

# The GM Intelligence Hub

## Palliative and End of Life Dashboards

### User guide

## **Introduction**

Welcome to the Palliative and End of Life (PEOL) Dashboards guidance. These dashboards are located on the Greater Manchester (GM) Intelligence Hub, which is an interactive tool that provides data and intelligence to support the health and care objectives across Greater Manchester.

The GM Intelligence Hub is a single front door for organisations across Greater Manchester, providing access to data that will support better health care outcomes.

The PEOL dashboards have been developed to provide professionals with a clear view of information, activity and service use, helping to inform care planning, service evaluation, and improvement initiatives.

The dashboards are interactive and safe to explore. You can filter, drill down, and view different aspects of the data without affecting the underlying information. This guidance aims to help you feel confident using the dashboards, even if you do not have a background in data or analytics.

This document will:

- Explain what the dashboards show and how to navigate them
- Highlight current data coverage and known limitations
- Provide reassurance about using the dashboards safely
- Offer practical guidance on what to do if you notice anything unusual in the data

Your use of the dashboards, combined with your feedback, helps ensure that the information remains accurate, reliable, and useful for professionals across the system.

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#### **Using the dashboards**

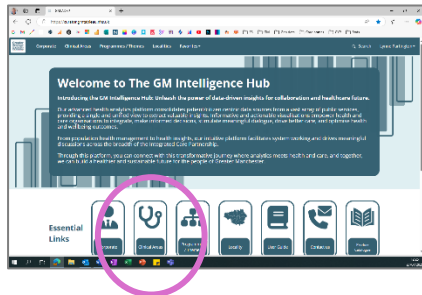
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## Locating the dashboards

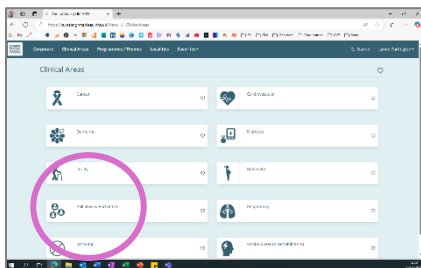
Open the GM Intelligence Hub website at <https://curator.gmtableau.nhs.uk/>  
(You need to be registered, and are required to set up an MFA for secure sign-in)

If you are not employed in a direct NHS organisation and are asked for a 'sponsor' while registering, **Chris Tyson, Senior Business Analyst at NHS Greater Manchester ICB** ([ctyson@nhs.net](mailto:ctyson@nhs.net)), has agreed to support the process, and his details can be included as part of the registration.

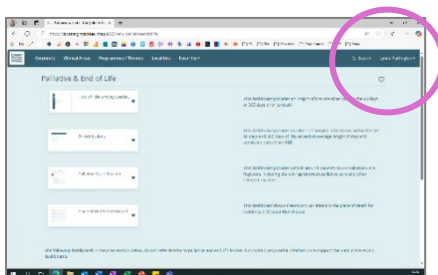
Navigate to the 'Clinical Areas' section



Then navigate to 'Palliative and End of Life'

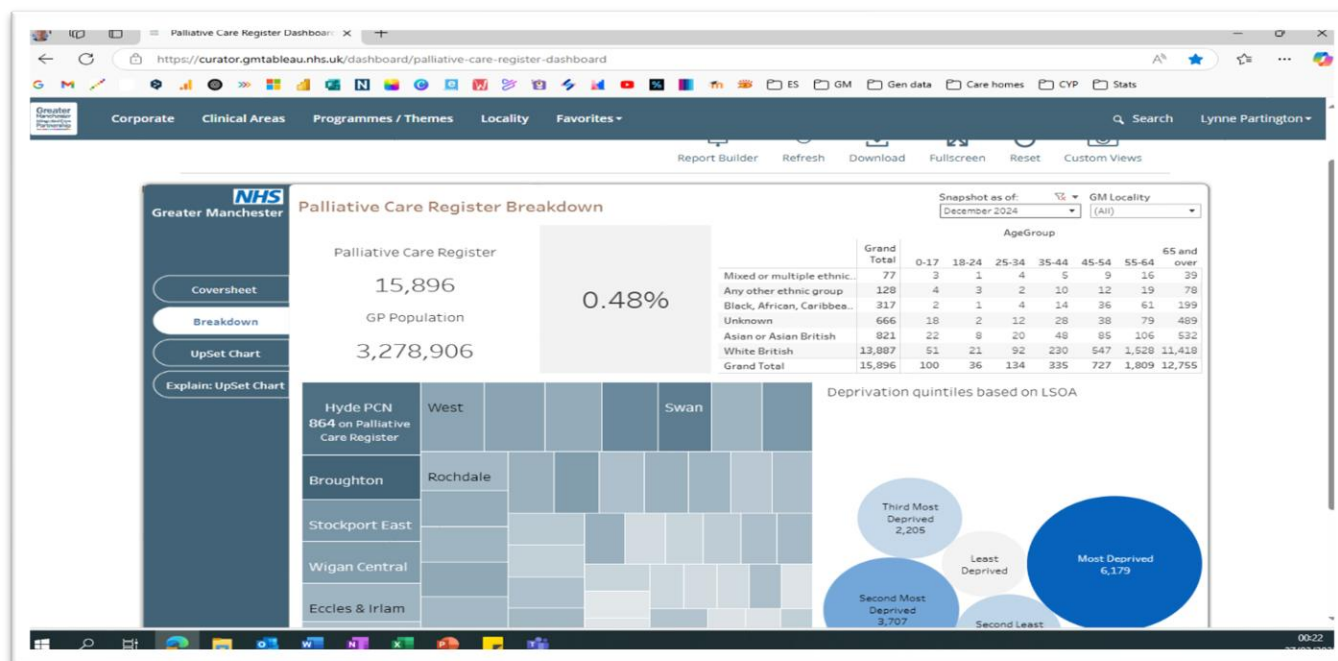


The dashboards are located here. You can click on the heart in the top right-hand corner to save as a favourite



## Primary Care Palliative Care Register dashboard

**Overview:** This dashboard provides current details around patients on GP Palliative Care Registers, including the overlap between palliative care and other selected registers

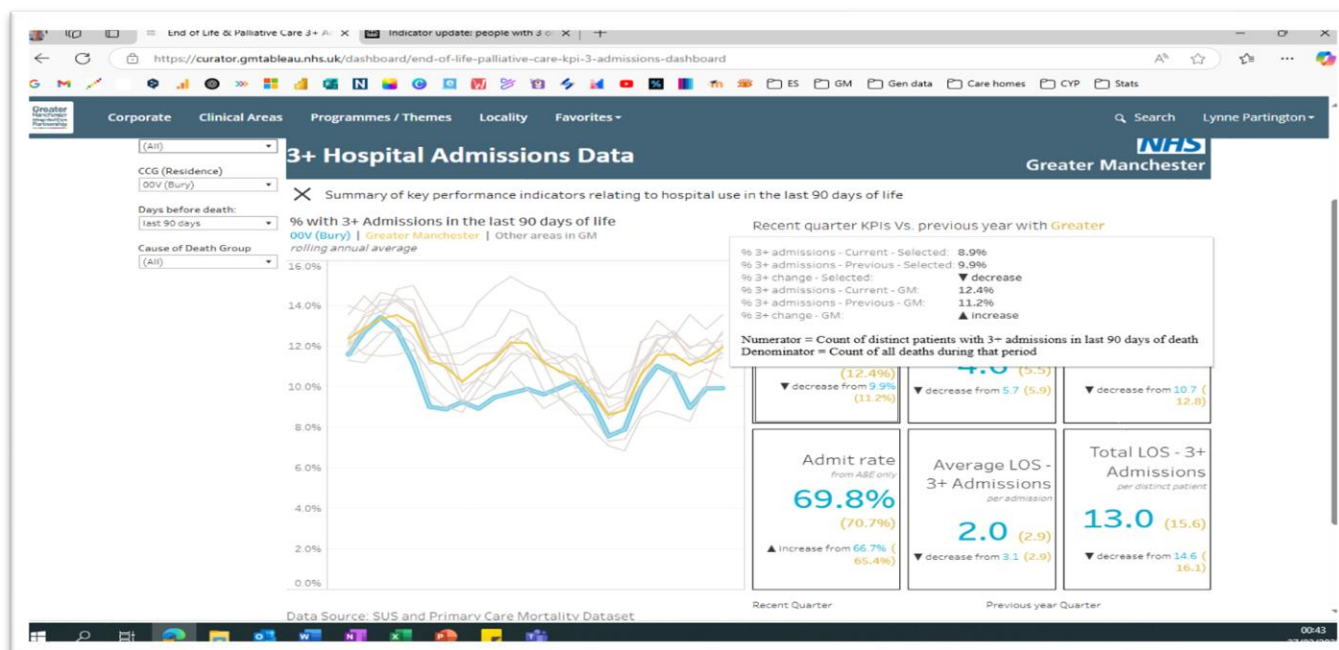


Tab	Content	Dashboard navigation
<b>Coversheet</b>	<i>Information about this dashboard</i>	
<b>Breakdown</b>	<ul style="list-style-type: none"> <li>- The number and percentage of patients within a GP population who are on a Palliative Care Register within a specific locality</li> <li>- The breakdown of the register by age group and ethnic group</li> <li>- The number and percentage on a register within a locality's individual PCNs</li> <li>- The numbers on a register by deprivation quintile</li> </ul>	<p>Can be filtered by individual localities and specific month (Filter top right-hand side)</p> <p>The bottom bar shows the range (by percentage) within the PC/GP population</p>
<b>UpSet chart</b>	<p>This tab shows the overlap between those on the Palliative Care Registers and selected other Primary Care QOF Registers:</p> <ul style="list-style-type: none"> <li>• Cancer</li> <li>• Chronic Kidney Disease</li> <li>• COPD</li> <li>• CHD</li> <li>• Dementia</li> <li>• Diabetes</li> <li>• Heart Failure</li> </ul>	<p>UpSet charts are used to show data with more than three intersecting sets (see separate tab for explanation)</p> <p>Can be filtered by individual localities and specific month (Filter top right-hand side)</p>

	<ul style="list-style-type: none"> <li>Stroke</li> </ul>	
<b>Explain the UpSet chart</b>	This page provides a full explanation of the UpSet method	
<b>Data source/s</b>	Patient-level GP data to the ADSP (Analytics and Data Science Platform) via the GMCR (Greater Manchester Care Record)	
<b>Availability</b>	Data is available from April 2018	
<b>Updated</b>	Monthly	

## 3+ Hospital Admissions dashboard

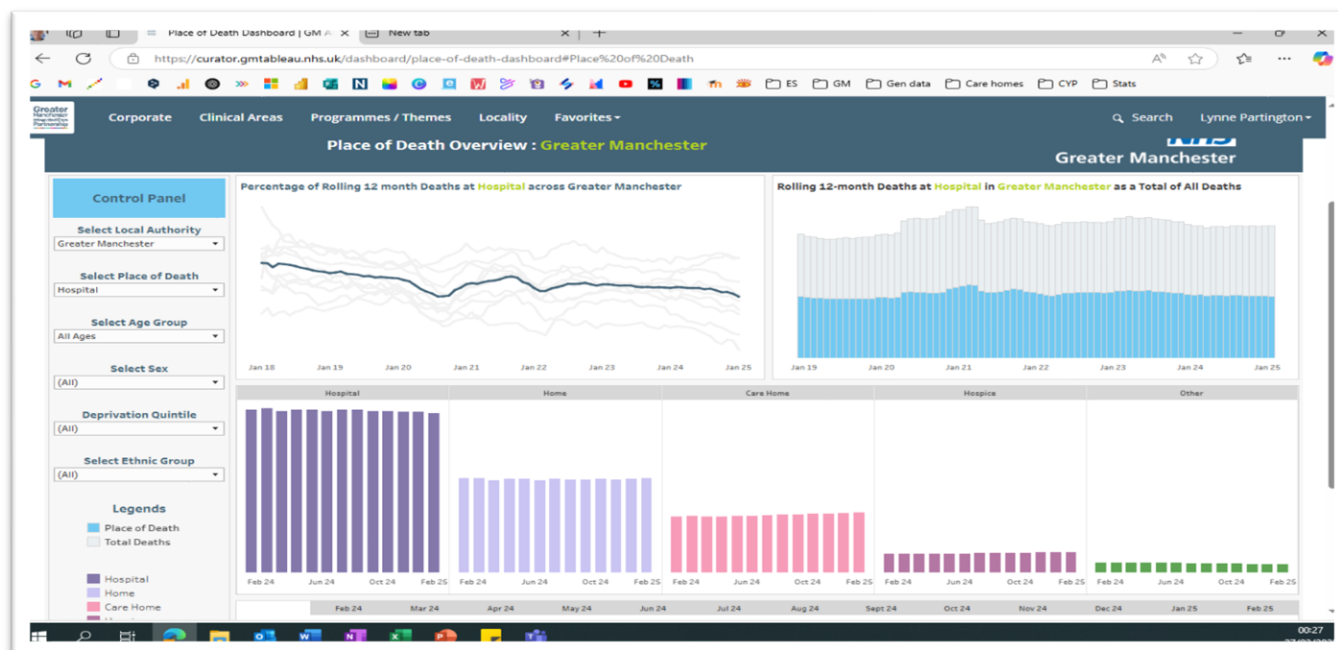
**Overview:** This dashboard provides retrospective numbers of hospital admissions within the last 90 days and 365 days of life, as well as average length of stay and admission rates from A&E



Tab	Content	Dashboard navigation
Cover page	Information about this dashboard	
3+ hospital admissions (page 1)	<p>Percentage of admissions within the last 90/365 days of life (rolling average)</p> <ul style="list-style-type: none"> <li>3+ admissions (all patients)</li> <li>Average LOS (all admissions)</li> <li>Total LOS (all patients)</li> <li>Admission rate (from A&amp;E only)</li> <li>Average LOS (3+ admissions)</li> <li>Total LOS (3+ admissions)</li> </ul> <p>(Left-hand side chart shows selected locality vs GM value)</p>	<p>Can be filtered by place of death, individual localities, time prior to death (90/365 days), cause of death</p> <p>Filter button is located at top left-hand side of screen (use the big X to close filter window)</p> <p>Hover box provides specific figures</p>
3+ hospital admissions (page 2)	This tab shows quarterly data point charts from the elements on page 1	Can be filtered by place of death, individual localities, time prior to death (90/365 days), cause of death
Data source/s	SUS and Primary Care Mortality Database (PCMD)	
Availability	Data is available from Q1 2019	
Updated	Quarterly	

## Place of Death dashboard

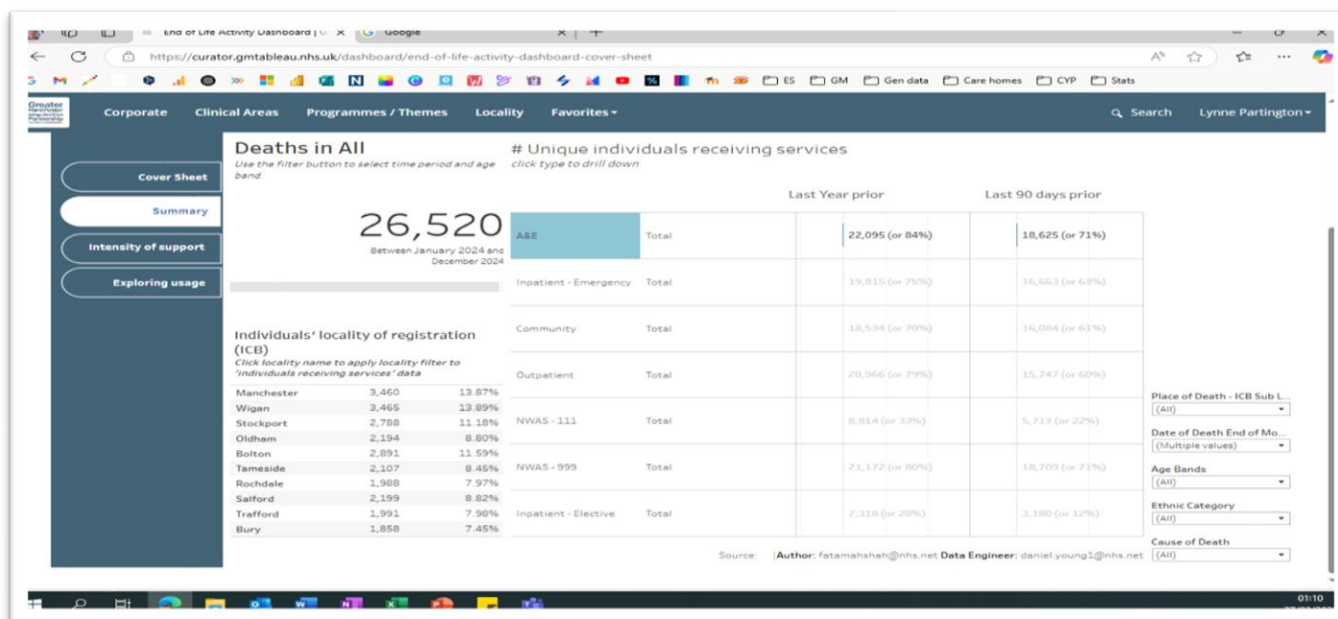
**Overview:** This dashboard shows retrospective trends and variations in the place of death for residents of Greater Manchester



Tab	Content	Dashboard navigation
Coversheet	<i>Information about this dashboard</i>	
Technical definitions	List of establishment codes, definitions of 'place' and references to cause of death	
Place of Death	<p>Place of death available as:</p> <ul style="list-style-type: none"> <li>- Percentage of rolling 12-month deaths (in a specific place)</li> <li>- Rolling 12-month deaths (in a specific place/locality) as a total of all deaths</li> <li>- Bar charts of deaths by date or by place</li> <li>- Total figures and percentages</li> </ul>	<p>Can be viewed as date or place of death view (use toggle button to switch view)</p> <p>Can be filtered by individual localities, place of death, age bands, sex, deprivation quintile and ethnic group (Filter in control panel on left hand side)</p> <p>+/- buttons (accessed by hovering over the total figures and percentages) can be used to pan out from the default monthly view to show quarterly/yearly data</p>
Data source/s	Primary Care Mortality Database (PCMD)	
Availability	Data is available from January 2018	
Updated	Monthly	

## End of Life Population Level Activity dashboard

**Overview:** This dashboard provides a retrospective insight of the use of services in the 90 days or 365 days prior to death



Tab	Content	Dashboard navigation
Cover sheet	Information about this dashboard	
Summary	<p>Number of deaths</p> <p>Unique individuals using a service* (90/365 days prior to death)</p> <p><i>*Hospice data is due to be added shortly</i></p>	<p>Can be filtered by individual localities, specific date ranges, age bands, ethnic category, cause of death</p> <p>Filter button is located at right hand side of screen</p> <p>Click on any of the services to get a breakdown of sub services within a category (e.g. 999 calls by severity) in conjunction with the above filters</p> <p><i>Note: services may have different titles in different localities</i></p>
Intensity of support	<p>A breakdown of service use showing uptake of services towards death (90/ 365 days prior to death)</p> <p>Median use of services</p>	<p>Can be further filtered by (in addition to first tab filters) place of death, cancer treatment (time), deprivation quintile, number of admissions</p> <p><b>NB TO ENABLE FILTERING, SELECT 'TRUE' ON TOP FILTER SELECTION</b></p> <p>Hover box provides specific figures</p>
Exploring usage	A more detailed look at the usage of specific services	<p>Use filter button to select service/activity of interest</p> <p>Can be further filtered by individual localities, specific date ranges, age bands</p> <p>Hover box provides specific figures</p>



	Trends in the use of services	Hover box provides specific figures
<b>Data source/s</b>	SUS and Primary Care Mortality Database (PCMD)	
<b>Availability</b>	Limited data is available from April 2013, with a fuller data set from 2018	
<b>Updated</b>	Monthly	

## **Other supporting dashboards**

**Overview:** The PEOLC menu screen also contains links to several other dashboards containing information which may complement the data within the main PEOLC dashboards:

### **Dashboards on the menu screen**

- Resident Population – overview for GM, including breakdown by age band/ sex, population density
- Indices of Deprivation – shows GM deprivation deciles by Lower Super Output Area (LSOA)
- NHS GM – Locality Page – contains link to extensive data for individual GM localities
- Fairer Health for All – contains links to data supporting FHA, including mortality
- Enhanced Health in Care Homes – data relating to care home residents (including whether preferred place of death is recorded), which is refreshed daily and accessible down to PCN and practice level
- Long Term Conditions Prevalence – prevalence of LTCs shown by PCN & practice, deprivation deciles and LSOA, as well as trend comparisons. Refreshed quarterly
- Unpaid Carers – profile of unpaid carers in GM, including age, gender, ethnicity, numbers of hours per week and primary support reason. Accessible to GM locality level
- GM Frailty Dashboard – shows the split of frailty assessment outcomes for people 65+ registered with a GM GP Practice

## **Other resources for using the Hub**

The GM Intelligence Hub have a full user guide to using the Hub and building reports which can be found online at <https://curator.gmtableau.nhs.uk/user-guide>.

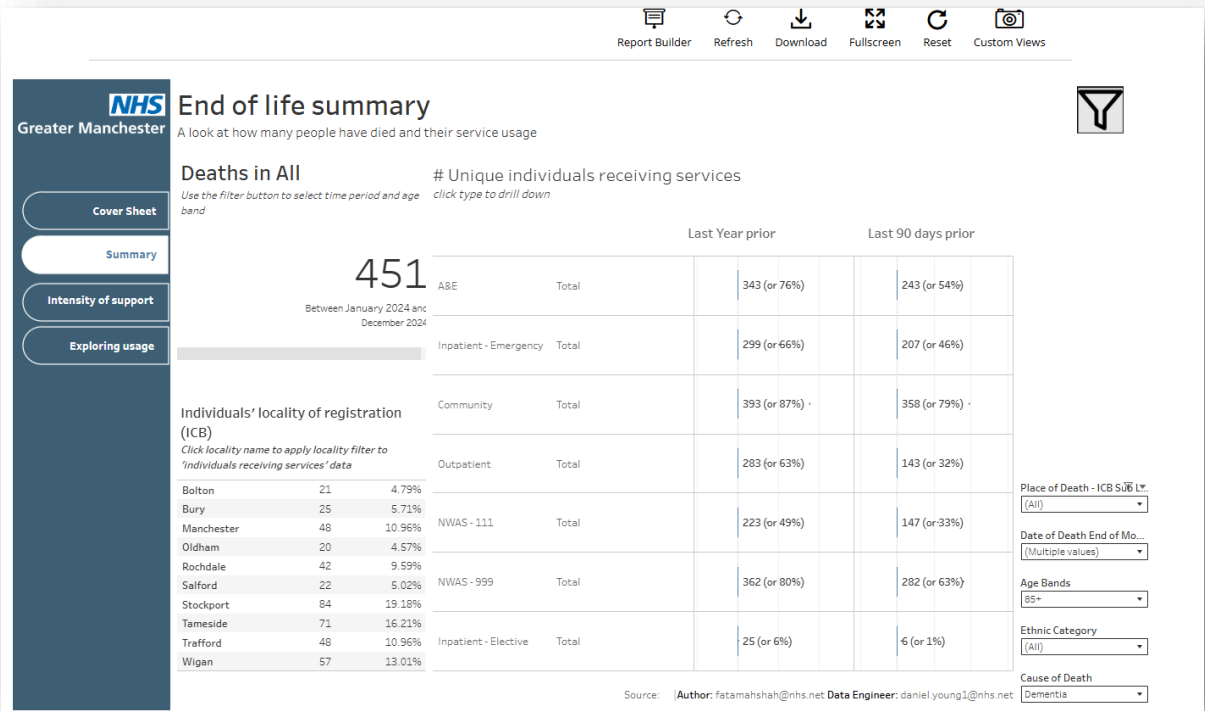
There are also overview session recordings to help you understand how to navigate the platform and show you what it can do to support collaboration and improve care.

Standard search techniques and custom view options

Curator offers the option for users to set up a range of custom views for individual dashboards to avoid having to reset filter selections each time they are accessed. The process for creating these is outlined below:

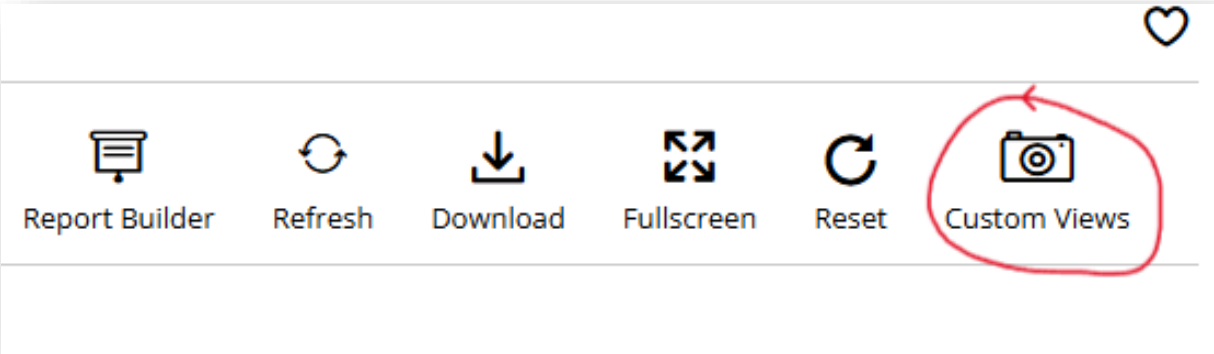
Step 1

Select the appropriate filter or filters for the view that you would like to customize using the dropdown menu selections. In this example (using the End of Life Activity dashboard), the filters are set to show deaths for patients in the Tameside locality aged 85+, where the cause of death was dementia.



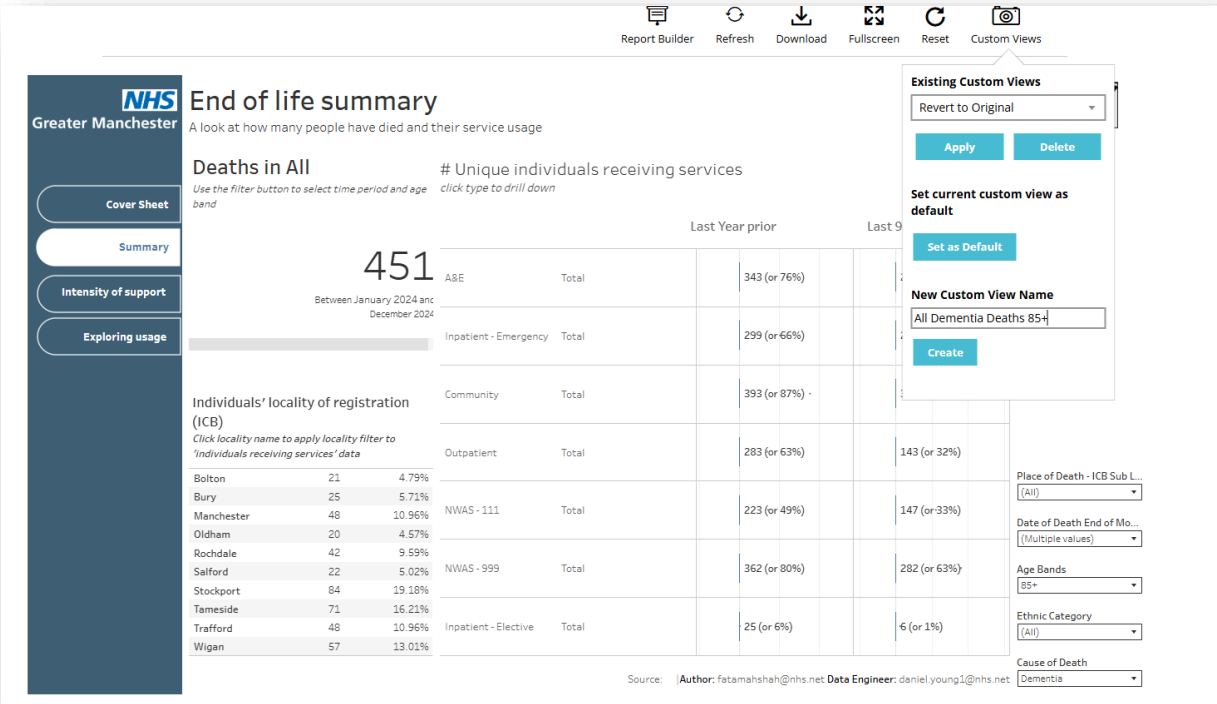
Step 2

Right-click on the Custom Views icon at the top of the page.



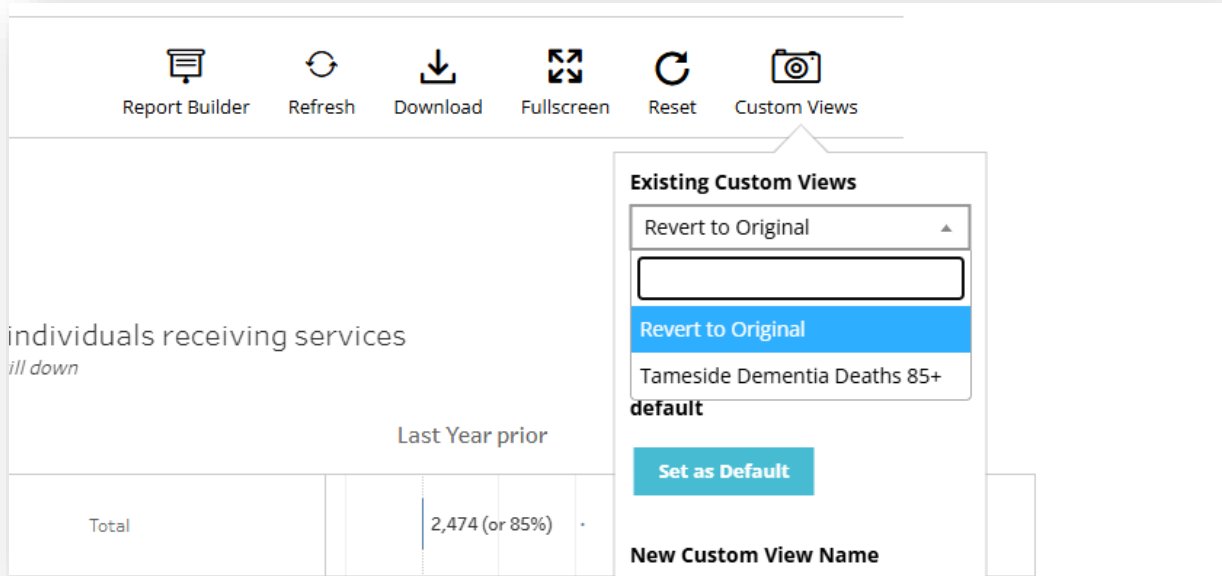
Step 3

In the ‘New Custom View Name’ box, type the name you would like to give to your custom view and then click the Create button.



Step 4

Click on the Custom Views icon again, and then select the Existing Custom Views drop down menu. Your newly created view should appear on the menu as an option.



## Frequently Asked Questions

### How do I find out about patients who have opted out?

Patients who have opted out of having their data shared will not show on the PEOLC dashboards. The National Data Opt-Out (NDOO) allows individuals to choose in specified circumstances if data from their health records is shared for healthcare research and planning. You can find out more about this service at <https://digital.nhs.uk/services/national-data-opt-out>. The GM Intelligence Hub maintains a GP Data Opt Outs Dashboard that is located within the Hub (search for GP opt outs).

### Can I 'break' the dashboards when I am using them?

No, you cannot break the dashboards through normal use. They are designed to be interactive, so you can filter, drill down, and explore the data without affecting how the dashboards function for anyone else. All changes you make on screen are temporary and only affect what you see; the underlying data remains secure and unchanged.

### Does the patient activity data (such as within the Activity dashboard and the 3+ admissions only) show episodes of care that take place within Greater Manchester?

No, the dashboards include all hospital admissions, regardless of location. If a patient who is part of the Greater Manchester population has an admission outside the area, this will still appear in the dashboard. This ensures the data provides a complete picture of activity, not just care delivered within Greater Manchester.

### Is hospice activity data included within the Activity dashboard?

Not currently, however, work is underway to incorporate hospice activity. This will be added once the data has been fully tested to ensure it is reliable and consistent. Updates will be communicated when this functionality becomes available.

### Is ethics approval required for the use of the dashboard data?

Ethical approval is not required for the use of the dashboard data. The data are used in accordance with existing legal and information governance approvals, primarily for aggregated analysis. Where patient-level data are displayed, access is strictly limited and records viewed by analysts are pseudonymised, with no direct identifiers and only broad geographic information available. Re-identification, where necessary for direct clinical decision-making, is undertaken only by authorised personnel through approved processes, and not by analysts. As the activity operates within established governance arrangements and does not constitute research, ethical approval is not required.

### Are numbers suppressed for any of the dashboards?

Number suppression is included on some dashboards but is not yet applied across all of them. As dashboards have become more granular, the need for suppression has increased. Some dashboards, such as Health Profiles, have suppression built in, although it may only appear after specific filtering. Suppression has also been implemented on newer dashboards (e.g. infectious disease admissions), but there are instances where it is not yet applied, and this is being actively addressed.

### What if I find something wrong with the data?

If you notice any errors, inconsistencies, or data that doesn't look right, please let us know. Your feedback is valuable as it helps us improve data quality, dashboard accuracy and ease of navigation.

You can contact Lynne Partington [lynne.partington1@nhs.net](mailto:lynne.partington1@nhs.net) or Colin Daffern [colin.daffern@nhs.net](mailto:colin.daffern@nhs.net), who will review the issue and, where necessary, work with the appropriate team to resolve it.

## Glossary of acronyms and meanings

Acronym	Full term	Description
<b>ADSP</b>	Analytics and Data Science Platform	A software solution or tool suite that enables organisations to collect, process, analyse, and visualize data to extract valuable insights and drive informed decision-making
<b>GMCR</b>	Greater Manchester Care Record	The GMCR brings together information from NHS and care services across all 10 GM boroughs into one joined up record which can be accessed by frontline health and care workers
<b>KPIs</b>	Key Performance Indicators	Quantifiable metrics used to assess how effectively an organisation, department, or individual is achieving its objectives
<b>LOS</b>	Length of Stay	The duration of a patient's stay in a healthcare facility, such as a hospital, from admission to discharge
<b>LSOA</b>	Lower Super Output Area	A geographic unit used in the UK for statistical reporting, particularly for census data to support consistent population size reporting
<b>PCMD</b>	Primary Care Mortality Dataset	A database maintained by NHS Digital which contains records of deaths registered in England
<b>POD</b>	Place of Death	The specific location where a person's death occurs
<b>Rolling data</b>		Time-based calculations to come up with event count averages over time, e.g. 12 month rolling data is the total amount from the past 12 months. As the 12-month period “rolls” forward each month, the amount from the latest month is added and the one-year-old amount is subtracted. The result is a 12-month sum that has rolled forward to the new month
<b>SUS</b>	Secondary Uses Service	The single, comprehensive repository for healthcare data in England which enables a range of reporting and analyses to support the NHS in the delivery of healthcare services
<b>UpSet chart</b>		A data visualisation method for showing set data with more than three intersecting sets