

E Reporting

Fact Sheet 1



Dental Services

What is E Reporting?

E Reporting is a secure online web-based reporting facility that enables our customers to:

- view existing NHS DS designed reports within a user friendly online interface
- refresh template reports
- query, analyse and drill down through the data that is collected from Payments Online (POL) and the FP17 and FP17O activity reports
- monitor performance through headline figures and Key Performance Indicators (KPIs) using information visualisation tools ("dashboards") that make the data more visually informative

Who can access E Reporting?

E Reporting is currently available to one named user within each PCT and has also recently been rolled out to SHA users.

We are keen to get as much feedback from users and potential users as possible.

Please let us have your views by clicking on the feedback link on E Reporting or by contacting us by email at nhsbsa.ASDental@nhs.net.

We will shortly be announcing our plans for providing additional licences. It is likely that we will be issuing one further licence to each PCT from September 2009 onwards.

Please contact us through our mailbox at **dentaldata@dpb.nhs.uk** if you would like to express an interest in receiving an additional licence for your PCT.

How do I get help?

Users are supported through a help line provided by the Dental Data team.

They are available to provide support with:

- using templates
- report building
- general E Reporting queries
- password/logon issues

and can be contacted by email at **dentaldata@dpb.nhs.uk** or telephone 01892 592511



What's new?

We have recently released a new page on the dashboard to enable users to monitor key performance indicators in relation to access. The new screen shows 24 month access figures over time compared to planned figures as well as monthly information on new patients.



Coming soon

We are currently working on a number of new templates which will be made available to users soon. These are as follows:

- Contract UDAs delivered against contracted activity
- Changes in contracted activity
- Contract Activity by band
- Performer report
- Multiple claim summary
- Age analysis
- Late submitted FP17s

Contact details

The Dental Data team can be contacted on **01892 592511** or email **dentaldata@dpb.nhs.uk**.

For general queries contact our helpdesk on **0845 126 8000** or email

nhsbsa.dentalservices@nhs.net
Website www.nhsbsa.nhs.uk/dental

Hints and tips

Below are a number of useful tips to consider when using E Reporting:

1. Use a filter for reporting year

Time periods can be selected based on "schedule period" i.e. when the FP17 was processed or "reporting year" i.e. when the treatment was completed. Reporting year is particularly relevant when looking at financial or contract delivery information.

2. Consider the contract type

For some reporting, you will want to look at all types of contract, for example when considering patient access. In other circumstances, you may wish to exclude certain types of contract for example TDS may not be relevant when looking at contract delivery as contracted figures are not usually specified.

3. Compare to existing reports

It is important to validate any results you are using from reports

you have built yourself. This is particularly important when you are making decisions or discussing figures with your contract holders. The easiest way to do this is to compare total figures with published reports from NHS Dental Services which have been rigorously quality checked. If you are having difficulty, reconciling the figures, please contact Dental Data for advice.

4. How to run a template

From the E Reporting homepage click on "Create or Modify Reports and View Dashboards". This will show links to each of the categories that have templates available. For example, click on "FP17s" which will take you to the three templates that can be used. Click on "Activity Skeleton Report" which is a good base to build on. Click "Refresh Data" in the top right hand corner and enter the time periods as requested. Click "Run Query" and the data will return within ten seconds.