



Express Diagnostics
Quality Accounts
for 2023-2024

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Part 1

Statement from the Managing Director

Express Diagnostics is an independent clinic providing advanced cardio-respiratory and audiology services to the NHS, private providers and private/self referring patients. Express Diagnostics is part of the wider Inuvi group with its clinic facilities located in Plymouth Science Park. Express Diagnostics also offers a direct to patient service for patients that cannot access our clinic services locally enabling patients to undergo cardiac monitoring without clinic visits. Full diagnostic analysis for all patients is managed onsite.

The aim of the service is to aid early diagnosis, avoiding the need for unnecessary referral to secondary care and to support the movement of non-invasive diagnostics procedures from hospitals to primary care.

Objectives of Express Diagnostics:

1. To provide high quality diagnostic tests which can be used as part of elective care pathways
2. To provide the test and relay the outcomes within an agreed timescale
3. To provide appointments for patients which offer choice and flexibility
4. To provide appointments within 10 working days.
5. To provide high quality Remote ECG Services

This is the fourteenth year that the company has produced Quality Accounts.

During 2023-2024, the company has continued to provide patients referred by GP practices for assessments and diagnostic tests, with high quality services.

Complaints received from patients/service users relating to the service they received at Express Diagnostics during 2023-2024 is less than the previous year, **3** complaints in total. The overall rate of complaints remains low at **0.01%** of patients attending the clinic.

Four minor accidents involving patients or their relatives were recorded during 2023-2024.

Outcomes from the improvements that we stated we would make during the period 2023-2024 are as follows:-

- 1) New website in development to improve local and national visibility of our services and provide patients with information about what happens during their tests and the purpose of the tests
Website development complete, patients, commissioners and stakeholders are able to access current up to date information in relation to service provision locally and nationally.
- 2) Reinstatement of the provision of patient information leaflets in the reception area (removed due to Covid) from the likes of British Heart Foundation etc.
Patient information leaflets are readily available in paper and electronic formats for patients, visitors and general enquiries.

3) Installation of a patient information board in the reception area to hold information for signposting to local services such as Macmillan, Age UK, Mental health services etc.

In addition to patient information boards, staff have also been provided with an operations manual listing signposting services, from safeguarding services to mental health support, to further support any enquires from patients, staff or visitors to site.

Review of Services

Our remote ECG services continue to increase their reporting volumes now averaging over 20000 ECG's and Holters per month.

We continue to support the NHS across the UK with contracts ranging from local South West Hospitals and GP Practices to contracts in the South East, North and Midlands.

Our National Direct to Patient Lung Function Service should 'go-live' in 2024 which will assist GPs and hospitals with referral backlogs by sending tests directly to patients at home and collecting the devices for analysis.

The company continues with its support of health awareness within the city, via our free hearing screening service. We would also welcome being invited to play a part at future events organised by Livewell Southwest.

To the best of my knowledge and belief the information provided in these accounts is accurate.

Jacqui Dorney
Managing Director

Part 2

Priorities for improvement

The new improvements proposed for the year 2024–2025 are based on our continued commitment to providing a high quality service which meets and wherever possible exceeds the expectations and needs of our patients and customers.

- 1) Non written patient information to be developed to support current written guidance in relation to patient appointments and services. This will help to support understanding of procedures, and support patients who prefer non written guidance or instruction.
- 2) Marketing review/brand awareness to highlight the company's dedication to patient care and support, patient feedback and overall satisfaction reports to be embedded for patient visuality and to support patient choice.
- 3) Staff recruitment and training. In order to scale and grow the business to provide services to a wider provision of patients nationally a staffing, recruitment and training plan is to be developed for the next 12 months.

Review of Services

Express Diagnostics provided 8 specialist assessments, diagnostic test and analysis services to the NHS, during 2023-2024.

These were as follows:-

- Initial Hearing Assessment.
- Hearing Aid Fitting & Repair.
- Electrocardiography (12 lead ECG)
- Ambulatory ECG Recording and Analysis from 24hr up to 7 Days
- 24 Hour Ambulatory Blood Pressure Monitoring and Reporting.
- Spirometry (Lung Function).
- Remote ECG and Ambulatory Holter Analysis Service.
- Direct to Patient Services

Income generated from services provided to the NHS in 2023-2024 represents approximately 71% of the total income generated from the provision of services provided by Express Diagnostics.

Express Diagnostics continue to provide outpatient Audiology and Cardio-Respiratory services to the local Integrated Care Board (ICB).

Our National Holter Service is also contracted to provide Ambulatory Holter ECG analysis and reporting services to:

18 NHS hospitals.

438 GP Practices.

24 Private hospitals/clinics.

Participation in clinical audits

The diagnostic and treatment services provided to the NHS by Express Diagnostics do not form part of the current list of national clinical audits. The company was not therefore required to participate in national clinical audits or national confidential enquiries for the year 2023-2024.

Internal Audits

During 2023-2024, a number of internal quality audits were carried out. Eleven non-compliances were identified during these audits.

Research

Participation in Clinical Research

During 2023-2024, no NHS patients attending Express Diagnostics for diagnostic tests, were recruited to participate in research approved by a research ethics committee.

Goals agreed with Clinical Commissioning Groups

Use of the CQUIN payment framework.

No CQUIN framework was set for this financial year, due to this no proportion of Express Diagnostics income was generated through the use of achieving the CQUIN payment framework.

Statements from the CQC

Express Diagnostics is required to register with the Care Quality Commission and its current status is: - **Registered**. Express Diagnostics has the following condition on its registration.

- Diagnostic and Screening Procedures

The Care Quality Commission has not carried out any unannounced inspection of Express Diagnostics during 2023-2024.

The Care Quality Commission has not taken any enforcement action against the company during 2023-2024.

Express Diagnostics participated in an announced CQC Inspection in November 2022, of which we were supplied a **GOOD** rating.

Data Quality

NHS number and General Medical Practice Code Validity

Express Diagnostics did not submit any records to the Secondary Users Service, for inclusion in the Hospital Episodes Statistics during 2023-2024.

Information Governance

The Express Diagnostics Data Security and Protection Toolkit overall score for 2023-2024 was graded as: **Standards Met.**

Clinical Coding Error Rate

Express Diagnostics was not subject to the Payment by Results clinical coding audit by the Audit Commission during 2023-2024.

Part 3

Review of Quality Performance

Patient Safety

During the year 2023-2024, 1 patient referred to Express Diagnostics for cardiology diagnostic tests, was transferred by ambulance to the Emergency Department at Derriford hospital for further investigation as a result of potentially significant cardiac events identified either during or post diagnostic tests. This represents **0.01%** of patients referred to Express Diagnostics for Cardiology diagnostic tests.

Accidents and Near Misses

No Near Misses were reported during 2023-2024.

Four minor accidents involving patients or their relatives were recorded during 2023-2024.

The Accident Rate for 2023-2024 was 0.01%.

Patient Feedback

38.8% of patients attending Express Diagnostics Clinic during 2023-2024 returned the patient satisfaction questionnaire. Every patient attending the clinic for an assessment or diagnostic test is provided with a copy of the questionnaire which they are asked to complete on completion of their appointment.

All comments made by patients who returned their completed questionnaires have been recorded. At the end of every month a report is produced which lists all of the patient comments. The report is presented to the Senior Management Team who review the comments and where appropriate, initiate action to make the necessary improvements. The report is also circulated to all the company employees directly involved in the patient's care, to ensure that they are made aware of patient impressions on the services with which they have been provided.

Adverse comments made by patients on the service(s) they have received, are investigated and where the patient has provided contact details, the results of the investigation have been communicated to them, including any actions taken to resolve the issue(s).

Friends and Family Recommendation Feedback

From staff survey:

For 2023-2024, of the **94%** of staff completing the staff survey, **96.2%** said that they would recommend the service provided by Express Diagnostics to their friends and families.

From patient questionnaires:

For 2023-2024, **98.5%** of cardiology patients, **97.5%** of respiratory patients and **97.1%** of audiology patients who responded to the patient questionnaire indicated that they would recommend the service provided by Express Diagnostics to their friends and families. The full data is tabulated below:

Refer: Page 8 – Patient Feedback

From patient questionnaires:

Table 1

	Friends and Family Survey		
	Would Recommend	Would not Recommend	Did not Respond
% of Cardiology patients	98.5%	0.4%	1.1%
% of Respiratory patients	97.5%	0.2%	2.3%
% of Audiology patients	97.1%	0%	2.9%

Refer: Page 8 – Patient Feedback

Table 2 – Audiology Clinic Patients

Service Rating	Experience prior to appointment (%)	Documentation received prior to appointment (%)	Experience at reception (%)	Experience during appointment (%)	The overall Service Received (%)
EXCELLENT	72.9%	70.7%	89.9%	96.7%	95.2%
VERY GOOD	9.2%	8.8%	8.4%	2.3%	3.7%
GOOD	2.1%	2.2%	1.3%	0.3%	0.5%
FAIR	0.3%	0.5%	0.1%	0.1%	0.1%
POOR	0.1%	0.2%	0.0%	0.0%	0.0%
NO RESPONSE	15.4%	17.7%	0.4%	0.7%	0.6%

Table 3 – Cardiology Clinic Patients

Service Rating	Experience prior to appointment (%)	Documentation received prior to appointment (%)	Experience at reception (%)	Experience during appointment (%)	The overall Service Received (%)
EXCELLENT	57.3%	66.4%	81.8%	87.5%	83.2%
VERY GOOD	12.6%	15.7%	12.8%	9.3%	12.8%
GOOD	3.6%	4.9%	3.9%	2.0%	2.7%
FAIR	0.8%	0.7%	0.6%	0.3%	0.1%
POOR	0.9%	0.9%	0.1%	0.0%	0.1%
NO RESPONSE	24.8%	11.3%	0.9%	1.0%	1.0%

Table 4 –Respiratory Clinic Patients

Service Rating	Experience prior to appointment (%)	Documentation received prior to appointment (%)	Experience at reception (%)	Experience during appointment (%)	The overall Service Received (%)
EXCELLENT	66.4%	70.6%	82.2%	87.5%	84.8%
VERY GOOD	9.3%	9.5%	8.3%	5.0%	6.5%
GOOD	2.6%	2.6%	2.4%	0.6%	1.4%
FAIR	0.6%	0.3%	0.2%	0.0%	0.1%
POOR	0.3%	1.0%	0.2%	0.0%	0.0%
NO RESPONSE	20.8%	16.0%	6.7%	6.9%	7.2%

Customer Complaints

During 2023-2024, **3** complaints or service-related concerns were received which were investigated and resolved. This figure is more than the number of complaints received in 2022-2023. The detailed list of complaints, with their corrective actions, is given in **Table 5**.

The Customer Complaint Rate for 2023-2024 is **0.02%**.

Table 5
Customer Complaints

Complaint	Investigation Results - Corrective Action
<p>Patient attended for a Lung function and reversibility appointment which was not booked into our system and had to be turned away.</p>	<p>Incorrect referral process used by patient's GP (not through DRSS).</p> <p>DRSS contacted the patients' GP to inform them of the correct process to be used. Patient was booked in for a 'real' appointment</p> <p>Directory of Service (DOS) amended on ERS (E-Referral Service) for Lung Function, so that no appointment date or time shows on letter.</p>
<p>Patient had ECG & Holter fitted, patient dissatisfied with appointment.</p>	<p>Patient seen by a Cardio-Respiratory Assistant just out of supervised training.</p> <p>Further training and supervision required.</p> <p>Contact made with patient and our apologies given – along with an explanation that further training and competency review was undertaken by the staff member. If patients have a preference on whether they are seen by a male or female technician then this will be accommodated where possible. A chaperone can also be requested.</p>
<p>Patient made to feel uncomfortable during 24 hour monitor fitting appointment.</p>	<p>Patient seen by a Cardio-Respiratory Assistant just out of supervised training.</p> <p>Further training and supervision required.</p> <p>Contact made with patient and our apologies given – along with an explanation of the proposal to ensure that further training was undertaken by the staff member. If patients have a preference on whether they are seen by a male or female technician then this will be accommodated where possible. A chaperone can also be requested.</p> <p>Safeguarding referral made, ICB and CQC informed. Patient's welfare checked upon.</p>

Diagnostic Test Statistics

The number of patients attending Express Diagnostics for specific assessments, diagnostics tests and treatments during 2023-2024 are given in tables: 6, 7 and 8.

Table 6 Audiology Services

Type of Test Performed	Number of Patients
Patients referred for Initial Hearing Assessments	1309
3 Year Review of a Patients Hearing Loss	1366
Patients fitted with one Hearing Aid	452
Patients fitted with two Hearing Aids	1724
Hearing Aid Repair appointments*	2528

*Includes individual patients with hearing aid problems attending for repair appointments on more than one occasion during 2023-2024.

Table 7 Cardiology Diagnostic Services

Type of Test Performed	Number of Patients
7 Day Cardiac Event Recording and Analysis	2105
24hr Holter ECG Recording and Analysis	2850
ECGs Recorded for patients	1783

Table 8 Other Tests & Examinations

Type of Test Performed	Number of Patients
24 hour Ambulatory Blood Pressure Monitoring and Reporting	1822
Lung Function Tests	6848

Patient Non-Attendance for Appointment

During 2023-2024, **3186 (18.4%)** of the patients referred to Express Diagnostics by their GP for assessments or diagnostic tests, failed to attend for their appointment.

Comments from External Organisations



Response to Express Diagnostics Quality Account – June 2024

Healthwatch Plymouth welcomes the opportunity to provide a statement in response to the quality account produced by Express Diagnostics for the year 2023/24. Our statement is based on our knowledge of Express Diagnostics and the services it provides.

Healthwatch Plymouth note the outcomes for the priorities set for 2023/24, particularly the new website and the provision of information for patients on other services.

We acknowledge the priorities for 2024/25 and note the development of non-written patient information to support current written guidance. It has been proven that Accessible Information for all patients and their communication needs provides more positive patient experience and interactions with services.

Healthwatch Plymouth is keen to further the relationship with the service by liaising directly around patient experience to ensure that the patient voice is heard at service design and decision-making level.

**Healthwatch Plymouth
June 2024**