NHMC

National Homecare Medicines Committee

Homecare Medicines Service:
Key Performance Indicators – Guidance Document

Introduction & Scope

The National Homecare Medicines Committee (NHMC) developed the Homecare Medicines and Services Key Performance Indicators (KPIs) in 2013[1] to minimise unwarranted variation in reporting requirements set by NHS clinical referring centres within contractual arrangements and support consistency in service monitoring. The KPIs have been iteratively developed in response to continued feedback from users across the NHS, homecare providers and pharmaceutical industry with the amendment and addition of KPIs and datasets including additional sections for clinical services and complaints and incidents.

In December 2021, the NHMC approved a standardisation project proposal "To update the NHMC KPI set with additional telephony metrics, additional prescription timeliness metrics, national targets, and to undertake a holistic review to ensure all metrics remain relevant and unambiguous."

The KPIs are whole system measures intended for use across all homecare medicines services and do not aim to focus on particular service types or therapy areas. This includes those funded by marketing authorisation holders (MAHs). The expectation is that whoever commissions or provides the service, it will be delivered in accordance with and monitored against these KPIs in order to give assurance to patients and NHS services.

The key aims are to:

- Reduce unwarranted variation of performance indicators in use across the homecare market.
- Enable appropriate benchmarking of homecare medicines services by contracting authorities.
- Minimise administrative burden and costs of performance reporting for homecare medicines services contracts.

Guidance for Use

The KPIs should be used to support the effective monitoring of the end-to-end homecare medicines services. Specific reporting requirements shall be defined within the contract. NHS clinical referring centres should ensure all relevant internal stakeholders (e.g. chief pharmacist, pharmacy homecare team and clinical team) and external stakeholders (e.g. MAHs in accordance with NHMC Good Practice Principles[2] and commissioners) have appropriate visibility of KPI reports and commissioners.

Regional collection of data and provision of associated regional KPI dashboards can be advantageous for both NHS Clinical Referring Centres and homecare providers.

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[1] Published in Royal Pharmaceutical Society Handbook for Homecare Services in 2014 - https://www.rpharms.com/recognition/setting-professional-standards/homecare-services-professional-standards - supporting resources.
[2] https://www.sps.nhs.uk/articles/nhmc-good-practice-principles-for-the-provision-of-manufacturer-funded-homecare-services/

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The majority of the KPIs and their underpinning contextual measures are to be reported at a granular level with others reported only as an aggregated organisational figure as set out in appendix 10b.

Where a KPI standard is not met, this should be investigated and an action plan with timeline developed by the relevant party. Additional information may need to be collected to support the investigation. Reported figures that are 'zero' or abnormally low may be an indicator of underreporting requiring investigation.

Key Performance Indicators

KPI	Title	Standard
KPI1	Formal complaints and Incidents received as a % of scheduled activity.	≤1%
KPI2	Patient safety incidents as a % of scheduled activity.	Undefined*
KPI3	Compliant prescriptions not received on time and in full as a % of prescriptions received.	≤2%
KPI4	Lead time to receipt of prescription and registration	≤5 working days
KPI5	Lead time to initiation of therapy	≤10 working says
KPI6	Failed deliveries (service provider) as a % of deliveries	≤5%
KPI7	Delayed clinical services (service provider) as a % of clinical service	≤5%
KPI8	Inbound call answer time (seconds)	≤180 seconds
KPI9	Credits issued as a % of number of invoices issued.	≤5%
KPI10	Average payment days (calendar)	≤30 calendar days

Standard undefined to ensure good reporting culture in alignment with NHS services.

Definitions and Data Collection Template

Definitions and a data collection template is included within an excel sheet in appendix 10b of the RPS Handbook for Homecare services. Note the data collection template has been split into two tabs for v7 to enable separation of contextual measures reportable only in aggregate from those reported in granular detail. A valid submission requires correct completion of both data collection tabs (see RPS Handbook appendix 10b.)

Where, for any reason, data is unavailable homecare providers should indicate this using the NULL value.

Data Validation

Homecare providers shall be responsible for ensuring accuracy of their data prior to submission. Queries raised by the clinical referring centre (or other recipient where applicable) relating to accuracy of reported data should be duly investigated by the homecare provider and, where necessary, the root cause rectified to prevent recurrence in the next reporting period.

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Implementation

Subject to NHMC approval in April 2025 the implementation plan for this KPI v7 is outlined below:

- Publication - May 2025,
- Implementation (including supplier system development) - May 2025 to July 2025 inclusive,
- Validation - August 2025 – October 2025 inclusive,
- Roll-out – November 2025.

National Publication

During the House of Lords Public Services Committee short inquiry into homecare medicines services in summer 2023, the NHMC and NHS England provided a commitment to publish national performance data for the homecare medicines services market against these KPIs.

Homecare providers shall submit data to the NHMC Chair, or as otherwise instructed, on a quarterly basis using the data collection template provided. National performance figures for each KPI shall be published quarterly. Homecare providers contributing data to the published national performance figures, and any submissions not received or excluded for any reason shall be clearly listed.

Reporting Period	Submission Deadline	Publication
Jan – March	April (10th business day)	May
April – June	July (10th business day)	August
July – Sept	Oct (10th business day)	November
Oct – Dec	Jan (10th business day)	Feb

Note: the above detailed process has been initiated under v6.2 and will migrate to v7 once available.