

HES Service Charter

Introduction

The Hospital Episode Statistics (HES) system is a powerful data warehouse, which aims to capture details of all patients admitted to NHS hospitals in England and NHS patients normally resident in England who are treated in the Independent Sector. HES covers all medical and surgical specialties and includes private patients treated in NHS Hospitals.

The HES data warehouse is managed by The NHS Information Centre for health and social care (The NHS IC) in conjunction with Northgate Information Solutions, who are responsible for processing the data. Using the HES data warehouse, we can transform the data into valuable tables of statistical information, to meet your requirements.

We aim to make this information as accessible as possible to those outside of The NHS IC. Details for obtaining customised data can also be found on HESonline. Before requesting customised data we recommend you first take a look at the free tables, available for download from HESonline [www.hesonline.nhs.uk].

HES data service charges

The revised basic charging schedule for tabulations and extracts is set out below. The categories are dependent upon the amount of processing time that it will take to produce the tabulation or extract. However, it should be noted that, depending on your intended use of this data, there may be additional Licensing and Return-on-Investment (ROI) charges.

Category	Cost	
	Extract	Tabulation
Simple	£605	£167
Intermediate	£756	£223
Complex	£1,134	£281
Major	£1,400	£435

All costs are exclusive of any VAT that may be charged.

Our commitment to you

The revised HES Service now offers 4 different service levels:

- Service Level 1 – Bespoke Anonymised Tabulations
- Service Level 1 – Bespoke Anonymised Extracts
- Service Level 3 – Bespoke Approved Extracts
- Service Level 4 – Monthly Managed Extract Service.

We do not offer analytical services to external organisations.

Each request will be dealt with on a first come first serve basis and we will keep you informed of the progress with your request.

We reserve the right to share details of the request (although not which individual or organisation has made the request) with other users of HES data in order to provide examples of the types of analysis HES can support.

Quality of the data we provide

We are continually improving the quality of HES data. We have introduced several measures, which are fed back to the sources of our data in the NHS so that the data may reflect activity as accurately as possible. However, we provide HES data that reflects the content of the HES data warehouse at the time of the request. Users may request new versions of the data following an update, but this will attract a new charge.

Contacting HES

If you would like us to produce information for you from the HES data warehouse, please read the information in the Request a tailor-made report area of HESonline, including the Tabulation and Extract Guides, and then complete the relevant sections of the HES Data Request Application Form.

For further information or advice, please contact The NHS IC, including your full contact details, organisation name and the nature of your request:

The NHS Information Centre
1 Trevelyan Square
Boar Lane
Leeds
West Yorkshire, LS1 6AE

Tel: +44 (0) 845 300 6016
E-mail: enquiries@ic.nhs.uk

If you would like to write to us about our service, for example to give feedback or suggestions or if you are unhappy with any aspect of it, please write to:

HES/SUS Analysis (Service) Section Head
The NHS Information Centre for health and social care
1 Trevelyan Square
Boar Lane
Leeds
West Yorkshire, LS1 6AE

Tel: +44 (0) 113 866 5517
E-mail: hes.questions@ic.nhs.uk

Appeals

If you are unhappy with any aspect of the service and you are not satisfied with the response received from the HES/SUS Analysis (Service) Section Head, The NHS IC has a review procedure. Please write to the Information Governance Manager who will take this forward:

Programme Manager for Information and Statistical Governance
The NHS Information Centre for health and social care
1 Trevelyan Square
Boar Lane
Leeds
West Yorkshire, LS1 6AE

Tel: +44 (0) 113 254 7237
E-mail: information.governance@ic.nhs.uk

Should you still remain dissatisfied with the response, you can appeal to the Information Commissioner or ask your Member of Parliament to take the matter to the Parliamentary Commissioner for Administration (the Ombudsman), who can then choose whether or not to conduct his own enquiry.