



Express Diagnostics
Quality Accounts
for 2022-2023

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Part 1

Statement from the Finance and Business Development Director

Express Diagnostics is an independent organisation located in Plymouth, providing Diagnostic Test Services and Remote ECG Services to the NHS, Private hospitals and private/self-referral patients. The aim of the service is to aid early diagnosis, avoiding the need for unnecessary referral to secondary care and to support the movement of non-invasive diagnostics procedures from hospitals to primary care.

Objectives of Express Diagnostics:

1. To provide high quality diagnostic tests which can be used as part of elective care pathways
2. To provide the test and relay the outcomes within an agreed timescale
3. To provide appointments for patients which offer choice and flexibility
4. To provide appointments within 10 working days.
5. To provide high quality Remote ECG Services

This is the thirteenth year that the company has produced Quality Accounts.

During 2022-2023, the company has continued to provide patients referred by GP practices for assessments and diagnostic tests, with high quality services.

Complaints received from patients/service users related to the service they received at Express Diagnostics during 2022-2023 is less than the previous year, **2** complaints in total. The overall rate of complaints remains low at **0.01%** of patients attending the clinic.

Three minor accidents involving patients or their relatives were recorded during 2022-2023.

Outcomes from the improvements which we stated we would make during the period 2022-2023 are as follows:-

- 1) Launch of our free hearing screening test – allows for visitors and patients of other services to avail of a screening test to help highlight any issues and prompt the individual to take action early.

Outcome: The free screening service has been a success with a daily uptake of 4-5 patients per day; therefore, we will continue the service as it is clearly of value to the community.

- 2) Exploring the possibility of hosting other services on site that we know have a local waiting list such as DEXA for bone density.

Outcome: At the moment the services we provide to the NHS are via contract to Devon & Kernow ICB and Livewell; we approached these groups during our regular contract reviews to discuss & potentially offer the possibility of other services appropriate to our premises and staff skill set however to date we haven't received any feedback.

- 3) Exploring partnerships with other healthcare service providers to assist in the recovery from the pandemic in other areas nationwide.

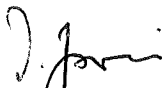
Outcome: Through our Direct to Patient services for ambulatory ECG and ambulatory Blood Pressure we have assisted a Foundation trust in the Midlands in tackling a backlog of 2,500 patients who had been waiting as far back as June 2022 for their diagnostic tests.

Review of Services

Our National Holter ECG Service now features a new service, Home Heart Check, via which we can assist GPs and hospitals with referral backlogs by sending devices directly to patients at home and collecting the devices for analysis. Using this we have assisted a Foundation Trust in the Midlands in clearing a backlog of 2,500 patients with this service.

The company continues with its support of health awareness within the city, via our free hearing screening service. We would also welcome being invited to play a part at future events organised by Livewell Southwest.

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



I. N. Jarvis
Finance and Business Development Director

Part 2

Priorities for improvement

The new improvements proposed for the year 2023–2024 are based on our continued commitment to providing a high quality service which meets and wherever possible exceeds the expectations and needs of our patients and customers.

- 1) New website in development to improve local and national visibility of our services and provide patients with information about what happens during their tests and the purpose of the tests
- 2) Reinstatement of the provision of patient information leaflets in the reception area (removed due to Covid) from the likes of British Heart Foundation etc.
- 3) Installation of a patient information board in the reception area to hold information for signposting to local services such as Macmillan, Age UK, Mental health services etc.

Review of Services

Express Diagnostics provided 9 specialist assessments, diagnostic test and analysis services to the NHS, during 2022-2023.

These were as follows:-

- Initial Hearing Assessment.
- Hearing Aid Fitting & Repair.
- Electrocardiography (12 lead ECG)
- Ambulatory 24 Hour ECG Recording and Analysis
- Ambulatory 7 Day Cardiac Event Recording and Analysis.
- 24 Hour Ambulatory Blood Pressure Monitoring and Reporting.
- Spirometry (Lung Function).
- Remote ECG and Ambulatory Holter Analysis Service.
- Home Heart Check

Income generated from services provided to the NHS in 2022-2023 represents approximately 78% of the total income generated from the provision of services provided by Express Diagnostics.

Express Diagnostics continue to provide outpatient Audiology and Cardio-Respiratory services to the local Integrated Care Board (ICB).

Our National Holter Service was also contracted to provide Ambulatory Holter ECG analysis and reporting services to an additional 2 NHS Hospitals, 7 GP Practices and a further Private hospital/clinic bringing the total service provision to:

18 NHS hospitals.
438 GP Practices.
24 Private hospitals/clinics.

Participation in clinical audits

The diagnostic and treatment services provided to the NHS by Express Diagnostics do not form part of 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 2022-2023.

Internal Audits

During 2022-2023, a number of internal quality audits were carried out. Ten non-compliances were identified during these audits.

Research

Participation in Clinical Research

During 2022-2023, no NHS patients attending Express Diagnostics for diagnostic tests, were recruited to participate in research approved by a research ethics committee.

Goals agreed with Clinical Commissioning Groups Use of the CQUIN payment framework.

No CQUIN framework was set for this financial year, due to this no proportion of Express Diagnostics income was generated through the use of achieving the CQUIN payment framework.

Statements from the CQC

Express Diagnostics is required to register with the Care Quality Commission and its current status is: - **Registered**. Express Diagnostics has the following conditions on its registration.

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

The Care Quality Commission has not carried out any unannounced inspection of Express Diagnostics during 2022-2023.

The Care Quality Commission has not taken any enforcement action against the company during 2022-2023.

Express Diagnostics has participated in an announced CQC Inspection, of which we were supplied a **GOOD** rating 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 2022-2023.

Information Governance

The Express Diagnostics Data Security and Protection Toolkit overall score for 2022-2023 was graded as: **Standards Met.**

Clinical Coding Error Rate

Express Diagnostics was not subject to the Payment by Results clinical coding audit by the Audit Commission during 2022-2023.

Part 3

Review of Quality Performance

Patient Safety

During the year 2022-2023, 1 patient referred to Express Diagnostics for cardiology diagnostic tests, was transferred by ambulance to the Emergency Department at Derriford hospital for further investigation as a result of potentially significant cardiac events identified either during or post diagnostic tests. This represents **0.01%** of patients referred to Express Diagnostics for Cardiology diagnostic tests.

Accidents and Near Misses

No Near Misses were reported during 2022-2023.

Three minor accidents involving patients or their relatives were recorded during 2022-2023.

The Accident Rate for 2022-2023 was **0.01%**.

Patient Feedback

28.9% of patients attending Express Diagnostics Clinic during 2022 - 2023 returned the patient satisfaction questionnaire. Every patient attending the clinic for an assessment or diagnostic test is provided with a copy of the questionnaire which they are asked to complete on completion of their appointment.

All comments made by patients who returned their completed questionnaires have been recorded. At the end of every month a report is produced which lists all of the patient comments. The report is presented to the Board of Directors who review the comments and where appropriate, initiate action to make the necessary improvements. The report is also circulated to all the company employees to ensure that they are made aware of patient impressions on the services with which they have been provided.

Adverse comments made by patients on the service(s) they have received, are investigated and where the patient has provided contact details, the results of the investigation have been communicated to them, including any actions taken to resolve the issue(s).

Friends and Family Recommendation Feedback

From staff survey:

For 2022-2023, of the **67.7%** of staff completing the staff survey, **97.6%** said that they would recommend the service provided by Express Diagnostics to their friends and families.

From patient questionnaires:

For 2022-2023, **99.5%** of cardiology patients, **100%** of respiratory patients and **99.9%** of audiology patients who responded to the patient questionnaire indicated that they would recommend the service provided by Express Diagnostics to their friends and families. The full data is tabulated below:

Refer: Page 8 – Patient Feedback

From patient questionnaires:

Table 1

	Friends and Family Survey		
	Would Recommend	Would not Recommend	Did not Respond
% of Cardiology patients	99.5%	0.1%	0.3%
% of Respiratory patients	100%	0.0%	0.0%
% of Audiology patients	99.9%	0.0%	0.1%

Table 2 – Audiology Clinic Patients

Service Rating	Helpfulness of Reception Staff (%)	Helpfulness of Clinical Staff (%)	Seen At the Appointed Time (%)	Confidentiality & personal Info Protected (%)	Privacy & Dignity Protected (%)	Was the Documentation provided clear? (%)	The overall Service Received (%)
EXCELLENT	94.2	96.3	93	86.3	94.7	84.6	90.9
VERY GOOD	5.1	2.3	4.3	5.3	2.1	3.6	2.1
GOOD	0.5	0.1	1.1	2.1	0.3	0.3	0.1
FAIR	0.1	0.0	0.1	0.4	0.0	0.1	0.1
POOR	0.0	0.1	0.1	1.1	0.1	0.0	0.0
NO RESPONSE	0.1%	1.1%	1.4%	4.8%	2.8%	11.5%	6.8%

Table 3 – Cardiology Clinic Patients *Respiratory figures were filtered out from Oct-2022 onwards.

Service Rating	Helpfulness of Reception Staff (%)	Helpfulness of Clinical Staff (%)	Seen At the Appointed Time (%)	Confidentiality & personal Info Protected (%)	Privacy & Dignity Protected (%)	Was Documentation provided clear? (%)	The overall Service Received (%)
EXCELLENT	88.0	93.7	90.4	81.1	93.2	80.9	87.7
VERY GOOD	9.4	4.4	6.5	9.8	4.7	7.5	6.5
GOOD	1.7	0.4	1.9	3.5	0.7	2.0	0.6
FAIR	0.4	0.0	0.4	0.2	0.0	0.6	0.1
POOR	0.0	0.0	0.2	1.2	0.1	0.2	0.1
NO RESPONSE	0.5%	1.4%	0.7%	4.3%	1.3%	8.8%	5.1%

Table 4 –Respiratory Clinic Patients *Cardiology figures were filtered out from Oct-2022 onwards

Service Rating	Helpfulness of Reception Staff (%)	Helpfulness of Clinical Staff (%)	Seen At the Appointed Time (%)	Confidentiality & personal Info Protected (%)	Privacy & Dignity Protected (%)	Was Documentation provided clear? (%)	The overall Service Received (%)
EXCELLENT	94.3	97.2	94.7	89.8	96.1	80.6	88.3
VERY GOOD	4.9	2.1	3.5	6.0	2.8	3.5	3.5
GOOD	0.4	0.4	0.0	1.4	0.0	0.4	0.0
FAIR	0.4	0.0	0.4	0.4	0.0	0.0	0.0
POOR	0.0	0.0	0.0	1.4	0.0	0.4	0.0
NO RESPONSE	0.0%	0.4%	1.4%	1.1%	1.1%	15.2%	8.1%

Customer Complaints

During 2022-2023, **2** complaints or service-related concerns were received which were investigated and resolved. This figure is less than the number of complaints received in 2021-2022. The detailed list of complaints, with their corrective actions, is given in **Table 5**.

The Customer Complaint Rate for 2022-2023 is **0.1%**.

Table 5
Customer Complaints

Complaint	Investigation Results - Corrective Action
<p>Incorrect holter report sent to GP for patient with same name.</p>	<p>Two patients recordings merged within Holter system, due to the identifying field only containing patient name. Patient complained regarding misdiagnosis due to incorrect report being received by GP. Patient was compensated for this. The Holter system in question is no longer used for clinic recordings. Unique patient identification policy created.</p>
<p>Audiology patients' daughter complained about the abrupt behaviour of the Audiologist towards her and her father.</p>	<p>Locum Audiologist had no history of intolerant behaviour or complaints against him and was aware of his requirement to remain professional at all times. This locum is no longer employed by Express Diagnostics.</p>

Diagnostic Test Statistics

The number of patients attending Express Diagnostics for specific assessments, diagnostics tests and treatments during 2022-2023 are given in tables: 6, 7 and 8.

Table 6 Audiology Services

Type of Test Performed	Number of Patients
Patients referred for Initial Hearing Assessments	2769
3 Year Review of a Patients Hearing Loss	13
Patients fitted with one Hearing Aid	397
Patients fitted with two Hearing Aids	2191
Hearing Aid Repair appointments*	2665

*Includes individual patients with hearing aid problems attending for repair appointments on more than one occasion during 2022-2023.

Table 7 Cardiology Diagnostic Services

Type of Test Performed	Number of Patients
7 Day Cardiac Event Recording and Analysis	1886
24hr Holter ECG Recording and Analysis	2773
ECGs Recorded for patients	1756

Table 8 Other Tests & Examinations

Type of Test Performed	Number of Patients
24 hour Ambulatory Blood Pressure Monitoring and Reporting	1745
Lung Function Tests	1484

Patient Non-Attendance for Appointment

During 2022-2023, **2618 (12.4%)** of the patients referred to Express Diagnostics by their GP for assessments or diagnostic tests, failed to attend for their appointment.

Comments from External Organisations

Express Diagnostics sent the Quality Accounts off to various organisations for comments, however none were received before the deadline to publish. Any comments received after the publication date will be added as required.

