Chronic Pain Waiting Times Data for Quarter Ending December 2019

Publication Metadata (including revision details)

<table>
<thead>
<tr>
<th>Metadata Indicator</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Publication title</td>
<td>Latest release of Chronic Pain Waiting Times for Quarter Ending December 2019 for NHS Scotland.</td>
</tr>
<tr>
<td>Description</td>
<td>This publication reports on the waiting times of patients from referral to first appointment at Chronic Pain Clinic/Services and Chronic Pain Psychology Services. Due to data quality issues and incomplete data from Pain Psychology Clinics, data must be used with caution.</td>
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<tr>
<td>Theme</td>
<td>Health and Social Care</td>
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<tr>
<td>Topic</td>
<td>Waiting times</td>
</tr>
<tr>
<td>Format</td>
<td>Publication Summary and Excel tables.</td>
</tr>
<tr>
<td>Data source(s)</td>
<td>Aggregate returns from individual NHS Boards are submitted quarterly to ISD using a defined Excel template.</td>
</tr>
<tr>
<td>Date that data are acquired</td>
<td>By the 15th of February, May, August and November.</td>
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<tr>
<td>Release date</td>
<td>Quarterly on the second Tuesday of March, June, September and December from 08 March 2016.</td>
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<tr>
<td>Frequency</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Timeframe of data and timeliness</td>
<td>New data for quarter ending 31 December 2019</td>
</tr>
<tr>
<td>Continuity of data</td>
<td>Quarterly data from Quarter Ending 31 December 2015.</td>
</tr>
<tr>
<td>Revisions statement</td>
<td>These figures are developmental and therefore considered non-official statistics intended to provide timely information from aggregate quarterly returns. It is envisaged that revisions will not be made however on occasions NHS Boards may submit revised data.</td>
</tr>
<tr>
<td>Revisions relevant to this publication</td>
<td>Due to an incorrect formula, NHS Forth Valley data for Removal Reasons was not visible, this has been addressed, overall Scotland figures were not affected.</td>
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<tr>
<td>Concepts and definitions</td>
<td>Data are provided from NHS Boards for patients referred to Pain Clinic Services and Pain Psychology Clinic Services. A Pain Clinic Service is a centralised service (usually outpatients) to which an individual is referred for Chronic Pain assessment or management. A Pain Psychology Service is a Psychological Therapy service for pain management. The wait is measured from the date the service receives the referral to the date that the person attends their first appointment (is seen).</td>
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</table>
This first appointment may or may not include assessment or treatment.

3 months of waiting times information is published in each quarter. Some of this information will include patients who have been added to a waiting list in previous quarters. A patient's waiting time information could be included in three releases: 'waiting to be seen' figures in Quarters ending March and June and 'seen' figures for Quarter ending September, depending on when in the quarter the patient's referral was received.

Definitions:

- Number of referrals is the total number of referrals for the quarter of submission, including rejected referrals. A referral is a request to a healthcare professional or to an organisation to provide appropriate healthcare to a patient. A referral may be made by a person or an organisation on behalf of a patient or a patient may refer him/herself.

- Number of rejected referrals refers to the total number of referrals rejected for the quarter of submission, where the request to a healthcare professional or to an organisation to provide appropriate healthcare to a patient is deemed as not appropriate. The patient may be referred to other services or back to their GP.

- Number of first appointments at a pain clinic/service will be patients referred and attended (seen) at a pain clinic/service.

- Number of ‘Did Not Attends’ (DNAs) for first appointments is the total number of patients who ‘Did Not Attend’ for their first appointment at a pain clinic or pain psychology clinic for the quarter of submission. A patient may be categorised as DNA when the Health Care Provider is not notified in advance of the patient's unavailability to attend on the offered admission date for 1st contact appointments.

- Number of 1st appointments at pain psychology are patients referred on from their 1st hospital appointment (pain clinic) to pain psychology.

- Adjusted waits are waits which have been adjusted to take into account patients' periods of unavailability or non attendance, for example resetting the clock following a DNA. They include waits which have been partially adjusted (for example if the data includes patients whose waits have been adjusted for unavailability but not for non attendance). These adjustments are made regardless of the waiting time.

- Unadjusted waits are waits where no adjustments have been made.

- Non Attendance is when the Waiting time may be reset if a person does not turn up for their appointment. This includes DNA.

- Unavailability is when the time a person is unavailable may be subtracted from the waiting time. A patient may be categorised as could not attend (CNA) when the hospital is notified in advance of the patient's unavailability to attend on the offered appointment date.
admission date, or for any appointment.
Patients who, having registered their arrival for an outpatient appointment, subsequently leave without being seen for consultation by a Health Care Professional are deemed to have an outcome of ‘could not wait’ (CNW).

If the appointment is planned to consist of more than one consultation, the patient needs to finish all consultations in order not to be recorded as ‘could not wait’.
It is important that patients are advised prior to attending the clinic of the expected duration of their attendance.

- Refuses Reasonable Offer is when the waiting time may be reset if a person declines 2 or more appointment dates.

- Patients currently waiting for 1st appointment to be seen at a pain clinic/service (ongoing waits) includes the waiting time from referral and will include all patients still waiting to be seen for their 1st hospital appointment (e.g. GP to 1st hospital appointment).

- Patients currently waiting for 1st appointment to be seen at a pain psychology service (ongoing waits) includes the waiting time from date referral received at pain psychology service and will include all patients still waiting to be seen for their 1st appointment by a psychologist/psychology service (e.g. chronic pain service referral to a psychologist/psychology service).

- Experienced (actual) waiting time for 1st appointment to be seen at a pain clinic/service (completed waits) is the waiting time from receipt of referral to the 1st appointment by a pain clinic service.

- Experienced (actual) waiting time from receipt of referral at a pain psychology service for 1st appointment at pain psychology (completed waits) is the waiting time from the 1st hospital appointment to the 1st appointment by a psychologist/psychology service. Most people are referred to a pain psychology clinic after attendance at another service e.g. pain clinic. The wait for pain psychology is calculated from the date the service receives the referral to the date they attend the clinic.

**Relevance and key uses of the statistics**
Waiting times are important to patients and are a measure of how the NHS is responding to demands for services. Measuring and regular reporting of waiting times highlights where there are delays in the system and enables monitoring of the effectiveness of NHS performance throughout the country. The NHS in Scotland has been set a number of standards for maximum waiting times. Other uses of the data include information requests for a variety of customers, e.g. research charities; public companies; Freedom of Information requests; information support to Boards; health intelligence work; parliamentary questions and LDP standards.

**Accuracy**
These data are classified as developmental. ISD only receives aggregate data from each NHS Board and this data cannot be systematically validated by ISD. Derivation of the figures and data accuracy are matters for individual NHS Boards.
## Completeness

100% of submitted data are used for analysis and publication. However, there are issues identified with the completeness of the information submitted from NHS Boards for both the Chronic Pain Clinic/Service and the Chronic Pain Psychology Service, and differences between what is submitted for adjusted and unadjusted waits. More detail on the data completeness is provided in the Data Quality and Completeness tab within the Excel Data Tables Publication file.

## Comparability

There are differences in the measures used and collection methods of Chronic Pain Clinics and Chronic Pain Psychology Clinic waiting times statistics, as well as differences in service structures between the administrations. Users need to carefully read the publications when making comparisons.

(NHS England, NHS Wales and NHS Northern Ireland do not publish data on Chronic Pain.)

The National Pain Audit (www.nationalpainaudit.org) is a collaboration between the British Pain Society and Dr Foster Intelligence to collect data on Pain. The audit aims to cover all specialist pain services in England and Wales.

The National Pain Audit has reported organisational data for the years 2010 - 2011 against a wide range of standards set by the Faculty of Pain Medicine, British Pain Society and International Association for the Study of Pain. The data may not be comparable as there may have been differences in the data recording process.

## Accessibility

It is the policy of ISD Scotland to make its web sites and products accessible according to published guidelines.

## Coherence and clarity

## Value type and unit of measurement

Data relating to the Total Number of Patients Referred to Pain Clinics and Pain Psychology Clinics, Non-Attendance Rates and the number and percentage of patient waits within and over 18 weeks for patients attending 1st appointment within the quarter and ongoing waits at quarter end.

## Disclosure

The ISD Statistical Disclosure Protocol is followed.

## Official Statistics designation

Non Official Statistics.

## UK Statistics Authority Assessment

Not Assessed.

## Last published

10 December 2019

## Next published

10 March 2020

## Date of first publication

08 March 2016

## Help email

nss.isdwaitingtimes@nhs.net

## Date form completed

19 February 2020
Early Access details (including Pre-Release Access)

Pre-Release Access
Under terms of the "Pre-Release Access to Official Statistics (Scotland) Order 2008", ISD are obliged to publish information on those receiving Pre-Release Access ("Pre-Release Access" refers to statistics in their final form prior to publication).

Standard Pre-Release Access:
- Scottish Government Health Department
- NHS Board Chief Executives
- NHS Board Communication leads

Early Access for Management Information
These statistics will also have been made available to those who needed access to ‘management information’, ie as part of the delivery of health and care:

Early Access for Quality Assurance
These statistics will also have been made available to those who needed access to help quality assure the publication:
- NHS Board data suppliers
ISD and Official Statistics

About ISD

Scotland has some of the best health service data in the world combining high quality, consistency, national coverage and the ability to link data to allow patient based analysis and follow up.

Information Services Division (ISD) is a business operating unit of NHS National Services Scotland and has been in existence for over 40 years. We are an essential support service to NHSScotland and the Scottish Government and others, responsive to the needs of NHSScotland as the delivery of health and social care evolves.

**Purpose:** To deliver effective national and specialist intelligence services to improve the health and wellbeing of people in Scotland.

**Mission:** Better Information, Better Decisions, Better Health

**Vision:** To be a valued partner in improving health and wellbeing in Scotland by providing a world class intelligence service.

Official Statistics

Information Services Division (ISD) is the principal and authoritative source of statistics on health and care services in Scotland. ISD is designated by legislation as a producer of ‘Official Statistics’. Our official statistics publications are produced to a high professional standard and comply with the Code of Practice for Official Statistics. The Code of Practice is produced and monitored by the UK Statistics Authority which is independent of Government. Under the Code of Practice, the format, content and timing of statistics publications are the responsibility of professional staff working within ISD.

ISD’s statistical publications are currently classified as one of the following:

- National Statistics (ie assessed by the UK Statistics Authority as complying with the Code of Practice)
- National Statistics (ie legacy, still to be assessed by the UK Statistics Authority)
- Official Statistics (ie still to be assessed by the UK Statistics Authority)
- other (not Official Statistics)

Further information on ISD’s statistics, including compliance with the Code of Practice for Official Statistics, and on the UK Statistics Authority, is available on the ISD website.

The United Kingdom Statistics Authority has designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the Code of Practice for Official Statistics. Designation can be broadly interpreted to mean that the statistics:

- meet identified user needs;
- are well explained and readily accessible;
- are produced according to sound methods, and
- are managed impartially and objectively in the public interest.

Once statistics have been designated as National Statistics it is a statutory requirement that the Code of Practice shall continue to be observed.