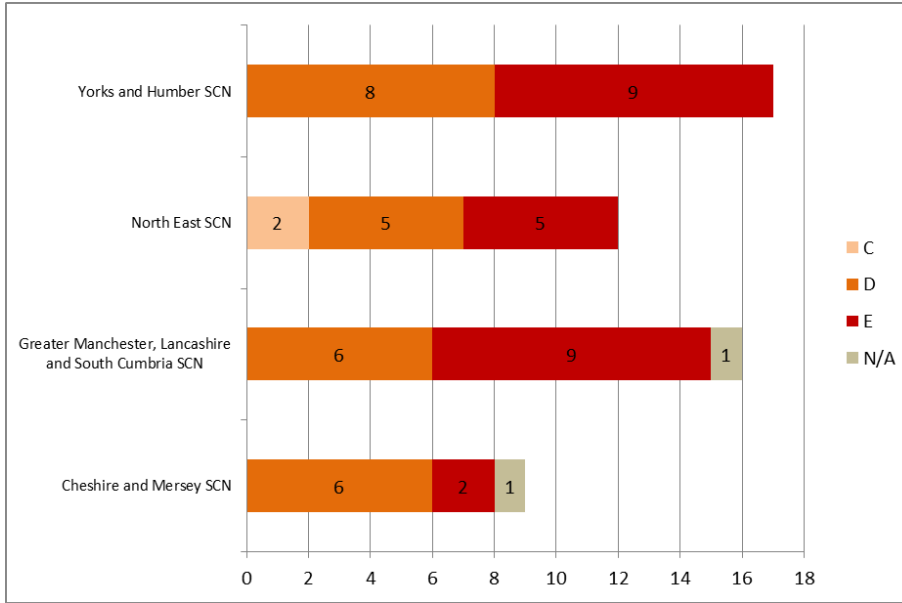
**STROKE DATA PROJECT: Clinical Support Lead**

# Cheshire and Merseyside

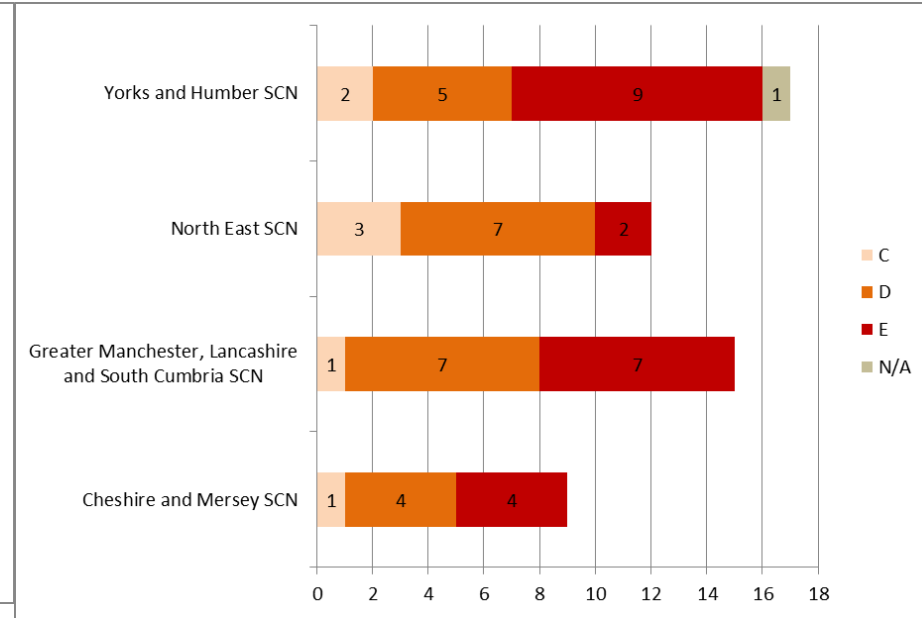
## - Strengths

- 9 Acute Stroke Service Providers
- 12 CCGs
- Stroke Consultants Group
- Established Stroke Data and Quality group
- Active Stroke Therapists Group
- Stroke Nurses Group

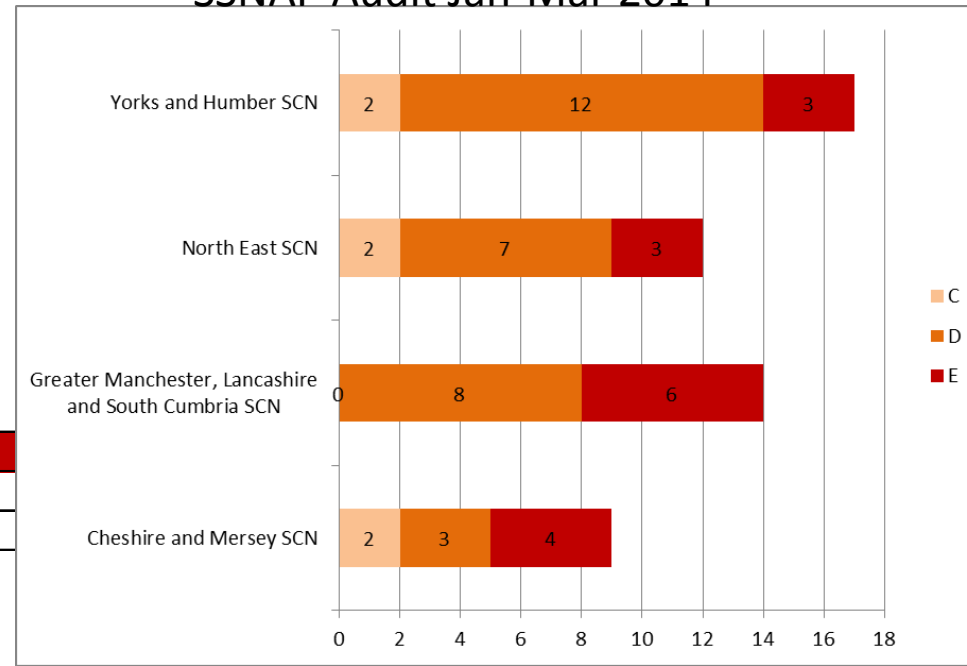
# SSNAP Audit July – Sep 2013



# SSNAP Audit Oct-Dec 2013



# SSNAP Audit Jan-Mar 2014



SSNAP Levels	A	B	C	D	E
SSNAP scores	over 80	70 to <80	60 to <70	40 to <60	<40
N/A	Insufficient data				

# Jan to March 2014

## Patient-centred

Routinely Admitting Teams		Number of patients		Overall Performance				Patient Centred Data											
Trust	Team Name	Admit	Disch	SSNAP Level	CA	AC	Combined KI Level	D1 Scan	D2 SU	D3 Throm	D4 Spec Asst	D5 OT	D6 PT	D7 SALT	D8 MDT	D9 Std Disch	D10 Disch Proc	TC KI Level	
<b>North of England - Cheshire and Mersey SCN</b>																			
Aintree University Hospitals NHS Foundation Trust	University Hospital Aintree	117	91	D↑	B↑	D↑	C↑	C↑	C↑↑	C↑	A↑↑↑	C↑	B↑↑	E	D↑	B	D↓↓↓	C↑	
Countess of Chester Hospital NHS Foundation Trust	Countess of Chester Hospital	104	82	E	B↑↑↑	B↑	E↓	D	D	D	E↓	E	E	E	D↓	E	B	E↓	
East Cheshire NHS Trust	Macclesfield District General Hospital	52	57	E↓	A↑	B	E↓	D↓↓	C	C↑	E	E↓↓	C	E	D↓	C↓	D	D	
Mid Cheshire Hospitals NHS Foundation Trust	Leighton Hospital	108	114	E	A	C↑	E↓	D↓	E	D↑	E	E↓↓	B	E	D	D↓	E	E↓	
Royal Liverpool and Broadgreen University Hospitals NHS Trust	Royal Liverpool University Hospital	159	163	C↑	A↑	C↑	B↑	C	C	A↑	B	C	B↑	E	A	C	B↑	B↑	
Southport and Ormskirk Hospital NHS Trust	Southport and Formby District General	110	100	D	A↑↑	C	D	E↓↓	E↓	D	C↑	A	A	C↑	C	C	D	D	
St Helens and Knowsley Teaching Hospitals NHS Trust	Whiston Hospital	159	133	E	A	D	D	C	D↓	D↓	D	D↑	C	E	E↓	E	B↑↑	D	
Warrington and Halton Hospitals NHS Foundation Trust	Warrington Hospital	110	100	D	A	C	D	C	D	E	D	A	B	E	C	C	B	D	
Wirral University Teaching Hospital NHS Foundation Trust	Arrowe Park Hospital	198	186	C	A	C	B	C↓	B	D↓	A	A	B↑	E	A↑	B	C↑	B	

# Jan to March 2014

## Team-centred

Routinely Admitting Teams		Number of patients		Overall Performance				Team Centred Data											
Trust	Team Name	Admit	Disch	SSNAP Level	CA	AC	Combined KI Level	D1 Scan	D2 SU	D3 Throm	D4 Spec Asst	D5 OT	D6 PT	D7 SALT	D8 MDT	D9 Std Disch	D10 Disch Proc	TC KI Level	
<b>North of England - Cheshire and Mersey SCN</b>																			
Aintree University Hospitals NHS Foundation Trust	University Hospital Aintree	117	92	D↑	B↑	D↑	C↑	C↑	C↑↑	C↑	A↑↑↑	C↑	B↑↑	E	D↑	B	D↓↓↓	C↑	
Countess of Chester Hospital NHS Foundation Trust	Countess of Chester Hospital	101	83	E	B↑↑↑	B↑	E↓	D	D	D	E↓	E	E	E	D↓	E	B	E↓	
East Cheshire NHS Trust	Macclesfield District General Hospital	48	58	E↓	A↑	B	E↓	D↓	C	E↓	E	E↓	D↓	E	D	C↓	D	E↓	
Mid Cheshire Hospitals NHS Foundation Trust	Leighton Hospital	104	114	E	A	C↑	E↓	D↓	E	D↑	E	E↓↓	B	E	C	D↓	E	E↓	
Royal Liverpool and Broadgreen University Hospitals NHS Trust	Royal Liverpool University Hospital	157	165	C↑	A↑	C↑	B↑	C	C	A↑	B	C	B↑	E	A	C	B↑	B↑	
Southport and Ormskirk Hospital NHS Trust	Southport and Formby District General	110	100	D	A↑↑	C	D	E↓↓	E↓	D	C↑	A	A	C↑	B↑	C	D	D	
St Helens and Knowsley Teaching Hospitals NHS Trust	Whiston Hospital	156	131	E	A	D	D	C	D↓	D↓	D	E	D↓	E	E↓	E	B↑↑	E↓	
Warrington and Halton Hospitals NHS Foundation Trust	Warrington Hospital	98	101	D	A	C	D	C	D↑	E	D	A	B↑	E	B	C↑	B	D	
Wirral University Teaching Hospital NHS Foundation Trust	Arrove Park Hospital	198	160	C	A	C	B	C↓	B	D↓	A	A	B↑	E	B↓	B	C↑	B	

# C & M Stroke Data

- Concern about performance of stroke services across Cheshire and Merseyside
- Some awareness of variation in data practice from Data and Quality Group meetings
- Recognition that data quality has been an issue in the NHS. Organisations must implement strategies to audit and improve the quality of data produced
- C & M Work programme 2014 – 2016 identified concerns about the quality and consistency of data collected on patients presenting to hospitals with a stroke

# Aims of the Project

- Provide an overview of the local systems and processes of SSNAP data collection and usage.
- Encourage investigation of issues raised in local district general hospitals (DGHs) and discussion of local solutions.
- Gather information about what local arrangements exist for ensuring data quality and encourage best practice across the health economy within the Cheshire and Merseyside area.
- Support data improvements in performance indicators to enable regional variation analysis and pathway improvements.

# Data Considerations

- Who? What? How? When?
- Responsibility
- Completeness
- Accuracy
- Reliability
- Timeliness
- Validity



# Methods

- Focus on Acute Services
- Visits to all C&M Acute Trusts
- Informal semi structured interview format
- Spreadsheet compiled for checking by Trusts
- Visit to another acute provider for comparison
- Report in process
- Recommendations

# Initial Findings 1

- Inconsistencies of data collection, interpretation of questions, etc. within and between teams
- Non clinical staff extracting and interpreting clinical data
- Few people able to access SSNAP so lack of awareness of up to date help notes, FAQs, etc.
- Multiple transcriptions of data
- Limited senior clinical engagement in data collection process

# Initial Findings 2

- Delay starting SSNAP data entry
- Selection of cases to enter into SSNAP
- Additional reporting requirements
- Differences in documentation-particularly where patients regularly have planned transfers between trusts.
- Neurosurgical centre data missing

# Concerns about Reporting

- Local tools developed within trusts for data checking
- Risk of confirmation bias
- Release and reporting of un-validated data from SSNAP data and other databases
- Multiple data sources for SSNAP data leading to local reports not reflecting national reports

# Recommendations

- Encourage alignment of clinical pathways to SSNAP data collection
- Standardise interpretation of questions, particularly via Data and Quality Group
- Data meetings with Therapists and Nurses Groups
- Inclusion of neurosurgical centre data
- Promote SSNAP as definitive source of data
- Discourage additional internal and external reporting

# Oct to Dec 2014

## Patient-centred

Routinely Admitting Teams		Number of patients		Overall Performance				Team Centred Data											
Trust	Team Name	Admit	Disch	SSNAP Level	CA	AC	Combined KI Level	D1 Scan	D2 SU	D3 Throm	D4 Spec Asst	D5 OT	D6 PT	D7 SALT	D8 MDT	D9 Std Disch	D10 Disch Proc	TC KI Level	
<b>North of England - Cheshire and Mersey SCN</b>																			
Aintree University Hospitals NHS Foundation Trust	University Hospital Aintree	108	96	C	B↓	B↑	B	C↓	D↓	A	A	B↓	B	C↑↑	D↓	A↑	B	B	
Countess of Chester Hospital NHS Foundation Trust	Countess of Chester Hospital	112	97	C↑	A	B	C↑	B↑	C↑	B↑↑	B	C↑	D↑	D↑	B	B	A	B↑↑	
East Cheshire NHS Trust	Macclesfield District General Hospital	45	68	D	A	B↓	D	E↓↓	E	E	E	C↓	B↑	E	D	B	D	D	
Mid Cheshire Hospitals NHS Foundation Trust	Leighton Hospital	83	102	D	A	B↑	D	D	D↓	E↓	D↑	C	A	C↑	C	C	E	D	
Royal Liverpool and Broadgreen University Hospitals NHS Trust	Royal Liverpool University Hospital	122	137	B	B↓	B↑	A	C	C	B↓	B	A	A	C	A	A↑↑	A	A	
Southport and Ormskirk Hospital NHS Trust	Southport and Formby District General	85	89	D	B	A↑↑	D	E	E	D	C↑	A	A	C↓	C	C↑	D	D	
St Helens and Knowsley Teaching Hospitals NHS Trust	Whiston Hospital	162	171	D	A	C↑	C↑	B↑	B	B↑	B↑	C↑↑	D↑	E	D	C	A↑↑	C↑	
Warrington and Halton Hospitals NHS Foundation Trust	Warrington Hospital	84	88	D↓	B	B	C	C	D↓	D↓	B	A	A↑	E	B	C	B↓	C↓	
Wirral University Teaching Hospital NHS Foundation Trust	Arrove Park Hospital	182	171	B↑	A	A↑	B	B↑	C	B↑↑	A	A	A	E↓	B	B	A↑↑	B	

# Oct to Dec 2014

## Team-centred

Routinely Admitting Teams		Number of patients		Overall Performance				Team Centred Data											
Trust	Team Name	Admit	Disch	SSNAP Level	CA	AC	Combined KI Level	D1 Scan	D2 SU	D3 Throm	D4 Spec Asst	D5 OT	D6 PT	D7 SALT	D8 MDT	D9 Std Disch	D10 Disch Proc	TC KI Level	
<b>North of England - Cheshire and Mersey SCN</b>																			
Aintree University Hospitals NHS Foundation Trust	University Hospital Aintree	108	96	C	B↓	B↑	B	C↓	D↓	A	A	B↓	B	C↑↑	D↓	A↑	B	B	
Countess of Chester Hospital NHS Foundation Trust	Countess of Chester Hospital	112	97	C↑	A	B	C↑	B↑	C↑	B↑↑	B	C↑	D↑	D↑	B	B	A	B↑↑	
East Cheshire NHS Trust	Macclesfield District General Hospital	45	68	D	A	B↓	D	E↓↓	E	E	E	C↓	B↑	E	D	B	D	D	
Mid Cheshire Hospitals NHS Foundation Trust	Leighton Hospital	83	102	D	A	B↑	D	D	D↓	E↓	D↑	C	A	C↑	C	C	E	D	
Royal Liverpool and Broadgreen University Hospitals NHS Trust	Royal Liverpool University Hospital	122	137	B	B↓	B↑	A	C	C	B↓	B	A	A	C	A	A↑↑	A	A	
Southport and Ormskirk Hospital NHS Trust	Southport and Formby District General	85	89	D	B	A↑↑	D	E	E	D	C↑	A	A	C↓	C	C↑	D	D	
St Helens and Knowsley Teaching Hospitals NHS Trust	Whiston Hospital	162	171	D	A	C↑	C↑	B↑	B	B↑	B↑	C↑↑	D↑	E	D	C	A↑↑	C↑	
Warrington and Halton Hospitals NHS Foundation Trust	Warrington Hospital	84	88	D↓	B	B	C	C	D↓	D↓	B	A	A↑	E	B	C	B↓	C↓	
Wirral University Teaching Hospital NHS Foundation Trust	Arrove Park Hospital	182	171	B↑	A	A↑	B	B↑	C	B↑↑	A	A	A	E↓	B	B	A↑↑	B	

# For the Future

- Data sharing agreement
- Establish C&M SSNAP email/web forum to improve communication and consistency
- Involve more post-acute providers in SSNAP data collection
- Consider establishing mortality review process
- Work to ensure that SSNAP data reflects the high quality of stroke care provided in C&M



# Thank you

vgott@nhs.net