



Data Validation Procedure

Contents

1.0	Introduction.....	2
2.0	Scope and Purpose	2
3.0	Responsibilities	2
4.0	Recording, Audit and Review	3
5.0	Associated Documentation	4
6.0	Procedures.....	4
7.0	Validation Check 1: Duplicate Incidents	4
8.0	Validation Check 2: Missing / Unknown Postcodes and CCG Codes	5
9.0	Validation Check 4: Negative Times	6
10.0	Validation Check 5: Less than 5 minutes at Scene	7
11.0	Validation Check 6: Over 2 hours at Hospital	7
12.0	Validation Check 7: Incorrect Stop Codes (Incidents)	8
13.0	Validation Check 12: Hear & Treat Stop Code and Final DXcode with On Scene Time	9
14.0	Validation Check 15: 30 Minutes with No On Scene Time	10
15.0	Validation Check 16: SECamb Area Activity attended by non SECamb Crew	10
16.0	Validation Check 31: Rogue data checks	11
17.0	Validation Check 36: Max Veh Turnaround Time greater than 480min.....	12
18.0	Validation Check 37: Site Safety Report	12
19.0	Validation Check 40: Neonatal Transfers	13
20.0	Validation Check 41: Paramedic Practitioner Referrals.....	13
21.0	Validation Check 42: Mismatch Priorities.....	14
22.0	Validation Check 43: No Stop code (East & West)	15
23.0	Validation Check 44: High Level Stop Codes	16
24.0	Validation Check 45: Interim Hear and Treat DX codes as the final disposition	17
25.0	Validation Check 46: Hear & Treat Stop Code with Response DX.....	17

26.0	Validation Check 47: Hear & Treat Initial DX with a non Hear & Treat Stop Code.....	18
27.0	Validation Check 48: Hear & Treat Final DX with a non Hear & Treat Stop Code	18
28.0	Validation Check 49: DX95 and DX108	19
29.0	Validation Check 50: Section 136	20
30.0	Validation Check 51: Section 136 Mental Health	20
31.0	Validation Check 52: Police Stop Codes	21
32.0	Validation Check 53: Missing Destination Address or Time	21
33.0	Validation Check 54: Late Calls	22
34.0	Validation Check 55: C1's with no reason	23
35.0	Validation Check 56: No send cancel reason.....	23
36.0	Validation Check 57: Clock change	24
37.0	Validation Check 58: Vehicles with no clear time	25
38.0	Validation Check 59: Missing at Scene times	25

1.0 Introduction

- 1.1 This procedure describes the rules on how South East Coast Ambulance NHS Foundation Trust ('the Trust') validates its activity and performance data to ensure compliance with the the [Ambulance Quality Indicators](#), and for the Trust's contract monitoring and other information requirements generally.
- 1.2 Each validation is noted as "Validation Check X", where X retains the same numbers as previous versions of this procedure.
- 1.3 Obsolete validation checks are removed and the validation numbers are not re-used. New validation checks are added incrementally.

2.0 Scope and Purpose

- 2.1 The procedure is intended to allow:
 - 2.1.1 Oversight of data validations that are applied to the data and why these are required.
 - 2.1.2 To provide instruction and ensure a consistent approach to data validations performed.
 - 2.1.3 To support audit & review of the data validations against the NHS England AQI Guidance (including when this guidance is amended).
 - 2.1.4 To allow audit of the data validations themselves with respect to if they have followed this procedure.
 - 2.1.5 To provide governance to the Trust for retrospective amendments to the Computer Aided Dispatch (CAD) data.

3.0 Responsibilities

- 3.1 This procedure is governed by the 'AQI Measurement, Reporting and Validation Policy'.
- 3.2 The Performance and Information Manager is responsible for the monitoring and audit of this procedure.
- 3.3 Corrections and new validations may be required as issues are found, such as data errors requiring validation for more accurate reporting. Similarly amendments to how AQI's are measured or the interpretations of the AQI guidance may be requested or mandated externally.
- 3.4 The Performance and Information Manager is responsible for facilitating any requested or mandated changes to this procedure and ensuring the process followed is in line with the requirements set out in the 'AQI Measurement, Reporting and Validation Policy'.
 - 3.4.1 This will require appropriate governance / authorisation as per the Policy and may require an update of the SECamb Ambulance Quality Indicators Interpretation (AQIs) Guide at the same time.
- 3.5 The EOC Information Team manager is responsible for the implementation of this procedure.
- 3.6 The Senior Operations Leadership Team (SOLT), Emergency Operations Centre (EOC) Governance Team and Executive Team are responsible for the approval of this procedure.

4.0 Recording, Audit and Review

- 4.1 Completion of each validation is logged on spreadsheets which include details of which staff member has performed the validation check including the date of the data that has been validated.
- 4.2 A full audit trail of changes are noted within the history tab of the CAD.
- 4.3 The validations performed are to be reviewed annually by internal audit, and the resultant recommendations and results are to form part of the Quarterly reviews specified in the '*AQI and Data Validation Policy*'.
- 4.4 A review and update of this procedure will occur annually.
- 4.5 A full review of this procedure, to confirm the data validations are still relevant and accurate, may also be required after any significant CAD system changes and the latest AQI guidance.
- 4.6 The Performance and Information Manager is responsible for ensuring the above reviews occur.

- 4.7 All procedures have their effectiveness audited by the responsible Management Group at regular intervals, and initially six months after a new policy is approved and disseminated.
- 4.8 Effectiveness will be reviewed using the tools set out in the Trust's Policy and Procedure for the Development and Management of Trust Policies and Procedures (also known as the Policy on Policies).
- 4.9 This document will be reviewed in its entirety every three years or sooner if new legislation, codes of practice or national standards are introduced, or if feedback from employees indicates that the policy is not working effectively.
- 4.10 All changes made to this procedure will go through the governance route for development and approval as set out in the Policy on Policies.

5.0 Associated Documentation

- 5.1 The latest versions of the following documentation are related to this procedure:
 - 5.1.1 SECAmb AQI Measurement, Reporting and Validation Policy
 - 5.1.2 AQI Guidance issued by NHS England
 - 5.1.3 SECAmb Ambulance Quality Indicators Interpretation (AQIs) Guide, issued by SECAmb

6.0 Procedures

- 6.1 All the procedures in the following sections reference the aim of the validation, the changes made and then the procedure used to identify and change the appropriate records. The reports used are also referenced by name.
- 6.2 The reports generated to facilitate data validation are available from the EOC Information Team application in Power BI.

7.0 Validation Check 1: Duplicate Incidents

- 7.1 **Purpose:**
 - 7.1.1 This reviews all duplicate incidents to ensure there is no double reporting or charging of activity. Potential duplicates are identified by the same postcode.
 - 7.1.2 This will also review incidents where there are two incidents with the same postcode, where a response is made on the initial incident after the receipt of a second call.

7.2 Changes Made:

7.2.1 Any duplicate incident will be amended to ensure only 1 incident is reported.

7.3 Frequency: Daily

7.4 Report: From the EOC Information Team application in Power BI, ValCk1 Duplicate Incidents.

7.5 Validation Procedure:

7.5.1 Run the report for the appropriate date(s) in Power BI Report Server (ref. Section 7.4)

7.5.2 Copy the incidents across to the Duplicate Spread sheet for the current month for further checks. Potential duplicates are identified by:

- Having same address
- Cross checking the patient name (if present)
- Checking any other patient specific data such as gender, age, problem nature identified etc. (present in the CAD notes)

7.5.3 If a duplicate is found then the duplicate call is stopped by:

- Taking out the on scene time and
- Removing the leaving scene & at hospital times (if applicable),
- Remove Transport Destination (if applicable).
- The stop code on the incident will also need to be changed to duplicate.
- The vehicle times are then entered onto the reporting incident.
- If required generate Retro incident and ensure all other incidents closed as Duplicate.

8.0 Validation Check 2: Missing / Unknown Postcodes and CCG Codes

8.1 Purpose:

8.1.1 This reviews all missing postcodes and CCG codes, to ensure all activity has a postcode associated with it to allow reporting by CCG / geographical catchment.

8.1.2 This applies to all incidents.

8.2 Changes Made:

8.2.1 In the validation, if the post code is unknown, the geography of the incident will be associated to the nearest location with a known postcode (entered into CAD).

8.3 **Frequency:** Daily

8.4 **Reports Run:** from the EOC Information Team application in Power BI ValCk2 Missing Postcodes

8.5 **Validation Procedure:**

8.5.1 Run the report for the appropriate date(s):

8.5.2 Copy the Incidents across into the "Missing/Incorrect Postcodes" TAB in the Data Checks Spread sheet for the current month.

8.5.3 Find a correct postcode on info.secamb either for the same road or close by (this is to ensure info recognises the postcode we are entering) and then copy this postcode into the incident on the CAD or re-enter the address on the CAD incident.

9.0 Validation Check 4: Negative Times

9.1 **Purpose:**

9.1.1 This reviews all incidents where the following occur;

- Allocation is after any other timestamp
- Mobilisation is before allocation
- At scene is before assigned or mobile
- Leave scene is before assigned, mobile or at scene
- At hospital is before assigned, mobile, at scene or leave scene
- Handover is before assigned, mobile, at scene, leave scene or at hospital, or is after clear scene
- Clear scene is before assigned, mobile, at scene, leave scene or at hospital.

9.1.2 The record is updated as is appropriate. This results in no negative response times present.

9.2 **Changes Made:**

9.2.1 The appropriate time stamp is amended in the CAD record.

9.3 **Frequency:** Daily

9.4 **Report Run:** from the EOC Information Team application in Power BI, ValCk4 Negative Responses.

9.5 **Validation Procedure:**

- 9.5.1 Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.
- 9.5.2 Copy all incidents in to the data check spreadsheet for the current month.
- 9.5.3 Check all dates and times for the incidents identified in 'ii' above and amend as required.

10.0 Validation Check 5: Less than 5 minutes at Scene

10.1 Purpose:

- 10.1.1 This reviews incidents that have an at scene time of five or less minutes. This allows identification of rogue Automatic Vehicle Location (AVL) data validation and subsequent correction as required.

10.2 Changes Made:

- 10.2.1 The appropriate time stamp is amended in the CAD record.

10.3 Frequency: Daily

10.4 Report Run: from the EOC Information Team application in Power BI: ValCk5 Less Than 5 minutes at Scene (East) and ValCk5 Less Than 5 minutes at Scene (West)

10.5 Validation Procedure:

- 10.5.1 Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.
- 10.5.2 Copy to the relevant Spread sheet for each EOC, in the "Under 5 Minutes" Tab.
- 10.5.3 Check all vehicle times that are showing on scene to leaving scene or on scene to clear times that are under 5 mins.
- 10.5.4 If incorrect then amend the incorrect time on the CAD.

11.0 Validation Check 6: Over 2 hours at Hospital

11.1 Purpose:

- 11.1.1 This reviews all incidents where the hospital turn-around is over two hours to confirm that the delay is real (and not for example a failure to close the incident). The record is updated as required / appropriate.

11.2 Changes Made:

11.2.1 The appropriate time stamp is amended in the CAD record.

11.3 Frequency: Daily

11.4 Report Run: from the EOC Information Team application in Power BI: ValCk6 Over 2 hours at Hospital

11.5 Validation Procedure:

11.5.1 Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.

11.5.2 Copy incidents to the Hospital Delay Over 2 Hours Tab in the Data Spread Sheet for the current month.

11.5.3 Through the vehicle AVL check the at hospital time & clear time and if incorrect change the time on the CAD.

12.0 Validation Check 7: Incorrect Stop Codes (Incidents)

12.1 Purpose:

12.1.1 This reviews contradictions between the on-scene time and Incident stop code, specifically when a stop code is cancelled by caller, duplicate or any of the H&T reasons” but an on-scene time or at hospital time is present. All incident on scene times must have a Response stop code and all Response stop codes must have an incident at scene time.

12.2 Changes Made:

12.2.1 Stop code amended on the CAD or remove the on-scene time removed where appropriate.

12.3 Frequency: Daily

12.4 Report Run: from the EOC Information Team application in Power BI: ValCk7 Incorrect Stop Codes (East) and Incorrect Stop Codes (West)

12.5 Validation Procedure:

12.5.1 Run the report for the appropriate date(s) from the Validation checks folder in Power BI Report Server.

12.5.2 Copy the incidents to the Stop Codes Tab on the Data Check Spread Sheet for the current month.

12.5.3 Check At Scene time is correct using AVL, (i.e. remained at scene, rather than driving off after Auto At Scene has been triggered).

12.5.3.1 If the At Scene time is correct; the stop code will be wrong and will need to be amended to Response Deceased/ No Pt Contact/ No Pt Found' .

12.5.3.2 If the at scene time is incorrect – The stop code could be wrong (i.e. response has continued to move after the recorded time it will be removed/ amended).

12.5.4 Comments & Pathways information is also used to review the incident as a whole.

13.0 Validation Check 12: Hear & Treat Stop Code and Final DXcode with On Scene Time

13.1 Purpose:

13.1.1 This reviews activity with a hear and treat Final DXcode that have an on-scene time. The record is amended as appropriate.

13.2 Changes Made:

13.2.1 On-scene time removed from CAD where appropriate or the priority amended if appropriate.

13.2.2 Please note that, for incidents with an on-scene time, the DXcode previous to H&T DXcode is used for calculation. If no previous Dxcodes are present this is treated as a 'running call' - Category 2.

13.3 Frequency: Daily

13.4 **Report Run:** From the EOC Information Team application in Power BI: ValCk12 H&T Priority with Response Time

13.5 Validation Procedure:

13.5.1 Run the report for the appropriate date(s) from the Validation checks folder in Power BI Report Server.

13.5.2 Open each incident to check if we have attended or if it is a Hear & Treat call.

13.5.3 If SECAmb attended the incident the priority is amended on the CAD as appropriate.

13.5.4 If the incident is a Hear and Treat:

13.5.4.1.1 Open the incident on the CAD.

13.5.4.1.2 Remove the on scene time and

13.5.4.1.3 Change the stop code to a 'hear & treat' Stop Code.

14.0 Validation Check 15: 30 Minutes with No On Scene Time

14.1 Purpose:

14.1.1 This reviews all incidents where a vehicle has been assigned or en-route for 30 or more minutes but no on-scene time logged, the record is updated if appropriate.

14.2 Changes Made:

14.2.1 Add on-scene time on to the CAD where required.

14.3 Frequency: Daily

14.4 **Report Run:** From the EOC Information Team application in Power BI: ValCk15 30min With No On Scene Time

14.5 Validation Procedure:

14.5.1 Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.

14.5.2 Copy details to relevant spreadsheet.

14.5.3 Click on Report Link and Validate if the Incident should have an On Scene, Depart Scene and At Hospital Times.

14.5.4 If Times are required, Open Incident on the CAD and add the relevant Times to the Incident.

15.0 Validation Check 16: SECamb Area Activity attended by non SECamb Crew

15.1 Purpose:

15.1.1 This reviews all incidents that another ambulance service have undertaken for SECAMB.

15.1.2 The review determines if the job within SECAMBs catchment area and, if so, that the activity in SECAMBs catchment area is appropriately identified and time-stamped to ensure this is included in the performance and activity reporting. This includes activity undertaken by South Central Ambulance Services (SCAS)

(Hampshire & Berkshire Divisions), East of England Ambulance Service (EOE) and London Ambulance Service (LAS).

15.2 Changes Made:

15.2.1 Incident times added as required.

15.3 Frequency: Daily

15.4 Report Run: From the EOC Information Team application in Power BI: ValCk16 Out of Area Activity Checks

15.5 Validation Procedure:

15.5.1 . Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.

15.5.2 Copy details to the relevant spreadsheet.

15.5.3 Check the correct times have been added for these callsigns if relevant.

15.5.4 If times are required to be added then the incident is emailed to the relevant EOC to obtain them and add via the CAD.

16.0 Validation Check 31: Rogue data checks

16.1 Purpose:

16.1.1 To review times that are over 12 hours from the previous part of the job cycle.

16.2 Changes Made:

16.2.1 Times amended through the CAD.

16.3 Frequency: Daily

16.4 Report Run: From the EOC Information Team application in Power BI: ValCk31 Rogue Data Checks

16.5 Validation Procedure:

16.5.1 Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server, ensuring the whole month (from 1st) is checked every time.

16.5.2 Copy details to the relevant spreadsheet.

16.5.3 Check all times via AVL and also check dates on resource times on CAD.

16.5.4 If applicable amend rogue time/date in CAD incident.

17.0 Validation Check 36: Max Veh Turnaround Time greater than 480min

17.1 Purpose:

17.1.1 Checks for significant delays in hospital turn-arounds and correct where required. These errors may occur on occasion due to retrospective changes (e.g. retrospective entries or to a CAD failure where the Trust is on paper for a while).

17.2 Changes Made:

17.2.1 The 'At Hospital' time' or 'Clear time' amended if required.

17.3 **Frequency:** Monthly; for the previous three months.

17.4 **Report Run:** From the EOC Information Team application in Power BI: ValCk36 Hosp Turnaround Over 8 Hours

17.5 Validation Procedure:

17.5.1 . Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.

17.5.2 . Copy details to the relevant spreadsheet.

17.5.3 Check AVL to confirm 'at Hospital' and 'clear times'.

17.5.4 Amend at hosp or clear time on CAD if required.

18.0 Validation Check 37: Site Safety Report

18.1 Purpose:

18.1.1 This is to review all responses that have a scene safety issue of 'weapons – knife' or 'attacker on scene' to ensure we report any crew stand off times.

18.2 Changes Made:

18.2.1 Any incident where the stand off time is not recorded this is amended on the CAD.

18.3 **Frequency:** Daily

18.4 **Report Run** From the EOC Information Team application in Power BI: ValCk37 Site Safety Report

18.5 **Validation Procedure:**

18.5.1 Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.

18.5.2 Copy the data to the relevant spread sheet.

18.5.3 Check each incident to see if crew stood off.

18.5.4 Comments information is used to review the incident as a whole.

18.5.5 If crew stood off and this is not recorded amend to stand off time on the CAD.

19.0 Validation Check 40: Neonatal Transfers

19.1 **Purpose:**

19.1.1 This is to review all Neonatal Transfers to ensure the incident has the correct reporting priority.

19.2 **Changes Made:**

19.2.1 Any incident without the correct reporting priority is amended.

19.3 **Frequency:** Daily

19.4 **Report Run:** From the EOC Information Team application in Power BI: ValCk40 Neonatal Transfers

19.5 **Validation Procedure:**

19.5.1 Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.

19.5.2 Copy to the relevant spread sheet.

19.5.3 Check incident has correct reporting priority.

19.5.4 If incorrect amend on the CAD.

20.0 Validation Check 41: Paramedic Practitioner Referrals

20.1 **Purpose:**

20.1.1 To ensure that incidents entered with a PP referral/PP Emergency Visit problem/nature code have the correct reporting priority.

20.2 Changes Made:

20.2.1 Any incident without the correct reporting priority will be amended accordingly.

20.3 Frequency: Daily

20.4 Report Run: From the EOC Information Team application in Power BI: ValCk41 Para Pract Referrals

20.5 Validation Procedure:

20.5.1 Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.

20.5.2 Copy to the relevant spread sheet.

20.5.3 Check incident has correct reporting priority.

20.5.4 If incorrect, amend on the CAD.

21.0 Validation Check 42: Mismatch Priorities

21.1 Purpose:

21.1.1 To ensure incidents that have differing reporting and operational priorities are reporting correctly, this will include incidents where Pathways has been closed in error.

21.2 Changes Made:

21.2.1 Where incorrect reporting priority is identified, the incident will be amended on the CAD.

21.3 Frequency: Daily

21.4 Report Run: From the EOC Information Team application in Power BI: ValCk42 Mismatch Priorities

21.5 Validation Procedure:

21.5.1 Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.

21.5.2 Copy to the relevant spread sheet.

- 21.5.3 Check each resource's AVL to ensure the correct on scene time is reported.
- 21.5.4 On the CAD, ensure that the last priority reached prior to arrival is reporting correctly.
- 21.5.5 If the last priority is different to the reporting priority investigate the reason for this (e.g. NHS Pathways closed and re-opened during triage, an on scene time has been removed, or Pathways has been closed in error which can be validated through call audit of when the incident was opened & then closed etc.).
- 21.5.6 If priority is to be amended, remove all vehicle 'at scene' times.
- 21.5.7 Amend/add Other Reason to VNR reason and click OK.
- 21.5.8 Amend current priority to the correct reporting priority and press tab.
- 21.5.9 Close incident, re-open incident and check that the change of priority has been recorded in the reporting priority on the CAD.
- 21.5.10 If so, re-enter on scene times into all resources.
- 21.5.11 Where the vehicle has conveyed to hospital, remove the 'Other Reason' from VNR.
- 21.5.12 On occasion, the change will not be accepted on the CAD and in this instance, a retrospective call will need to be entered, transferring all the details from the original call and the original closed as a duplicate. Ensure that any other times (leaving scene and at hospital, etc.) and hospital destination are removed from the original call.

22.0 Validation Check 43: No Stop code (East & West)

22.1 Purpose:

22.1.1 This is to review all incidents have a cancel reason.

22.2 Changes Made:

22.2.1 Any incident where there is no stop code is amended on the CAD.

22.3 Frequency: Daily

22.4 **Report Run:** From the EOC Information Team application in Power BI:
ValCk43 No Stop Code East and ValCk43 No Stop Code West

22.5 Validation Procedure:

22.5.1 Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.

22.5.2 Copy the incidents onto the relevant spread sheet.

22.5.3 Check each incident to ascertain correct stop code.

22.5.4 Comments information is used to review the incident as a whole.

22.5.5 Enter the reason on the CAD.

23.0 Validation Check 44: High Level Stop Codes

23.1 Purpose:

23.1.1 This is to review incidents with a stop code of Error, Test, Abandoned (where incident has an address and problem/nature is not abandoned) & Hoax to ensure it is correct.

23.2 Changes Made:

23.2.1 Any incident where the stop code is incorrect is amended on the CAD.

23.3 Frequency: Daily

23.4 Report Run: From the EOC Information Team application in Power BI: ValCk44 High Level Stop Codes

23.5 Validation Procedure:

23.5.1 Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.

23.5.2 Copy incidents to the relevant spread sheet.

23.5.3 Check each incident to ascertain correct stop code.

23.5.4 Comments information is used to review the incident as a whole.

23.5.5 If required amend the stop code on the CAD.

24.0 Validation Check 45: Interim Hear and Treat DX codes as the final disposition

24.1 Purpose:

24.1.1 To ensure that no incidents have an interim disposition as the final reporting priority.

24.2 Changes Made:

24.2.1 Change either the stop code to a non Hear and Treat or the DX code to correct Hear & Treat code.

24.3 **Report Run:** From the EOC Information Team application in Power BI: ValCk45 Interim H&T DXCode As Final Dispo

24.4 Validation Procedure:

24.4.1 Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.

24.4.2 Copy to the relevant spread sheet.

24.4.3 Check the incident comments to confirm whether the stop code or DX code should be amended.

24.4.4 Amend as appropriate on the CAD.

25.0 Validation Check 46: Hear & Treat Stop Code with Response DX

25.1 Purpose:

25.1.1 This is to review all incidents with a Hear & Treat stop code but a Response DX Code.

25.2 Changes Made:

25.2.1 Incidents where the DX Code should be Hear & Treat is amended and incidents where the stop code shouldn't be Hear & Treat is amended.

25.3 **Frequency: Daily**

25.4 **Report Run:** From the EOC Information Team application in Power BI: ValCk46 H&T Stop Code With Response DX

25.5 Validation Procedure:

25.5.1 Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.

25.5.2 Copy incidents to the relevant spread sheet.

25.5.3 Check the incident comments and/or pathways to confirm whether the stop code or DX code should be amended.

25.5.4 Amend as appropriate on the CAD.

26.0 Validation Check 47: Hear & Treat Initial DX with a non Hear & Treat Stop Code

26.1 Purpose:

26.1.1 This is to review all incidents that have a cancel reason as Abandon, Assisted Another Service, Cancelled by caller, Hoax, Information, No Pt Found, No Send – Demand Management & Police Transported but with an initial H&T DX to see if should be Hear & Treat.

26.2 Changes Made:

26.2.1 Incidents where the stop code should be Hear & Treat are amended and if required the DX Code is also amended.

26.3 **Frequency:** Daily

26.4 **Report Run:** From the EOC Information Team application in Power BI: ValCk47 HT Initial DX non HT Stop Code

26.5 Validation Procedure:

26.5.1 Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.

26.5.2 Copy incidents to the relevant spread sheet.

26.5.3 Check the incident comments and/or pathways to confirm whether the stop code and/or DX code should be amended.

26.5.4 Amend as appropriate on the CAD.

27.0 Validation Check 48: Hear & Treat Final DX with a non Hear & Treat Stop Code

27.1 Purpose:

27.1.1 This is to review all incidents to see if should be Hear & Treat.

27.2 Changes Made:

27.2.1 Incidents where the stop code should be Hear & Treat are amended.

27.3 **Frequency:** Daily

27.4 **Report Run:** From the EOC Information Team application in Power BI: ValCk48 HT Final DX With Non HT Stop Code

27.5 **Validation Procedure:**

27.5.1 Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.

27.5.2 Copy incidents to the relevant spread sheet.

27.5.3 Check the incident comments and/or pathways to confirm whether the stop code should be amended.

27.5.4 Amend as appropriate on the CAD.

28.0 Validation Check 49: DX95 and DX108

28.1 **Purpose:**

28.1.1 This is to review all incidents with a final DX of 95 & 108 and cancel reason as Assisted Another Service, Passed to Another Ambulance Service, Police Transported, all H&T stop codes or Response to see if should be Hear & Treat.

28.2 **Changes Made:**

28.2.1 Incidents that should be Hear & Treat are amended to show the correct DX code and stop code.

28.3 **Frequency:** Daily

28.4 **Report Run:** From the EOC Information Team application in Power BI: ValCk49 DX 95 & 108

28.5 **Validation Procedure:**

28.5.1 Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.

28.5.2 Copy incidents to the relevant spread sheet.

28.5.3 Check the incident comments and/or pathways to confirm whether the incident should be Hear & Treat.

28.5.4 Amend DX Code & stop code as appropriate on the CAD.

29.0 Validation Check 50: Section 136

29.1 Purpose:

29.1.1 To ensure that any Section 136 patients that are transported by police are reported correctly.

29.2 Changes Made:

29.2.1 Stop code is amended as required.

29.3 **Report Run:** From the EOC Information Team application in Power BI: ValCk49 DX 95 & 108

29.4 Validation Procedure:

29.4.1 Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.

29.4.2 Copy to the relevant spread sheet.

29.4.3 Check the incident comments to confirm whether the stop code should be amended e.g. if Police Transported stop code should be 'Police Transported S136' not 'Cancelled by other emergency service'.

29.4.4 Amend as appropriate on the CAD.

30.0 Validation Check 51: Section 136 Mental Health

30.1 Purpose:

30.1.1 To ensure that we capture as many Section 136 patients conveyed by police as possible.

30.2 Changes Made:

30.2.1 Stop code is amended as required.

30.3 **Report Run:** From the Info SSRS tab in info.secamb, validation reports

30.4 Validation Procedure:

30.4.1 Run the report for the appropriate date(s) in info SSRS.

30.4.2 Export the data to Excel.

30.4.3 Use Ctrl+F to search for 136 in the freetext column.

30.4.4 If the freetext relates to section 136 (i.e. not a call sign or another incident number, etc.), copy incident to relevant spreadsheet.

30.4.5 Check that the stop code is correct.

30.4.6 Amend the stop code as appropriate on the CAD.

31.0 Validation Check 52: Police Stop Codes

31.1 Purpose:

31.1.1 To ensure that all incidents with a 'Police Transported' stop code are correct.

31.2 Changes Made:

31.2.1 Stop code is amended as required.

Report Run: From the EOC Information Team application in Power BI: ValCk52 Police Stop Codes

31.3 Validation Procedure:

31.3.1 Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.

31.3.2 Copy to the relevant spread sheet.

31.3.3 Check the incident comments to confirm whether the stop code should be amended.

31.3.4 Amend as appropriate on the CAD.

32.0 Validation Check 53: Missing Destination Address or Time

32.1 Purpose:

32.1.1 This is to review all incidents where there is a hospital destination but no at hospital time and where there is an at hospital time but no hospital destination.

32.2 Changes Made:

32.2.1 Either leaving scene and at hospital times added or hospital destination added.

32.3 Frequency: Daily

32.4 Report Run: From the EOC Information Team application in Power BI:

ValCk53 Missing Destinations

32.5 **Validation Procedure:**

32.5.1 Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.

32.5.2 Copy incidents to the relevant spread sheet.

32.5.3 For incidents with a blank hospital time but have a destination address check incident AVL & comments to confirm if transported to hospital.

32.5.4 If transported add in leaving scene & at hospital times on the CAD, if not transported remove hospital destination address on the CAD.

32.5.5 For incidents with a blank destination address but have a hospital time check incident AVL & comments to confirm if transported to hospital.

32.5.6 If transported add in hospital destination address on the CAD, if not transported remove hospital time and leaving scene (if added) on the CAD.

33.0 **Validation Check 54: Late Calls**

33.1 **Purpose:** To review all incidents that breach the 90th centile 3 times, C1's over 25mins and C1t's over 40mins to ensure either correct on scene time or clock start time.

33.2 **Changes Made:** If required amend on scene time or add a new retro call with correct clock start (ensuring original call stopped).

33.3 **Frequency:** Daily

33.4 **Report Run:** From the EOC Information Team application in Power BI: ValCk54 Late C1 Responses

33.5 **Validation Procedure:**

33.5.1 Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.

33.5.2 Copy to the relevant month spreadsheet .

33.5.3 Check on scene times via AVL & each inc for correct clock start.

33.5.4 For incidents with an incorrect on scene time amend to correct time on the CAD.

33.5.5 For incidents with an incorrect clock start time add a retro incident on the CAD and stop the original call by removing the on scene time and add duplicate as the cancel reason.

34.0 Validation Check 55: C1's with no reason

34.1 **Purpose:** To ensure all out of time C1's & C1T's have a sign off reason.

34.2 **Changes Made:** Sign off reason added.

34.3 **Frequency:** Daily

34.4 **Report Run:** CAD Online

34.5 **Validation Procedure:**

34.6 Open 'enquiries' then open 'outside performance', run for appropriate date, untick 'include signed off calls & C2 and click on submit.

34.7 Open any incident with a 'blank' reason in info.secamb.

34.8 Validate on scene time is correct via AVL.

34.9 If incorrect on scene time, amend to correct time on CAD.

34.10 If on scene time is correct add to spreadsheet C1's with no on scene time in T\EOC\Information Team\Data Queries.

34.11 Email incident to EOCM & DTL that was on duty requesting a sign off reason be added.

35.0 Validation Check 56: No send cancel reason

- 35.1 **Purpose:** To review all incidents with a 'no send – demand management closed reason to ensure correct.
- 35.2 **Changes Made:** If required amend close/cancel reason on CAD.
- 35.3 **Frequency:** Daily
- 35.4 **Report Run:** From the EOC Information Team application in Power BI: ValCk56 No Send Cancel Reasons
- 35.5 **Validation Procedure:**
- 35.6 Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.
- 35.7 Copy to the relevant month spreadsheet in T:\EOC\Information Team\Daily Data Checks – SECAMB.
- 35.8 Open each incident in info.secamb and check close/cancel reason is correct & if incorrect amend to correct reason on CAD.
- 35.9 Add brief description to validated column.

36.0 Validation Check 57: Clock change

- 36.1 **Purpose:** To ensure incidents are reporting correct times after the clocks have moved forward an hour in the Autumn. Clocks going back an hour in the spring will be picked up in validation check 4 negative responses.
- 36.2 **Changes Made:** Times amended on the CAD as appropriate.
- 36.3 **Frequency:** Once a year
- Report Run:** From the EOC Information Team application in Power BI: ValCk for clocks going forward
- 36.4 **Validation Procedure:**

- 36.5 Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.
- 36.6 Copy incidents to spreadsheetAmend the on scene on the CAD where appropriate.

37.0 Validation Check 58: Vehicles with no clear time

- 37.1 **Purpose:** To review all incidents with no vehicle clear time and add in correct clear time on the CAD.
- 37.2 **Changes Made:** Clear time added on the CAD.
- 37.3 **Frequency:** Daily
- 37.4 **Report Run:** From the EOC Information Team application in Power BI: ValCk58 Missing Clear Times
- 37.5 **Validation Procedure:**
- 37.6 Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.
- 37.7 Copy incidents to spreadsheet.
- 37.8 Check each incident via AVL for a correct vehicle clear time.
- 37.9 Add vehicle clear time to the CAD.

38.0 Validation Check 59: Missing at Scene times

- 38.1 **Purpose:** To review all incidents with no vehicle at scene time and add in correct at scene time on the CAD.
- 38.2 **Changes Made:** At Scene time added on the CAD.
- 38.3 **Frequency:** Daily
- Report** From the EOC Information Team application in Power BI: ValCk59 Missing At Scene Times

38.4 Validation Procedure:

38.5 Run the report for the appropriate date(s) from the Validation Checks folder in Power BI Report Server.

38.6 Copy incidents to spreadsheet.

38.7 Check each incident via AVL for a correct vehicle at scene time.

38.8 Add vehicle at scene time to the CAD.