

Screening data not arrived in eSP: Guidelines for local NHSP Programmes

Introduction

This document outlines steps to be taken in the event of screening data not appearing in eSP after attempts to transfer electronically from the equipment.

Screening data including screen outcome, some demographics and the physiological response data is uploaded daily from the equipment to eSP via intermediate software (IS). This relies on successful synchronisation between eSP and the IS; the process should take less than 5 minutes.

Data pathway

Step 1: All screening data on screening equipment is uploaded to the intermediate software (IS). If this step is successful the data will be deleted from the screening devices automatically. There are 3 types of IS

- a. Otolink for Otoports,
- b. Audble for Algo3i and Accuscreens.
- c. Acculink for the new Accuscreens

Step 2: The intermediate software synchronises with eSP and the data is uploaded to an import files list.

Step 3: Each set of patient data appearing on an import files list (incomplete data imports) must be reconciled with the patient record in eSP.

In hospital programmes screeners will normally perform all three steps for their own data on the same day as screening or on the following day. Thus missing data becomes quickly obvious. In community programmes, the Health Visitor screeners will perform steps 1 and 2 with step 3 being carried out by an administrator. This means that missing data may only be revealed in community programmes after routine checking of screening outcomes being set.

Uploading should take less than 5 minutes. In the event that data has not arrived within this time follow the instructions in Section 3 below.

Action when results not arrived in eSP within 5 mins of upload

3.1 The NHSP Local Manager will carry out the following checks:-

- Check all the facilities in the site for the results which may have uploaded to another location within your site.
- Check all the incomplete import files for unmatched results or errors that may have prevented the results from being allocated.
- Check other patient records uploaded from the same imported file to see if data had been allocated to the wrong record.

If results are found attach them to patient record. No further action required.

If results not found proceed to next step.



3.2 The NHSP Local Manager to

- check the Intermediate Software and the screening machine to see if the results are stuck in either
- report the issue to the Northgate service desk

Northgate Service Desk to

- issue a call reference and enter the result on a master log
- If results are found in IS or screening machine advise the NHSP Manager on getting data into eSP. They may refer to the equipment supplier and it may be necessary to return the equipment to the supplier for investigation

If the results are found the NHSP Local Manager to update the patient record in eSP-manually if necessary

If the results are not found proceed to next step.

3.3 The Northgate Service Desk will initiate an investigation and ask for the following information over the telephone:-

- Time and date of import.
- Time and date of missing screening test.
- Facility that screening test was conducted under.
- Name of screener (if different to reporting user)
- Confidential ID of baby whose data is missing.
- What data is missing e.g. AOAE, Lt Ear, Clear Response
- Confidential ID of other babies in the imported file
- Import ID
- Equipment type and ID.
- Number of screening tests in the imported file.

The Northgate Service desk will ask for the _log files, created by the intermediate software at the time of the data transfer, to be emailed to them. These log files track data transfers errors .They need to be retrieved promptly as they are overwritten every few days. The Northgate service desk will explain how to do this.

NHSP Local Manager will

- decide whether to accept the screening result reported and logged on the proforma or to rescreen the baby. This is a decision for the local NHSP team taking into account the circumstances of the loss, the quality of the written record, and the likelihood and potential implications of an incorrectly recorded result. Depending on local circumstances this decision may be delayed until the 48 hrs allowed for the investigation has elapsed.
- Update the eSP record with the manually entered result or the results of the rescreen-whichever applies.

After 48 hrs (or sooner if the results are located) the Northgate Service desk will update NHSP Local Manager with the results of the investigation. If the data is located in eSP the results can be assigned to the patient and the manually entered results can be set to “not required”. No further action required

If the results are not found proceed to next step.

3.4 Data not found after 48 hours of data being sent

The Northgate service desk will inform the NHSP Local Manager that the investigation has been completed, the results not found and the call closed. They will send the log files onto the equipment supplier for further investigation.

The equipment supplier will report on the log files within 2 weeks to the Northgate Service Desk and the Programme Centre

The Programme Centre will write to the NHSP Local Manager to confirm an incident of missing data and advise of any mitigating actions and lessons learned (see template in Appendix 1). A copy of this report will be sent to the relevant Regional Quality Assurance Team (RQAT).

The NHSP Local Manager will report this as an incident of missing data as per local reporting procedures. They should liaise with their RQAT and report to commissioners in line with the UK NSC National Screening Incident Policy. The NHSP Local Manager will enter a case note in the eSP record to explain the circumstances, ensure the record is up to date and any rescreening completed.

Ongoing investigation and monitoring

The Northgate Service Desk enter all the information from 3.2-3.4 above on a master log. This is jointly reviewed by Northgate) and the NHSP Programme Centre in a monthly telephone conference. A summary report of all missing data incidents is submitted to the software delivery group

High level process.

Screening manager	Northgate	Programme Centre	Supplier
Reports, within 24 hours, that data did not arrive in eSP within 5 minutes.	Support desk: 1 st line resolves closes call		
Provide log files and other relevant information	Unable to find data immediately. 2 nd line investigate- resolve- close call		
Report incident of missing data or re-call for screening.	No evidence data arrived in eSP. close call.	Log as incident. Report to screening manager results of investigation.	Review log files report to programme centre.
	action changes fixes ←	Review all calls to inform change requests, highlight performance issues or equipment issues.	→ action changes fixes

Appendix 1

Local Manager ,
NHSP Local programme name
Date

Dear

Re: SEDQ Missing Data Investigation-####

Northgate have completed their investigation but were unable to locate the data The supplier has reviewed the log files you provided but could not find any errors and therefore could not explain why the data was lost. A copy of the report is below.

The programme centre will continue to monitor instances of missing data and therefore it is important than any further cases are reported with as much information as possible about the circumstances. Please let us know if you have any further comments about this case.

In line with UK National screening committee incident policy this incident must be reported to whoever is responsible for commissioning your service. Your Regional Quality Assurance Team may assist you with this process.

Yours sincerely

Siobhan Ryan

Project Lead – NHS Newborn Hearing Screening Programme
UK National Screening Committee/NHS Screening Programmes

CC Regional Quality Assurance Team

Attached; Northgate Helpdesk Report