London Mental Health Executive Dashboard

Frequently Asked Questions

BACKGROUND

What is the London Mental Health Executive Dashboard?

The Mental Health executive dashboard has been designed as an electronic system that holds the most important information about London's mental health. The dashboard will be a single, agreed point of reference that acts as a source of record for London and a place where progress against key strategic targets can be measured. The dashboard will not focus on performance management and is not an exhaustive list of indicators.

Who is behind the Dashboard?

The Dashboard was commissioned by the Healthy London Partnership Mental Health Transformation Board. It has been developed by the NHS Benchmarking Network, working alongside Mental Health Trusts and CCGs in London. As part of the development, a large number of organisations and forums were consulted with including;

- Senior Mental Health Commissioning Group
- London Mental Health Strategic Clinical Leadership Group
- Cavendish Square Group
- London Chief Operating Officers
- London Medical Directors
- Clinical leadership groups on Psychosis, Dementia, CAMHS, and Perinatal

Where has the data for the Dashboard come from?

Data within the dashboard has been acquired from a number of sources including; NHS Benchmarking Network, NHS Digital, Public Health England, and Care Quality Commission. The data source for each metric is shown below each chart.

What time period of data has been used?

Depending on the source of the data, some metrics are monthly, quarterly or annual positions. The time period for each metric is shown beneath each chart. In many instances you can select an earlier time period using the drop down box with the date in.

Content

Where can I see a list of all the metrics included in the Dashboard?

The Dashboard User Guide includes a complete list of all metrics in the Dashboard. Further metrics will be added in future updates of the Dashboard.

How can the Dashboard be used to compare different organisations?

Many of the charts include the option to add a benchmark, to allow for comparisons between organisations of different sizes, or organisations serving different populations. The two most commonly used benchmarks are per 100,000 registered population and per 100,000 weighted population. Registered population figures relate to the number of people registered to GP practices in each CCG area. These may be further broken down by age (e.g. working age adults 16-64; older adults 65+). Weighted population figures apply a needs adjustment based on the local demographics of a particular area. These weightings follow the NHS England PRAMH methodology. Typically, London weights up for need. This means that the needs of a population in London are typically greater than the needs of a population of the same size in some other areas of England. These benchmarks are detailed further in the Dashboard User Guide.

Users

Where can I obtain a log in for the Dashboard?

Please contact Aneesa at the NHS Benchmarking Network who can provide login details. Email Aneesa.halim@nhs.net

Who can have access to the Dashboard?

Passwords are available to all staff working in the following organisations;
- London NHS mental health provider Trusts and Foundation Trusts
- London Clinical Commissioning Groups
- Local Authorities in London
- NHS England (London)
- Metropolitan Police
- Greater London Authority
- Other partners in the Healthy London Partnership

Why doesn't the dashboard work on my tablet or smartphone?

The dashboard has been designed to work on desktop and laptop machines. In its first edition it has not been optimised to work on other platforms.

When I log on I can't see any content?

The dashboard content takes around 5 seconds to load following your registration and login. Once the system has loaded you will be able to select an organisation from the "Organisation" drop-down menu in the top right hand corner of the screen.

Why can't I see the thumbnail summary charts?

The thumbnail summary charts are only accessible by clicking on the words "Trust" or "CCG" on the top left hand side of the main menu. Please ensure that the thumbnail view that you select (i.e. Trust or CCG), corresponds with the organisation type you have selected.

Why can't I find the detailed dashboard menu options?

The detailed dashboard menu options, charts and data can only be accessed by clicking on the small arrows on the left of the words "CCG" and "Trust" on the main menu. Clicking these buttons will expand the menu and reveal subsequent menu options. The arrows continue until you reach the end of the menu tree. If a menu option does not have an arrow next to it then this is the end of that particular menu option, if you then click on the chart name a chart will appear.

When I change denominators on the chart, why doesn't the chart change?

If you change denominators (e.g. from registered population to weighted population), you need to click the "Update Chart" button for the change to activate.

Why doesn't the NHS Average bar appear on every chart?

The orange NHS Average bar (NATAVG) on each chart only appears where wider national average data is available. This is available on most charts but on a small number of areas this data is not available and the orange National Average bar does not appear.

Why doesn't my organisation's data appear on every chart?

Trust data has been sourced from the NHS Benchmarking Network. Most Trusts were able to submit a complete data submission to NHSBN but some Trusts have a small number of data gaps. Lack of data on specific charts is generally explained by data incompleteness or by this organisation not providing that service (e.g. not all Trusts provide CAMHS services).

How do I view the data as a data table?

Use the "Tabular Data" button that appears on each chart page

How do I export charts and data?

Dashboard content can be exported in PNG, JPEG, PDF, and SVG formats. Please click on the "3 lines" icon in the top right hand corner to access this functionality.

Who should I contact if I am having problems using the Dashboard?

Help and support in using the Dashboard is available. Support on all aspects of the system can be obtained by contacting the NHS Benchmarking Network team on 0161 266 1997.

Questions relating to system login and registering new user accounts should be directed to Aneesa Halim of the NHS Benchmarking Network on Aneesa.halim@nhs.net

All other support questions should be directed to support@nhsbenchmarking.nhs.uk