E Reporting
Getting started

Fact Sheet 4

Why use E Reporting?

Whether you are looking for an overview of the performance of all your contracts or detailed information on patients seen within a poor performing contract, E Reporting has a range of products which will give you the information you need.

For contract managers who are new to dentistry or have limited time to review key information, we provide core reports and dashboards giving highlights and summaries of contract performance across a range of indicators.

For more detailed information, prebuilt template reports can be run at any time for selected contracts and time periods.

For more confident users of E Reporting, these template reports can be tailored by adding information, changing formats or adding charts and graphs.

What support is available to help me get started?

NHS Dental Services provides a range of options to help users to get to grips with the system.

E Reporting Learning – (ERL)

E Reporting Learning is an online learning tool which is divided into modules which take users step by step through products they may want to use on the system.

The Introductory module is available through the E Reporting home page and will provide tutorials covering dashboards, template reports, standard reports and simple report building.

E Reporting Basics Workshops

These hands on workshops are designed for beginner users and cover the following topics:

- How to log in
- Dashboards – what they are, how to find them, what they cover
- Template reports – how to refresh and save, how to export data, which template reports are available
- Using template reports – how they are made, key elements, how to make minor changes
- Overview of Business Objects
- User business questions

The workshops are held in Eastbourne or other locations by arrangement and run for 3-4 hours. For more details or to register for a workshop, please email **nhsbsa.ASDental@nhs.net**

User Support

Users are supported through a help line provided by the Dental Data team. They are available to provide support with:

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

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

For more information on E Reporting please see our website at www.nhsbsa.nhs.uk/dental

Core Elements of E Reporting

The table below lists the four main functions of the E Reporting tool.

Standard Reports

Standard reports can be accessed through the home page of E Reporting. These reports are pre-run at regular intervals by NHS Dental Services and rigorously quality checked to give core contract management information.

Dashboards

The dashboards show high level information in a graphical format to help identify key performance indicators. Current pages are "Headlines", "Activity", "Access", "Finance" and "Quality".

Template Reports

We have created a range of template reports which can be simply refreshed for chosen contracts or time periods. These template reports cover areas such as "Contract Management", "FP17s", "Finance Management" and "Risk Management" and are designed to give you more detailed information to answer your business questions.

Create your own reports

More confident users can choose from a full range of data items to create reports tailored to their own detailed requirements.

E Reporting Top 10

Listed below are some of the most popular standard reports, dashboards and template reports available on E Reporting. All are accessed from the E Reporting home page.

Dashboards

Click on "view dashboards" for:

1. Dashboards – these provide a good starting point to give you an overview of your PCT and contracts. They can also help you to find relevant template reports or standard reports.

Standard Reports

Under the heading "view standard reports and guidance"

Click on "Vital Signs" for:

2. Vital Signs – this is a good overview report which shows contract performance for a number of key indicators.

Click on " Contract Management" for:

3. Exception Reports – these highlight contracts which fall outside the normal range on a number of key measures.

4. Contract Summary Report – this gives more detailed summary information for each of your contracts.

Click on "Finance Management" for:

5. Payment reports – these give details of payments made to each of your contracts.

Template Reports

Under the heading "view templates"

Click on "FP17s" for:

6. Activity Skeleton Report – this is a basic outline designed to be a useful resource for users of E Reporting wanting to create a report to meet their own needs.

7. Number of Claims per Patient – displays the ratio of FP17s received per patient for each contract.

8. Breakdown of activity data for patients with multiple FP17s reported – contains details, for a chosen contract, of unique patient identities exhibiting more than one FP17 during the schedule period stated on the report. This template should lead on from findings of the number of claims per patient template which will identify those contracts with the highest levels.

9. Year to Date Re-attendance Report (Contract /PCO) – provides analyses of the re-attendance intervals between courses of treatments for FP17s scheduled for the year to date. The report provides a breakdown at PCO/contract level together with national benchmarks.

10. Contract/PCO General Clinical Data Set – provides a breakdown clinical data set with information on the range and in some cases number of treatments being provided within the three treatment bands. It is designed to assist with monitoring clinical activity.

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