**Action plan from stakeholder feedback**

The UKSA as part of their assessment process asked stakeholders for each of the publications going through assessment the following questions:

**Questions asked by UKSA:**

1. To what extent would you collect these data for your own operational or monitoring purposes, even if you were not required to submit them to ISD?
2. How easy is it for you to provide the required data?
   a. How satisfactory are the guidelines and instructions?
   b. Have there been any problems?
   c. Does ISD have a clear understanding of what is involved in supplying these data?
   d. Could the data be provided in a more efficient way?
3. Please describe the extent to which you feel that you have a clear understanding about how ISD uses the data that you supply.
4. Do you feel you are adequately consulted by the producer team in ISD before changes are made to data requirements, and have adequate opportunity to comment?
5. Any other comments?
6. It may also be useful for us to share your comments with ISD, to enable them to take account of your views as they develop the statistics. Are you happy for us to pass your comments on?

**Summary of Responses:**

*Child and Adolescent Mental Health Services Waiting Times*

Feedback has been sought and evidence gathered from meetings between the ISD Child and Adolescent Mental Health Services (CAMHS) team and NHS Boards that NHS Boards use the publication and associated management information internally for benchmarking and to inform decision-making.

*Cancer Waiting Times*

NHS Boards and the Scottish Government were contacted for feedback in relation to the ISD Cancer Waiting Times. The monthly Management Information and quarterly publication are used to brief ministers, plan capacity and revenue. In addition, these statistics are used in monthly NHS Board performance management meetings and to enable NHS Boards to cross-check against LDPs and trajectories. The publications are an integral part of performance management.

*Drug and Alcohol Waiting Times*

The Drug and Alcohol Data Action Group (DADA) is the main forum for discussions around the uses of the data. There is Alcohol and Drug Partnership (ADP) representation on this group. A new system is being developed to collect Drug & Alcohol information. Workshops were held around Scotland with representatives from ADPs, specialist services providing treatments, service users and organisations representing service users. The key focus was how data is currently used, and how the new system can be used to enhance uses of the data. These statistics are used to cross check against LDPs, and feed into policies and funding discussions.
Emergency Department Waiting Times

Annual meetings are held between ISD analysts and each of the NHS Boards to discuss the data quality and usage of the Emergency Department (ED) Waiting Times publications. NHS Boards use the publication to enable comparisons with other NHS Boards.

18 Weeks Referral to Treatment Waiting Times

The bimonthly Waiting Times Information group meeting is the forum for discussing the uses of the 18 Weeks Referral to Treatment (18 Weeks RTT) publication. NHS Boards use the publication for comparisons with other NHS Boards. Analysts from the Waiting Times team are attending Data Quality Audits at a sample of NHS Boards, where the uses of the data for management reporting are discussed along with reporting methods. The 18 Weeks RTT publication and raw data are used to answer Parliamentary Questions (PQs), Freedom of Information (FOI) requests and answer customer queries.

Action plan:

1. As explained in the ‘How waiting times statistics are used’ section of the ISD website http://www.isdscotland.org/Health-Topics/Waiting-Times/How-waiting-times-are-used/ ISD have regular contact with stakeholders and users of the statistics. From this engagement ISD do regularly review the data collection methods and the contents and presentation of publications and will continue to do so.
2. Work is currently ongoing to improve the Drugs & Alcohol data collection. ISD are also scoping whether it would be feasible / more efficient to collect some of the aggregate level data in other ways, eg. patient level in the waiting times warehouse.
3. The content and presentation of publications is regularly reviewed to ensure that what is being published is useful to users and information will be removed / included as appropriate.
4. Definition and Guidance documents are updated as and when required. The Scottish Government and ISD are currently updating the documents for Psychological Therapies to make the guidance more clear and concise following feedback from users.
5. ISD will try to gain a better understanding of what is involved at the NHS Board side of the data collection. For example, ask NHS Boards if newer ISD analysts could go out to a Board to shadow colleagues.
6. The membership of steering groups will continue to be reviewed to ensure the appropriate knowledge and skill mix is covered.