Drug and Alcohol Treatment Waiting Times

Quality Assurance Guidance

Ensuring that the data submitted to the Drug and Alcohol Treatment Waiting Times web system is up-to-date and accurate will allow services and ADPs to get the most out of this data. It will ensure that the information can be used locally to monitor access to treatment, review service provision and contribute to service redesign/improvement.

Responsibilities of services, ADPs and ISD for ensuring that Drug and Alcohol Treatment Waiting Times information is of high quality are listed below:

Service Responsibilities

- To enter data on waiting times either through direct data entry to the web system or via file upload to the web system
- To ensure that data is updated within the system by the agreed dates (currently within two weeks following the end of each month)
- To use system reporting to ensure that data is accurate and to check for quality issues (system reports can be generated to check figures such as number of referrals, numbers still waiting, long waits etc.) and to attempt to resolve these prior to the agreed dates
- To alert ADP to any quality issues or concerns with the data

ADP Responsibilities

- To monitor data submission, ensuring that all required services are submitting and updating data
- To ensure that services have updated records by the agreed dates (currently two weeks after the end of each month)
- To ensure that data recorded in the system is accurate (system reports can be used to check figures such as number of referrals, length of waits, numbers still waiting etc.)
To monitor data, checking for quality issues (e.g. long waits, records not updated), and liaise with services to ensure these are resolved prior to data extracts being taken by ISD. This can be done using the system reports.

Alert ISD to any data quality issues or completeness issues in advance of extracts being taken. ISD will provide prior notice of extract dates.

To ensure NHS A11 leads have access to data required for monitoring progress towards meeting the HEAT target (local arrangement should be agreed between the ADP and NHS lead - this may be by providing system reports or by making arrangements for NHS leads to have direct access to the system reports and ensuring they are aware of any issues with data).

**ISD Responsibilities**

- To ensure that ADPs are aware of dates for data extractions – updates about these will be included in regular newsletters.
- To feedback to ADPs any data quality issues identified in the data during ISD quality assurance checking.
- To publish timely, accurate and user-friendly reports.
- To produce and keep up to date data recording guidance.
- To provide support and guidance on how to run the inbuilt reports and how they can be used.
- To ensure the acceptable performance of the web system and to keep ADPs aware of any issues or changes to the system.