

## National Clinical Audit of Psychosis (NCAP)

### Outlier Process Information for Services: EIP spotlight audit 2018/19

This procedure follows the [guidance](#)<sup>1</sup> provided by the Healthcare Quality Improvement Partnership.

Trusts and Health Boards are referred to as services within this document.

#### Identifying outliers

- Once data cleaning and the main analysis is complete, further data analysis will be carried out on agreed NCAP standards to identify potential outliers.
- The process detailed in this document will be used for all EIP services in England. While we will also be collecting data on the quality of care received by people with first episode psychosis in Wales, concerns about the quality of these data mean that we will not apply the outlier policy to these services. Instead we will work with individual services and the Welsh Government to share information about areas of good and poor practice at a local level.

#### Informing Services

- Within five working days of identification of potential outlier status, NCAP audit leads will be contacted with their analysed data and requested to identify data errors or justifiable explanations. Copies of this request will be sent to the Chief Executive (CEO) and Medical Director (MD).
- Services will be given 25 working days to review their data for accuracy and provide a written response. The NCAP team will keep a log of these responses. If no response is received within 25 days, a reminder letter will be sent giving a further two weeks to respond. A nil response to this reminder results in escalation to HQIP.
- If further analysis indicates that there is no case to answer, they will be sent a letter within 20 working days to confirm this. Data and results will also be revised for national and local reporting.
- If, following receipt of a written response,
  - Inaccurate data have been amended and the service remains an outlier;
  - Submitted data were accurate and outlier status remains.

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<sup>1</sup> <http://www.hqip.org.uk/resources/detection-and-management-outliers-national-clinical-audits/>

The local NCAP lead will be contacted within five working days by telephone prior to sending written confirmation of alarm or alert status, copying in CEO and MD. Communications will include data analysis and previous responses from NCAP lead.

- Alarm status: for services in England, NCAP will inform CQC and HQIP and advise the CEO to inform commissioners and NHS Improvement.
  - NCAP inform CEO of transparency and identification of their service in the national report.
- NCAP leads to provide acknowledgement within 10 working days of receipt of letters of outlier status and confirm that a local investigation will be undertaken with independent assurance of the validity of this exercise for alarm level outliers, copying in the CQC.
- If no acknowledgement is received within the 10 working days, a reminder letter will be sent to the CEO, copying in the CQC. If no response is received in a further five working days, the CQC and NHS Improvement will be notified of non-compliance.
- Comparative data identifying services will be included in national reporting.