

NHS Digital Terminology and Classifications Delivery Service

Annual Survey Report

August 2019

Information and technology
for better health and care

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1 Introduction

1.1 Overview

The survey ran from 20 March to 17 May 2019 and we received 219 responses, compared to 155 in 2018 [a 41% increase]. Once again, we are very grateful to everyone who responded and for the detailed, helpful and constructive comments that were made.

1.2 Scope of the survey

We followed the same approach as we did in our 2018 survey, focussing on broad themes and a small number of questions. The survey covered the following products:

SNOMED CT
dm+d [Dictionary of medicines and devices]
ICD-10
ICD-10 Reference Book
OPCS-4
OPCS-4 Reference Book
Terminology – Classifications Cross-Maps
National Interim Clinical Imaging Procedures [NICIP]
Approved Clinical Coding Auditor and Training Programmes

We also requested feedback about:

- respondents' roles and the organisations they represent
- the support we provide for various products and services
- how well-informed respondents feel about our products and services
- whether – and, if so, for what purposes - organisations use SNOMED CT
- the value of our communication channels
- the technology distribution platform TRUD
- our customer service
- specific ways in which we could improve.

2 Interpreting the results

2.1 Response Trend Graphs

Annex 1 contains Response Trend Graphs which provide high-level indications of changes in Net Weighted Values (please see 2.3), drawing on all available data from 2016, 2017 and 2018.

2.2 Pie Charts / Bar Charts

Annex 2 provides more detailed breakdowns of responses to each survey statement, using a mix of charts.

2.3 Net Weighted Value

Most survey questions asked respondents to indicate the extent to which they agreed with a statement, usually relating to specific products or services, with the following response options:

- Strongly agree
- Agree
- Disagree
- Strongly disagree

To reflect the significance of respondents “strongly” agreeing or disagreeing, and to provide a simple indicator of the overall feeling in respect of each statement, we have again used a “Net Weighted Value” [NWV] score for all questions which offer these response options. The NWV allows us to track overall trends [by question] across various years and to make overall comparisons between different questions. The NWV is based on the following weightings:

Response	Weighting
Strongly Agree	% responses x2 (multiply by 2)
Agree	% responses x1 (multiply by 1)
Disagree	% responses x-1 (multiply by -1)
Strongly Disagree	% responses x-2 (multiply by -2)

Each percentage response figure is multiplied by the above weightings, leaving a single overall indicator [the Net Weighted Value]. For example:

Responses to Statement X were as follows, with weighted multipliers in brackets:

Response	Percentage	NWV
Strongly Agree [x 2]	12	24 i.e. 12 x 2
Agree	49	49 i.e. 49 x 1
Disagree	28	Minus 28 i.e. 28 x minus 1
Strongly Disagree [x 2]	11	Minus 22 i.e. 11 x minus 2
Total NWV		23

The NWV for this question is, therefore **23**, which is the sum of the above four values. The best possible NWV for any question would be **200** [where 100% of respondents strongly agreed with a statement] and the worst possible NWV would be **minus 200** [where 100% of respondents strongly disagreed]. The NWVs are the basis of the analysis and commentary at section 3 of this report.

2.4 Statistical validity

In last year’s survey, the number of responses for some products or services were so low that the results could not be regarded as statistically valid and so we indicated this in the report. This year, the response rate has increased, with the lowest number of responses being 28 (for NICIP). Although this is very much lower than the responses for say SNOMED CT or ICD-10, we believe that it represents a meaningful response rate.

3 Survey findings

The following sections deal with specific survey questions and (where possible) compare this year's results with those of previous years, with a particular emphasis on changes between 2018 and 2019 results. Given the change in scope over the years, it is not always possible to make "like-for-like" year-on-year comparisons. Some of the following tables feature comparative data, but – in other cases – there are no corresponding figures from previous years against which to compare this year's results. A full breakdown of survey responses can be found at Annex 2.

3.1 How would you describe your role?

It is good to see an increase in responses from informatics specialists, up to 13 this year compared with five in 2018 and we have seen an encouraging increase in the number of clinicians who responded (up to nine this year, compared with two last year). The number of Analyst respondents remains low at 17 (an increase on last year's 14, but still well below the 30 of 2017 and similarly, the number of technical specialists this year (8) although significantly higher than last year's two remains well below the 18 of 2017. A detailed breakdown of responses features at Annex 2.

3.2 How would you describe your organisation?

As expected, and in line with previous surveys, the vast majority of our respondents are employees of NHS trusts, but we have seen positive increases in responses from general practice (up to nine compared with two last year). There have also been promising increases in responses from IT System Suppliers and from the wider public sector. Again, a breakdown of responses features at Annex 2.

3.3 I am happy with the following products

In response to these statements, the following Net Weighted Values [NWVs] applied:

Product	2018 NWV	2019 NWV
SNOMED CT	32 (low response)	78 (+46)
dm+d	96 (low response)	75 (-21)
ICD-10	120	127 (+7)
ICD-10 Reference Book	96	106 (+10)
OPCS-4	99	103 (+4)
OPCS-4 Reference Book	82	96 (+14)
Terminology – Classifications Cross-Maps	76 (low response)	64 (-12)
National Interim Clinical Imaging Procedures [NICIP]	38 (low response)	86 (+48)
Approved Clinical Coding Auditor and Training Programmes	59	119 (+60)
NHS Digital SNOMED CT Browser	--	87 (n/a)

The SNOMED CT and NICIP NWV scores show a very encouraging uplift (46 and 48 points respectively) and are both now solidly positive scores. The increase in NWV score for the Auditor and Training Programmes is also very notable (up 60 points). The responses for ICD-10 and OPCS-4 build on already strong NWV scores which is excellent to see.

Unfortunately, we have seen a drop in the NWV scores for dm+d (down 21 points) and Terminology to Classifications cross maps (down 12 points). There was nothing in the feedback provided to indicate why these scores had dropped, so we will look to work with users of these products to better understand and address any issues. We are, however, working to improve, for example the Classifications Mapping team have a quality initiative exercise underway for 2019-2020 with the objective of review and update of existing (legacy) SNOMED CT to ICD-10 and OPCS-4 maps. A number of areas have been identified and are currently being actioned. We expect the initiative to continue with new targeted areas in 2020-2021.

3.4 The terminology and classifications products I use offer significant value

	2018		2019
	Yes	No	NWV
The terminology and classifications products I use offer significant value	90	10	101

This year we used the four-option rating for this question (Strongly Agree to Strongly Disagree) so that we could generate an NWV score, meaning that the 2018 and 2019 scores are not directly comparable. However, 90 of the 95 respondents (or 95%) this year agreed, showing a slight but welcome improvement on last year when 90% of respondents agreed and 10% disagreed.

3.5 I am happy with the support that you provide for....

In response to this statement the following NWVs applied:

Product	2018 NWV	2019 NWV
SNOMED CT	63 (low response)	76 (+13)
SNOMED CT Implementation	--	53 (n/a)
dm+d	81 (low response)	76 (-5)
ICD-10	101	110 (+9)
OPCS-4	99	106 (+7)
Terminology – Classifications Cross-Maps	76 (low response)	66 (-10)
National Interim Clinical Imaging Procedures [NICIP]	49 (low response)	58 (+9)
Auditor and Training Programmes	70	122 (+52)

It is good to see solid increases for SNOMED CT, NICIP and in particular the Auditor and Training Programmes and the continuing increase to the already high scores for ICD-10 and OPCS-4. Unfortunately, dm+d and the cross maps show a reduction in their NWV scores and again we will need to investigate these further to understand how we can improve support for these products. This year, we did not separate support for primary care and secondary care SNOMED CT implementation, so we are not able to draw a comparison with last year's results.

3.6 I feel well informed about....

The following NWVs applied:

Product	2018 NWV	2019
ICD-11	- 24	18 (+42)
SNOMED CT Implementation in Primary Care	- 34 (low response)	-20 (+14)
SNOMED CT Implementation in Secondary Care	- 55	-51 (+4)
National Interim Clinical Imaging Procedures [NICIP]	- 85 (low response)	-58 (+27)

Although the NWV score for ICD-11 is lower than we would like, it is very encouraging to see such a strong move in the right direction. There is also good progress in relation to NICIP, but the score falls far short of where we want it to be. However, relatively few respondents have used the NICIP Code Set and conclusions based on a low response rate may be unreliable. The SNOMED CT implementation in primary care is almost complete now, but we acknowledge that we need to communicate better about SNOMED CT in secondary care. Although the responses relating to SNOMED CT in primary and secondary care show negative NWVs, the team responsible for the implementation of SNOMED CT in primary care has received very positive feedback about communications and support from those directly affected (GP practice staff, system suppliers and CCGs). That knowledge and experience is being used to ensure the effective implementation of SNOMED CT within Mental Health and will inform the implementation of SNOMED across secondary care. Information about the adoption of SNOMED CT in Mental Health can be found within Delen via the following link: [SNOMED CT in Mental Health](#)

3.7 Does your organisation use SNOMED CT?

	2018	2019
Does your organisation use SNOMED CT?	20	57

The increase in respondents stating that their organisation uses SNOMED CT is encouraging.

3.8 For what purposes does your organisation use SNOMED CT?

Purpose	2018	2019
Clinical Documentation	13	30
Patient Summaries [including Discharge Summaries]	9	19
Reporting from data captured using SNOMED CT	7	-
Reporting from data captured using SNOMED CT UK Edition for local use	-	18
Reporting from data captured using SNOMED CT UK Edition for national use e.g. National Data Set collection	-	20
Problem lists	7	23

Purpose	2018	2019
Decision Support tools	7	12
Keyword lists for metadata in care pathways, research documents, evidence-based content	6	8
In messages used to transfer patient-related data from one system to another	5	15
Care Plans, in particular for clinical content that will be transferred between systems	5	10
Allergy Lists and Allergy Management	5	18
Other	15	7

It is encouraging to see increases across all the categories of use.

3.9 I find the following forms of communication valuable...

The following NWVs applied:

Channel	2018 NWV	2019 NWV
Delen	127	110 (-17)
SNOMED CT Implementation Forum	24 (low response)	-
SNOMED CT webinars	50 (low response)	60 (+10)
Terminology and Classifications Newsletters	105	106 (+1)
The Query Resolution Database within Delen	-	112

It is a little disappointing to see the NWV for Delen reduce, although it remains a very strong score. We have recently refreshed Delen and launched the new site towards the end of the survey period. We have received very positive feedback on the new design. The newsletter and Query Resolution Database both score well and we are looking at ways of expanding our educational resources beyond the traditional webinars.

3.10 TRUD is easy to use

	2018 NWV	2019 NWV
The technology distribution platform [TRUD] is easy to use	9	2 (-7)

Respondents have again indicated that TRUD is not as easy to use as it should be and we will conduct research to try to establish if our users would prefer to use an alternative channel. We had hoped to make improvements over the past year but have not been able to devote the necessary resources to it. We have, however, moved a significant amount of non-technical material off TRUD and onto Delen and Digital Learning Solutions (formerly known as the IT Skills Pathway Learning Management System), which should mean that people find it easier to access the materials they need.

3.11 Feedback on the Request Submission Portal

	2018 NWV	2019 NWV
The Request Submission Portal for Terminology and Classifications is easy to use	-	80
I am happy with the service provided via the Request Submission Portal for my OPCS-4 enquiries	-	73
I am happy with the service provided via the Request Submission Portal for my NICIP enquiries	-	30
I am happy with the service provided via the Request Submission Portal for my SNOMED CT enquiries	-	52

This is a new question for 2019, so there is no NWV score for 2018. Most scores are solidly positive, although the NICIP score is notably lower. However, as mentioned at 3.6 above, the low response rate from NICIP users means that it would be unwise to draw firm conclusions.

3.12 Our customer service meets your needs

	2018 NWV	2019 NWV
Our customer service meets your needs	90	87 (-3)

Although this remains a strong positive score, it is concerning that we have not seen an improvement and have instead dropped three points. Narrative feedback indicates that length of response times for queries is the main issue and it seems likely that delays resulting from the volume of calls to our Product Service team were a factor here. We are never complacent about the quality of service we provide, and we will look at how we can improve.

4 Conclusion

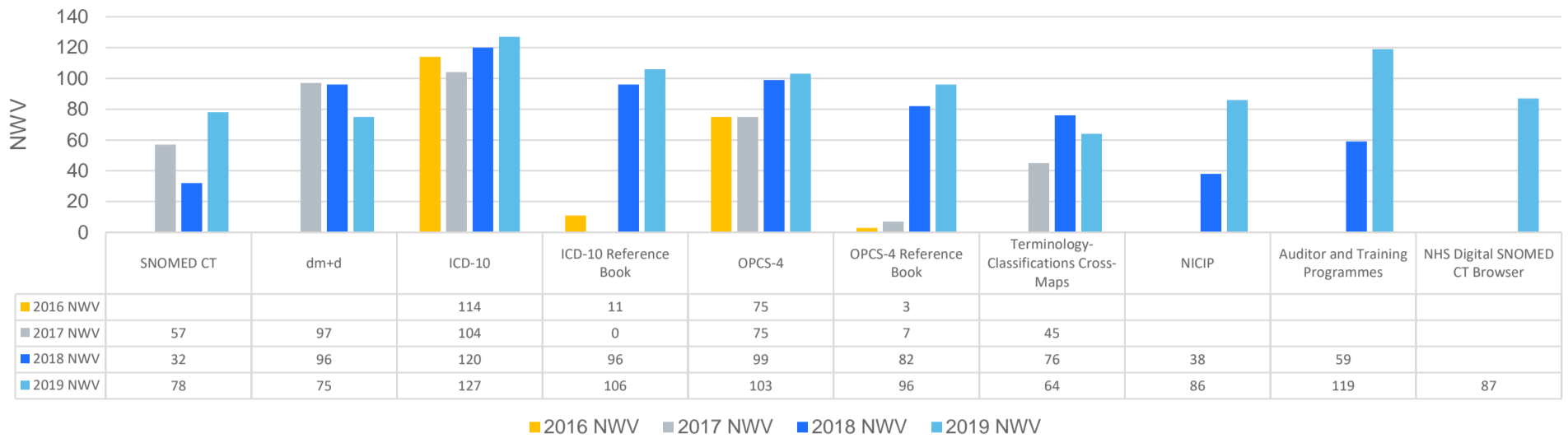
The NWVs across our various products and services paint a mixed picture with a number showing improved ratings but nearly as many seeing some deterioration since 2017. NWV figures suggest a need to address concerns about how effectively we provide information about several of our products, although the sample size in several cases underlines the need for caution when interpreting some data sets. In addition, in response to concerns about some aspects of our SNOMED CT-related activities, we plan to work with the SNOMED CT user community in the same way we have worked with the clinical coding community. There will be an emphasis on describing more broadly how we hope to establish a collaborative relationship that will lead to quicker identification and resolution of issues, *rather than* trying to anticipate the actions we will take to fix the problems. More positively, we are delighted to receive strong feedback about a range of our products and services and we are committed to maintaining these encouraging results, while improving in other areas.

5 Next steps

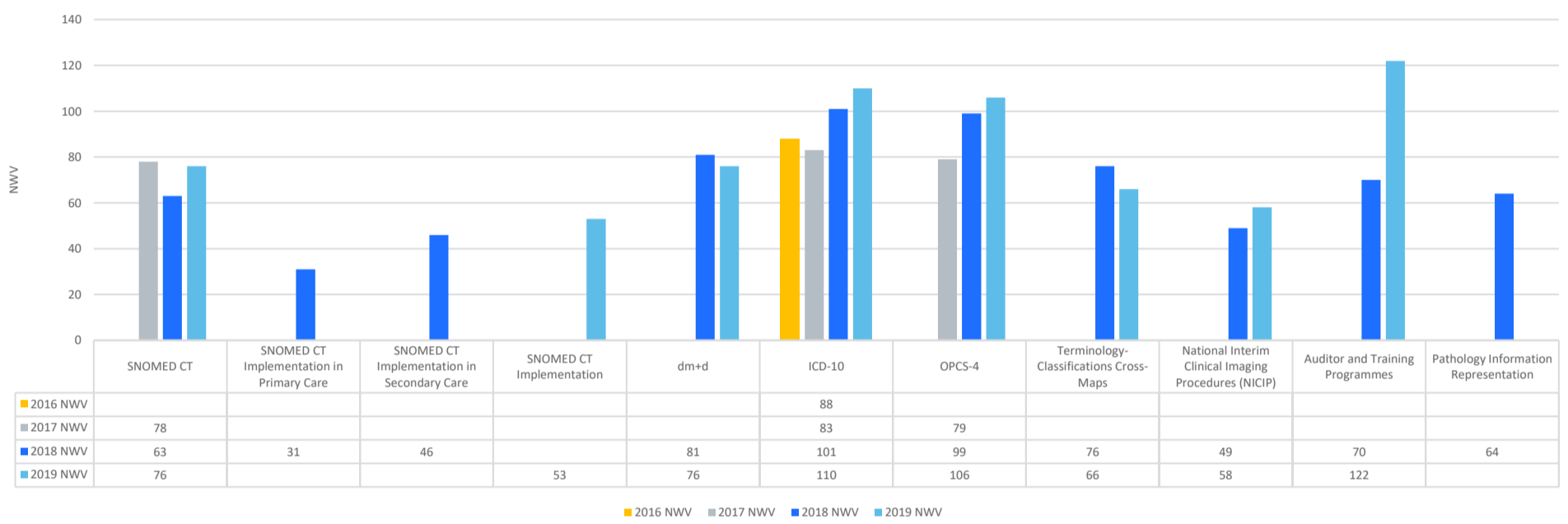
We continue to analyse the very many helpful survey comments and the statistical data and we expect to publish our Service Improvement Plan on Delen in September. We will then maintain the plan, indicating progress against our commitments, throughout the rest of 2019-2020.

Annex 1 – Response Trend Graphs [reflecting NWVs]

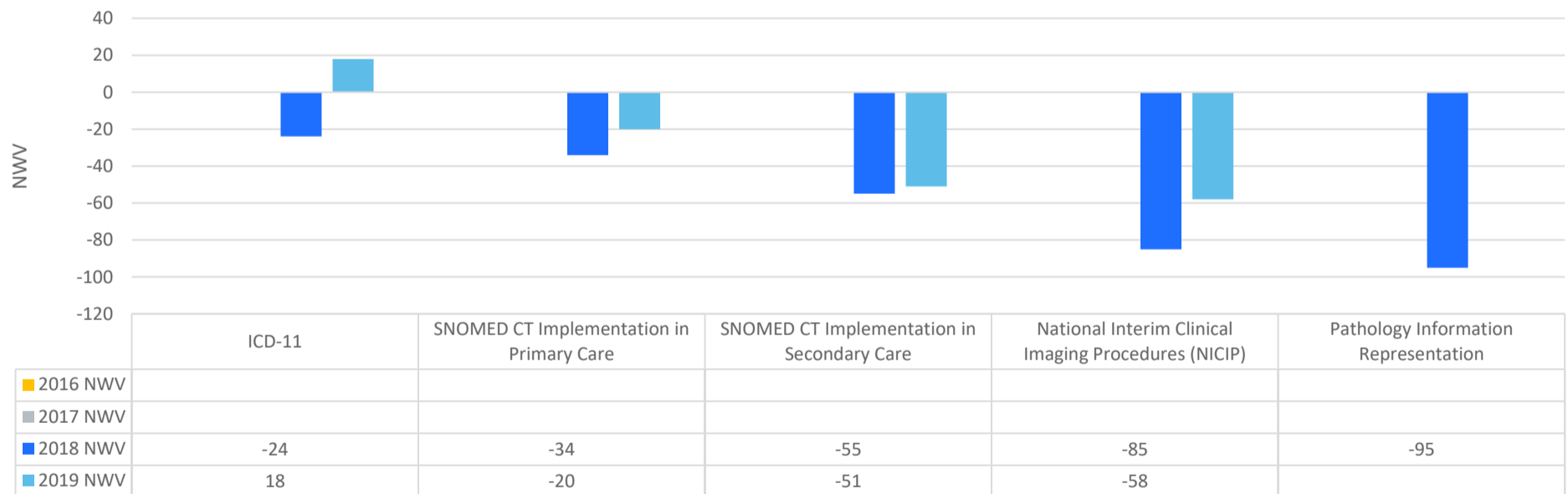
I am happy with the following products



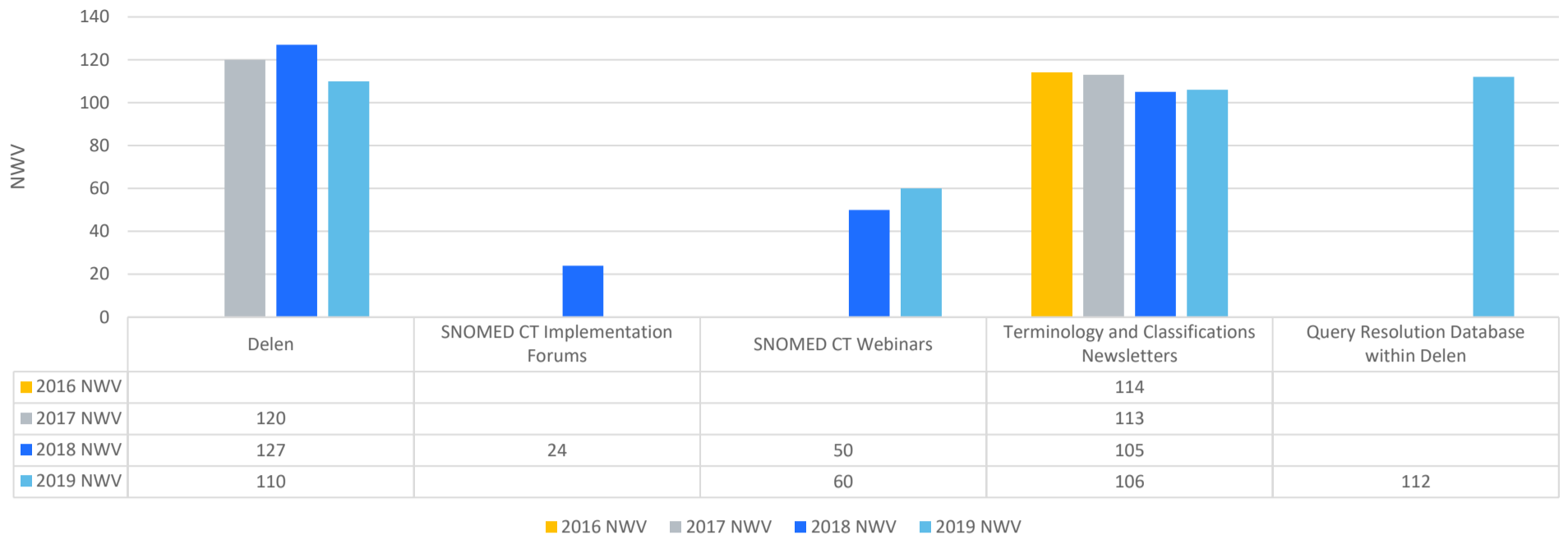
I am happy with the support for the following products



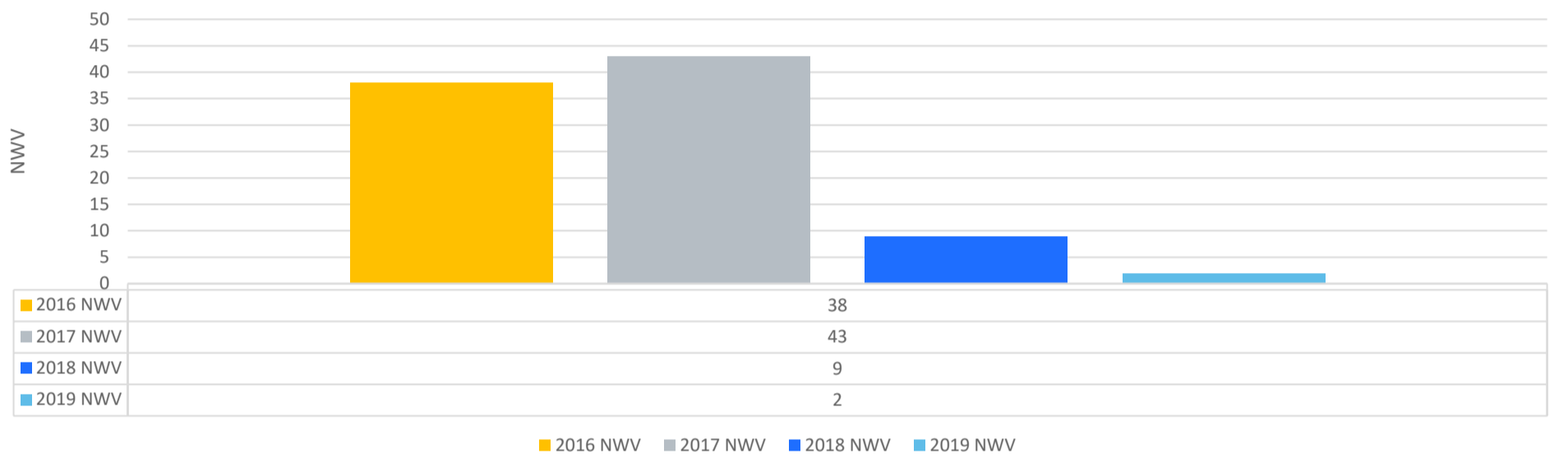
I feel well informed about the following products



I find the following forms of communication valuable

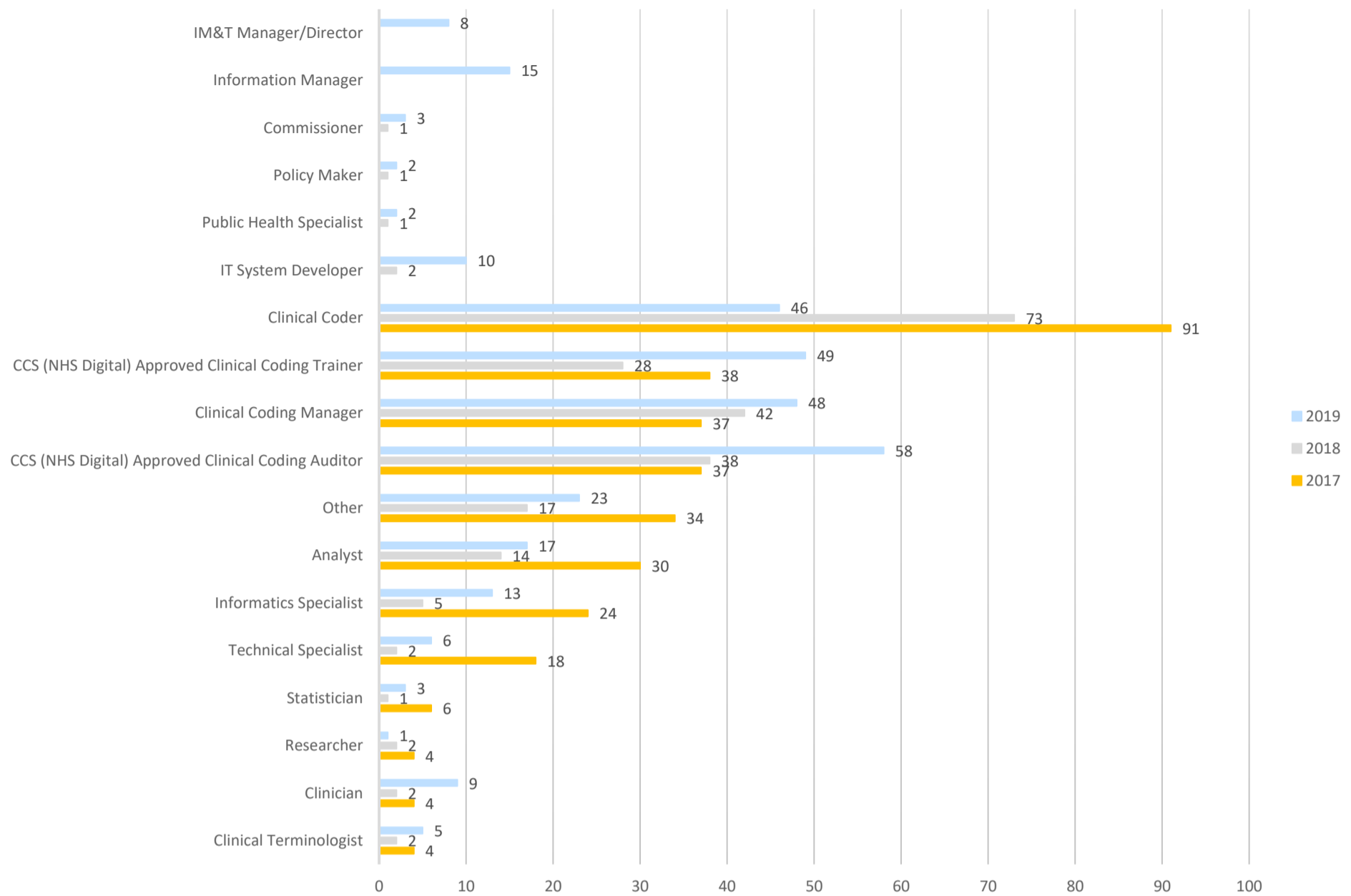


The technology distribution platform (TRUD) is easy to use

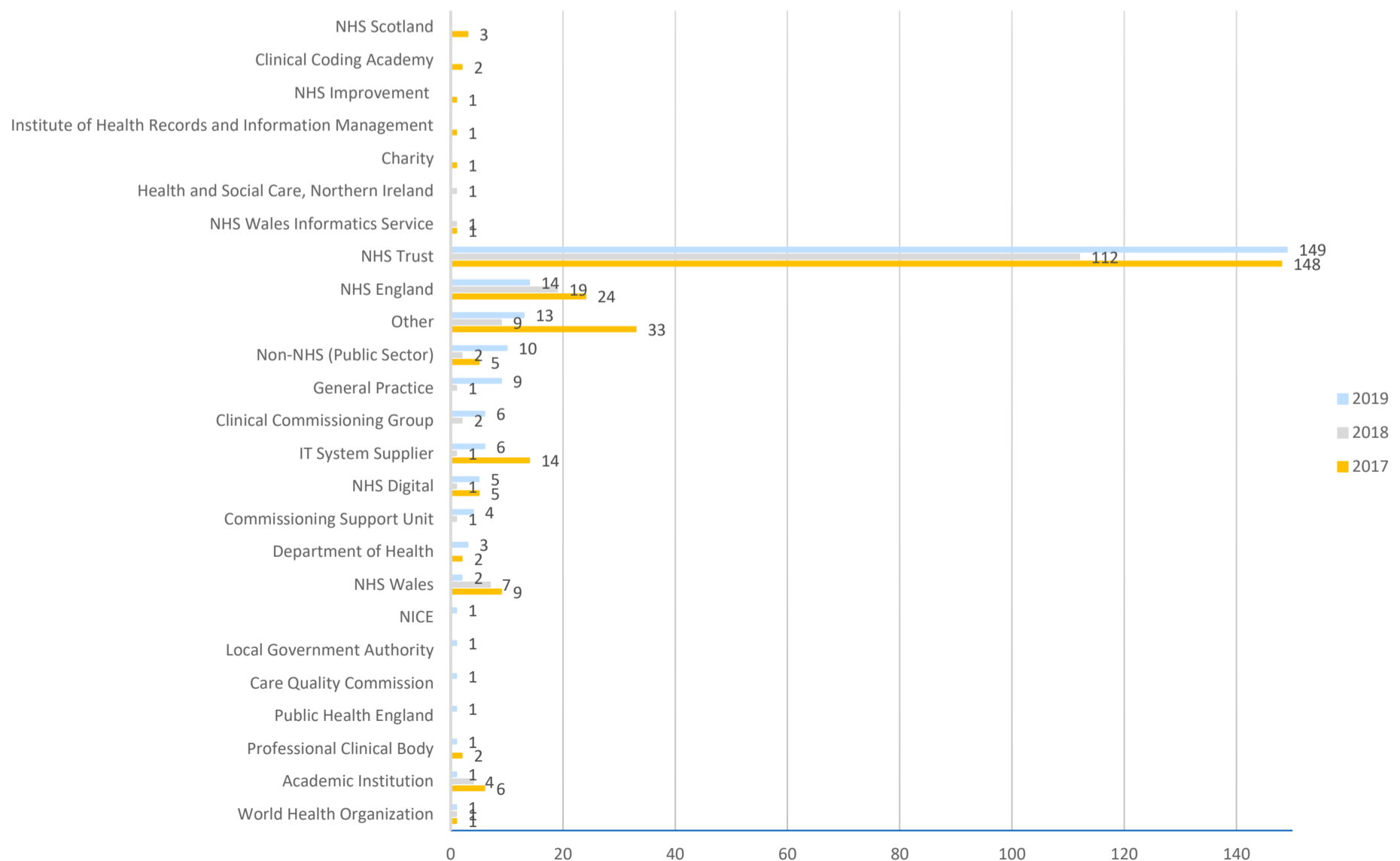


Annex 2 – Breakdown of responses by statement

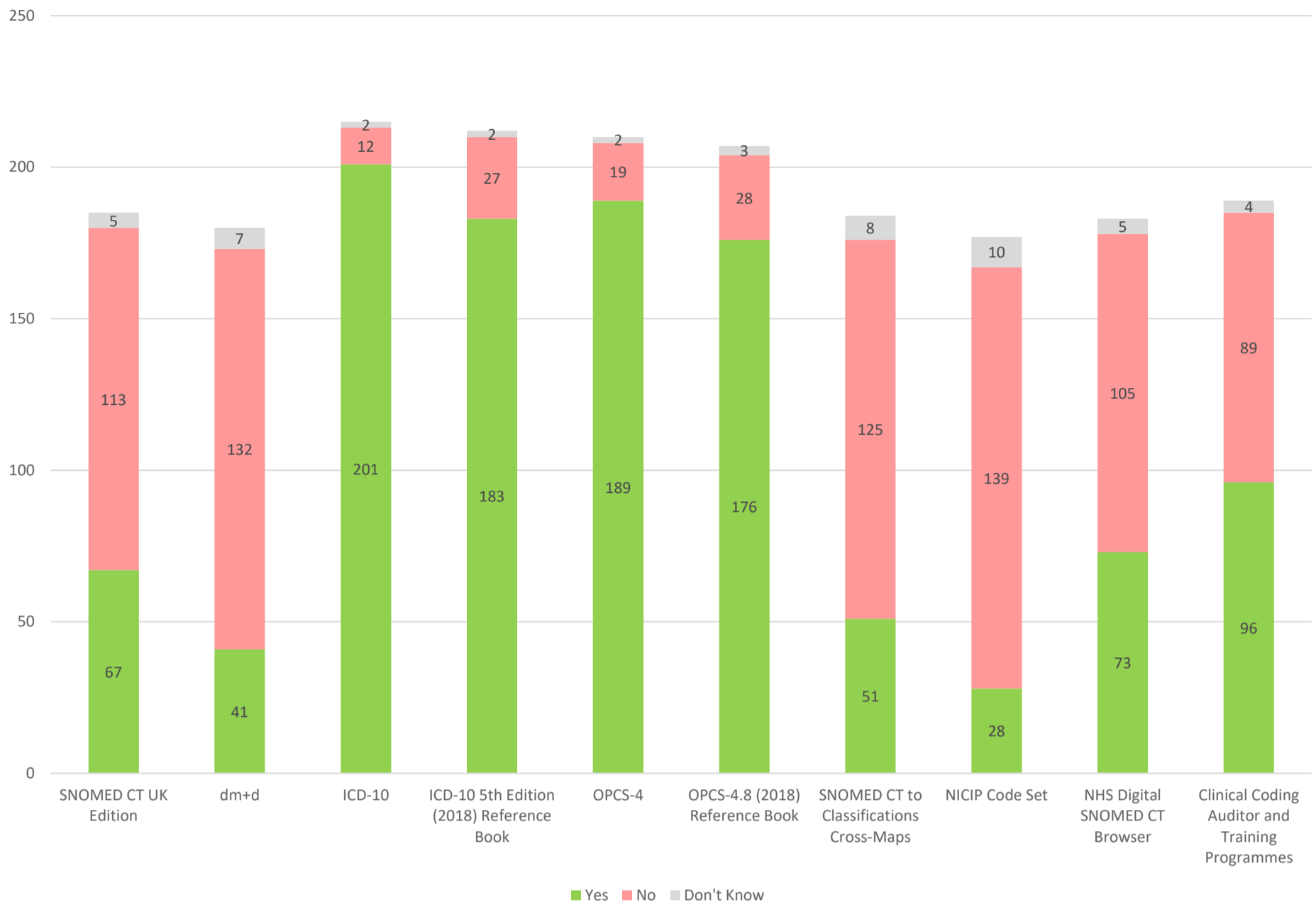
How would you describe your role?



How would you describe your organisation?



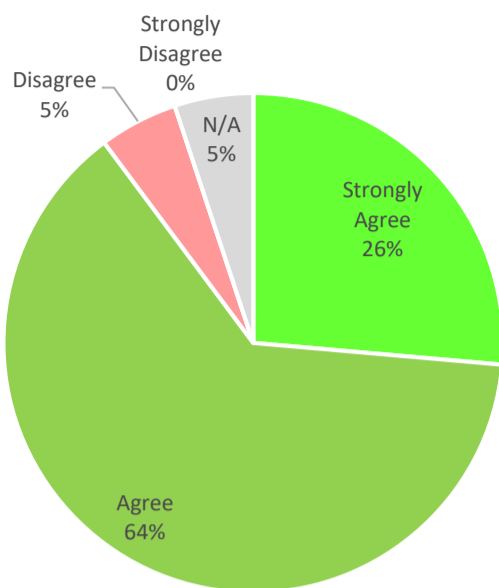
I have used the following products ...



I am happy with the following products ...



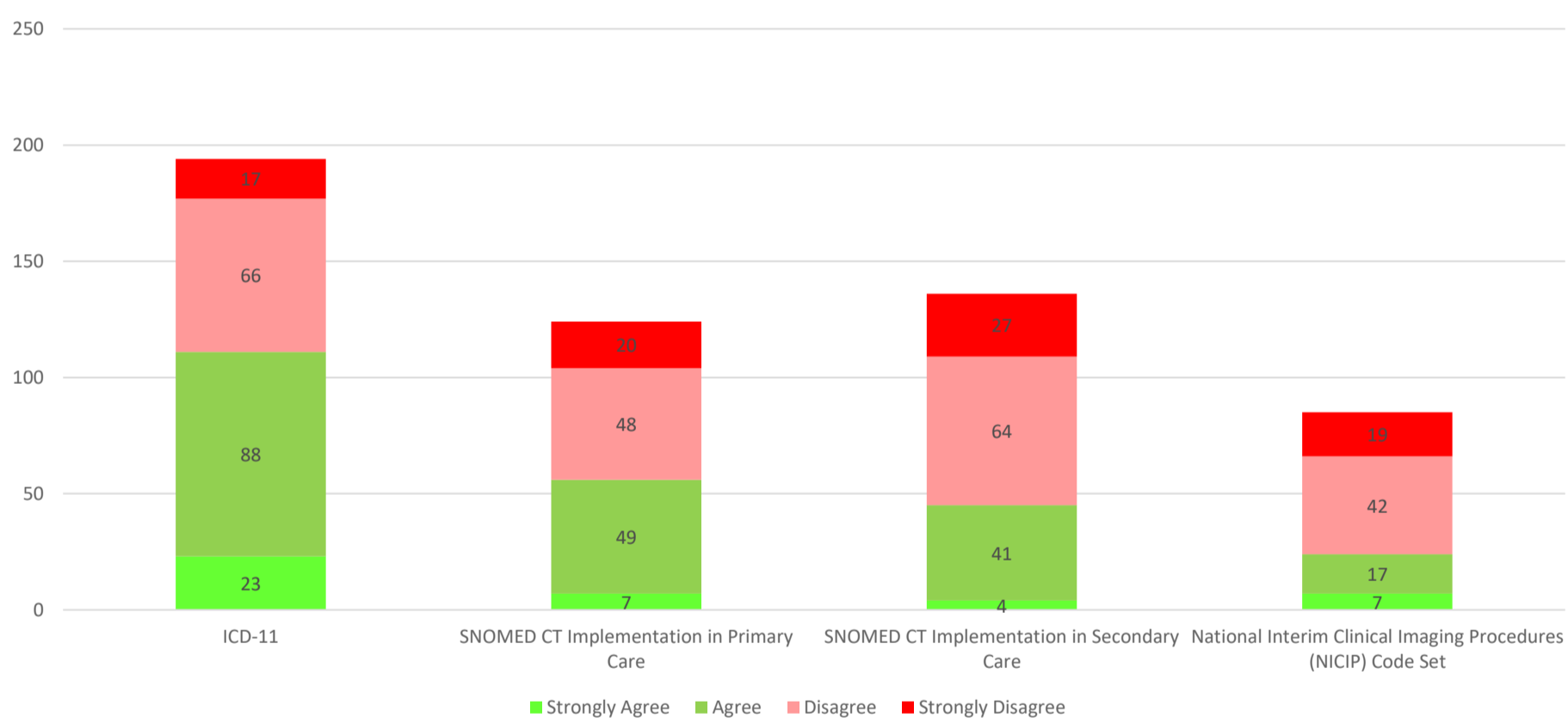
The terminology and classifications products offer significant value



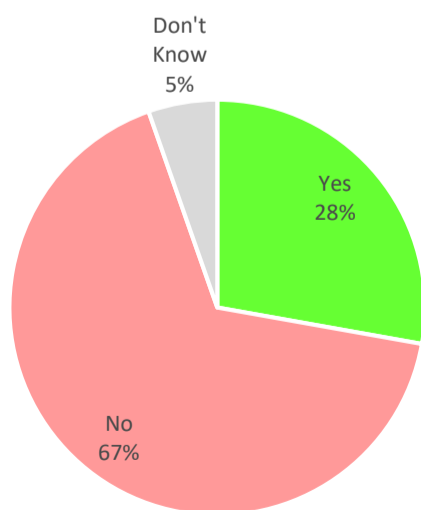
I am happy with the support you provide for ...



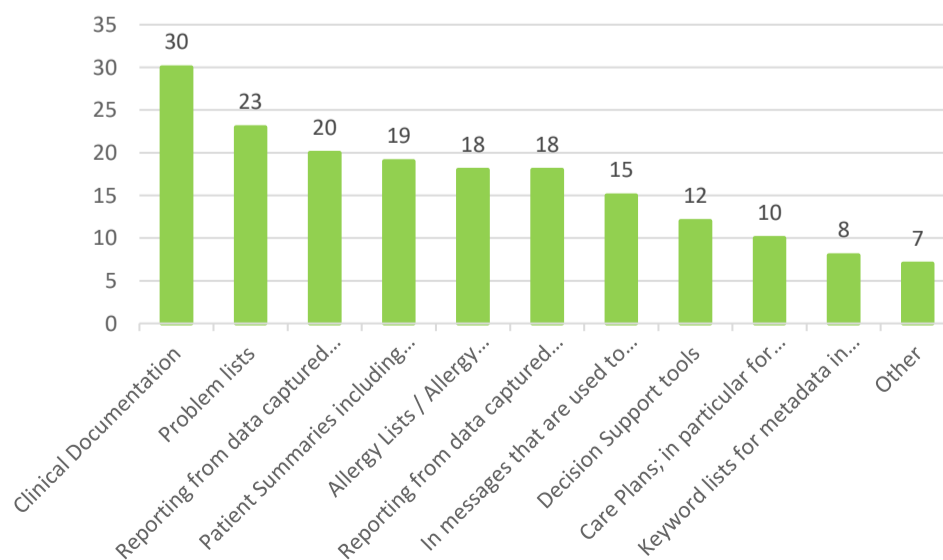
I feel well informed about ...



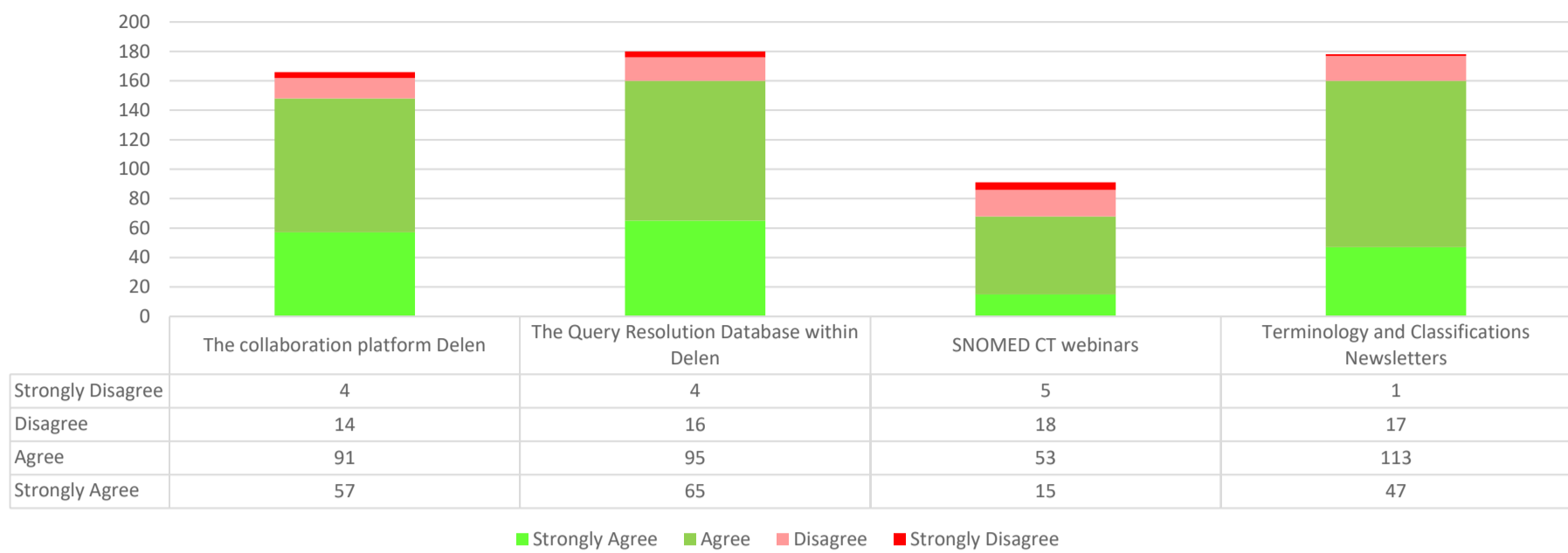
Does your organisation use SNOMED CT?



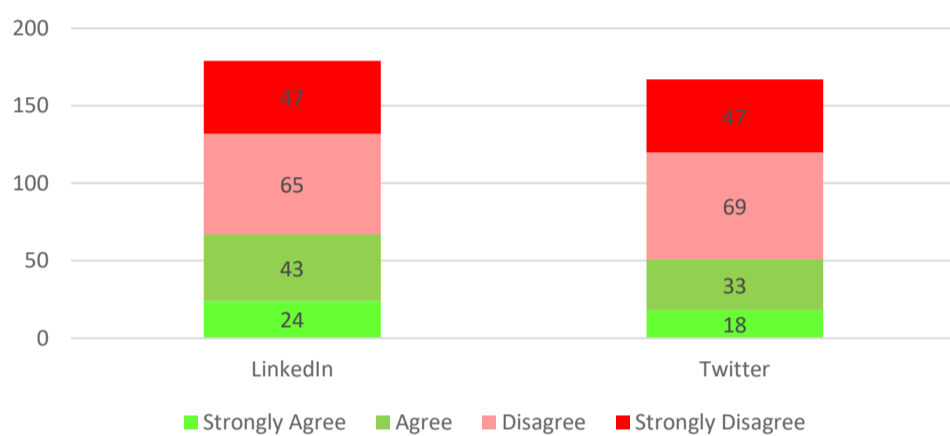
For what purposes does your organisation use SNOMED CT?



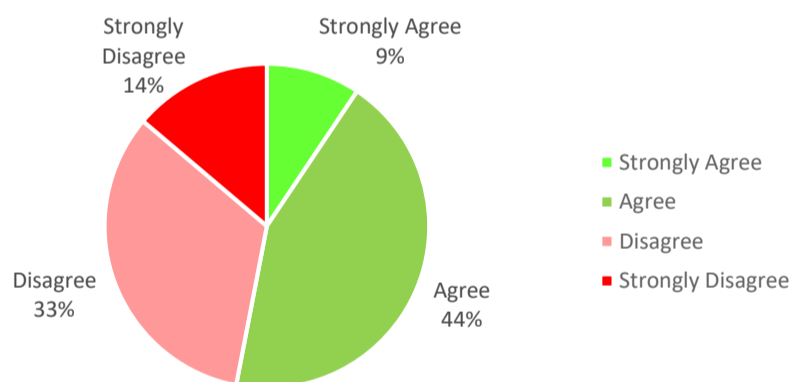
I find the following forms of communication valuable ...



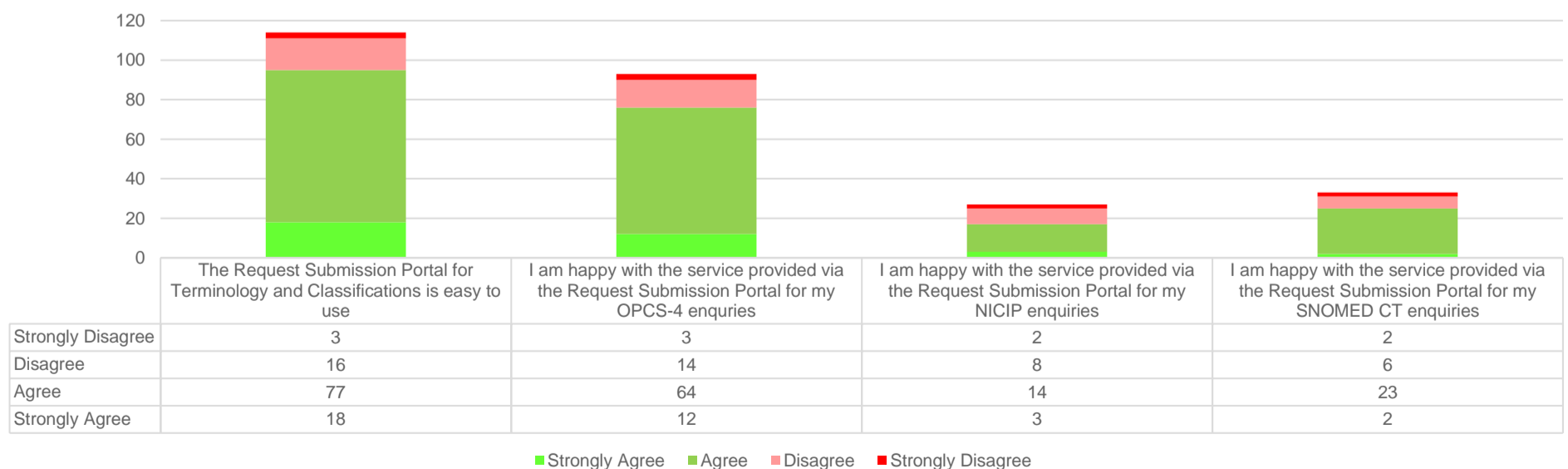
I would find the following forms of communication valuable ...



The technology distribution platform (TRUD) is easy to use



Feedback on the Request Submission Portal



Our customer service meets your needs

