



Public Health
England

Crisis Care Profile User Guide

1. Using Fingertips Software

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1. Introduction

The Crisis Care Profile is an interactive web tool developed for the National Mental Health, Dementia and Neurology Intelligence Network by Public Health England.

The profile uses the Fingertips software, developed by Public Health England, to provide easy access to in-depth analysis of a wide range of health related data in thematic profiles.

This user guide focuses on common features of the Fingertips software and uses examples taken from the Crisis Care Profile. Other profiles developed in the software also share these features. Metadata information on the indicators themselves are available via the 'Definitions' section of the profiles.

2. Quick Guide to Fingertips Software Features

A guided demonstration of the National Mental Health, Dementia and Neurology Intelligence Network profiling tools is available [here](#).

2.1 Additional information

A Home link and links to supporting information, such as FAQs and feedback email, are found in the top section of each tool.



2.2 Search for indicators

The Crisis Care Profile has a search facility, located at the top right of the page. Using this function returns all indicators which include the keyword in the name, or in a specific set of metadata fields.



2.3 Domains

Tools which are broken down into subsections or domains can be explored by clicking the domain headings. For example:

Crisis Care Profile

Understanding need

Access to support

Urgent and emergency
care

Quality of treatment

Recovery and staying well

2.4 Geography

The example below shows a profile with the complete set of options, only offered when choices are actually available in the data:



Area type: County & UA
Areas grouped by: Region
Benchmark: England
Area: Derby
Region: East Midlands
CIPFA nearest neighbours to Derby

2.4.1 Area type

Fingertips only displays data for one level of geography at a time. The Crisis Care Profile contains indicators at Region, Ambulance Trust, CCG, GP, District & UA and County & UA levels.

2.4.2 Areas grouped by

Which areas are displayed together is decided in the 'Areas grouped by' dropdown. The options are a higher geographical level such as Region, smaller geographical groupings such as PHE Centre, CCG cluster, STP or groupings with similar social characteristics such as deprivation decile and ONS group.

2.4.3 Subsequent choices

Dependent on the choice of 'Areas grouped by' the dropdown is then populated. In the example above choosing 'Deprivation decile' determines that a choice of deprivation deciles is offered – "Most deprived" is selected in this instance. Subsequent options are offered in 'Area', these are based on the previous selections: e.g., Birmingham is one of the Counties/UAs in the "Most deprived" decile.

2.4.4 Benchmark

To decide on statistical significance a benchmark needs to be chosen. This is by default England, but an alternative comparison with more similar areas (such as Region or CCG) is also offered in most cases.



2.5 Statistical significance and colour coding

A training video on significance is available [here](#).

Compared with benchmark:  Lower  Similar  Higher  Not compared

For each indicator, the colour coding shows whether the measure for that area is statistically above or below the comparator (95% confidence). The default comparator is the national average. This can be changed to the regional average using the benchmark 'drop-down' at the top of the page. Details of the statistical method used for comparison are available by clicking on the 'Definitions' tab. If the indicator is not coloured it means no statistical comparison was possible. In most cases this is because the raw data used to calculate the indicator, which are necessary to undertake statistical comparison, were unavailable, or the necessary benchmark value could not be obtained.

Even if an indicator is not significantly different to England, there may still be an issue in the area worthy of intervention. Some indicators will change colour depending on the comparator group – for example, it is not unusual for areas to be significantly higher than England while not being significantly different from the comparison group. It is also possible that an area may be experiencing a downward trend while remaining above the national or regional average. Local knowledge and understanding of issues are needed to provide context and inform decisions.

2.6 Data Quality

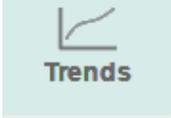
Data quality:  Significant concerns  Some concerns  Robust

Each indicator in the tool has been included because it adds to the overall picture of Crisis Care; however, data quality is not consistent. Data has been assessed for quality and validity using the above criteria, and labelled accordingly.



3. Views

The Crisis Care Profile consists of six web views illustrating the indicators in various styles. A 'Definitions' section and a 'Download' section have been included providing access to, and understanding of, data illustrated through the profile. These profile features are listed below, with the subsequent pages providing further details: –

 <p>Overview</p>	<p>'Overview' is the default option showing the indicators in rows, the geographical areas in columns, and indicator data in each cell. The latter are colour-coded to show significant difference from the benchmark.</p>
 <p>Map</p>	<p>'Map' allows users to see spatial variation of indicators across England. For each indicator a bespoke comparator group can be defined by the user, with the selected geographies being presented in a column chart in order of value.</p>
 <p>Compare indicators</p>	<p>'Compare indicators' allows users to perform regression analysis between two indicators of the same geographical breakdown across all domains. Users can select indicators to compare on x and y axes, with the most recent data from both indicators being compared.</p>
 <p>Trends</p>	<p>'Trends' allows users to look at data over time, presenting data as a graph and table. Drop-down boxes allow users to choose the indicator and area of interest and colour-coding indicates whether the values are significantly different from the benchmark.</p>
 <p>Compare areas</p>	<p>'Compare areas' allows the user to select an indicator from the drop-down box and examine values for all geographical areas with a bar chart, funnel plot, and a table showing the confidence intervals around each value.</p>
 <p>Area profiles</p>	<p>'Area profiles' allows users to select a geographical area and presents all indicators in a profile for that area in a spine chart. Counts, as well as indicator values, are presented together with figures for national and regional averages, and the range of values.</p>
 <p>Definitions</p>	<p>'Definitions' provides more details about each indicator, including the data source and rationale. It also gives information on how statistical comparisons are made for each indicator.</p>
 <p>Download</p>	<p>'Download' provides a spreadsheet of the underlying data used in the production of the indicator. Printable profile documents are available for each area.</p>



3.1 Overview



'Overview' is the default option in most profiles (Figure 1). It shows the indicators in rows, the geographical areas in columns, and indicator data in each cell, colour-coded depending on whether it is significantly different from the benchmark.

'Overview' shows a coloured matrix of all indicators, allowing them to be compared across all areas belonging to the grouped-by option chosen (see above: geography). For some options the number of indicators is large; users will probably have to scroll down the screen to see all measures. For each indicator, where statistical significance can be calculated, the colour coding shows whether the measure is statistically above or below the comparator average. The default comparator is the national average.

The values in the matrix can be sorted using the arrows at the start of each row. Using the arrows in the header row sorts the areas alphabetically, while using them in an indicator row sorts the table by ascending or descending values.

Sort the columns into alphabetical order (this is the default view)

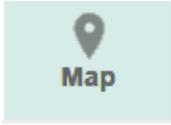
Indicator	Period	England	East of England region	NHS Basildon And Brentwood CCG	NHS Bedfordshire CCG	NHS Cambridgeshire and Peterborough...	NHS Castle Point And Rochford CCG	NHS East And North Hertfordshire...	NHS Great Yarmouth And Waveney CC...	NHS Herts Valleys CCG	NHS Ipswich And East Suffolk CCG	NHS Luton CCG	NHS Mid Essex CCG	NHS North East Essex CCG	NHS North Norfolk CCG	NHS Norwich CCG	NHS South Essex CCG
New cases of depression: Adults with a new diagnosis of depression as % of all patients on the GP register	2014/15	1.2	1.2*	1.3	1.4	1.1	1.1	1.2	1.3	1.1	1.1	1.1	1.0	1.2	1.1	1.5	1.1
Biopsychosocial assessment at the time of diagnosis of depression: % of newly diagnosed patients with depression who have had a biopsychosocial assessment	2013/14	75.8	-	63.2	80.6	70.5	61.5	81.9	65.1	83.6	64.1	62.1	74.0	76.0	63.8	79.2	77.0
Exception rate for all mental health QOF indicators: % of patients excluded from mental health quality indicators	2014/15	11.1	-	7.4	12.6	13.0	7.4	11.7	17.1	9.4	12.1	9.5	12.9	9.1	19.5	16.2	14.0
Exception rate for depression: % of patients on depression register excluded from quality indicators	2014/15	24.5	25.4*	26.3	24.1	27.7	23.5	21.5	25.1	20.9	26.0	29.7	27.0	25.5	27.4	30.6	26.0
Exception rate for dementia: % of patients on dementia register excluded from quality indicators	2014/15	8.3	-	10.3	8.1	10.7	9.7	11.9	8.9	6.7	8.2	11.6	12.9	9.1	9.4	10.2	8.0
Access to IAPT services: People entering IAPT (in month) as % of those estimated to have anxiety/depression	Dec 2015	14.1	-	13.0	10.0	17.1	11.1	14.3	14.6	12.4	13.3	11.1	12.8	12.8	14.2	15.2	15.0
IAPT use by BME groups: % of referrals (in quarter) which are for people of black and minority ethnic groups	2015/16 Q3	17.1	12.5*	6.0	16.2	15.0	2.9	11.4	4.5	17.3	16.4	43.1	5.8	7.1	4.8	9.5	7.0
IAPT waiting times < 6 weeks from referral to first treatment: %	Dec 2015	36.9	90.9*	20.0	50.0	21.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0

Sort the row by the values of this indicator. Click once to sort in descending order, twice to sort in ascending order.

Figure 1: Overview of Access to Support domain



3.2 Map



'Map' allows users to see spatial distribution indicator values across England (Figure 2). It also allows the user to build a bespoke comparator group of geographies. A variety of benchmarks can be selected.

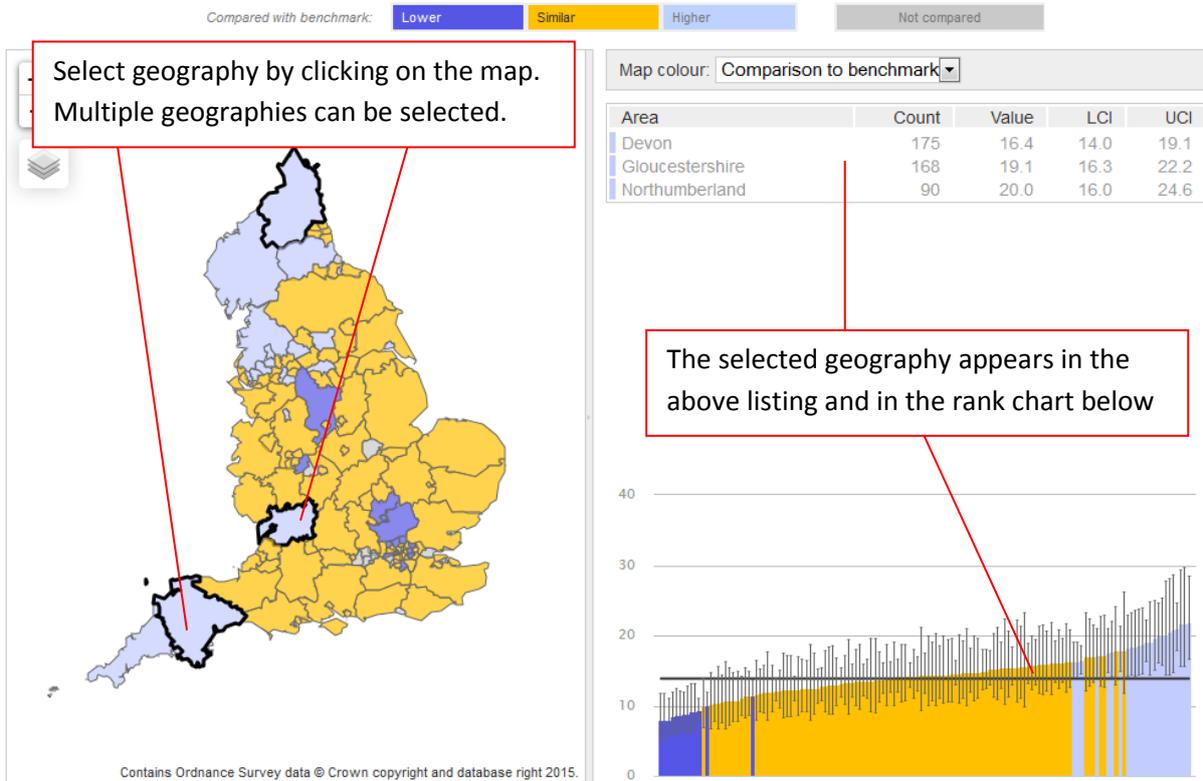


Figure 2: The map view of geographical distribution.



3.3 Compare Indicators



'Compare indicators' allows users to investigate interactions between two indicators (Figure 3). In this view, users select indicators displayed at the same geography. The selected indicators can be from any domain within the profile. A trend line is available when $R^2 > 0.14$. This analysis shows the relationship between two indicators - causation cannot be implied and any outcomes from using this view requires further investigation with local knowledge and caution is advised when using this facility.

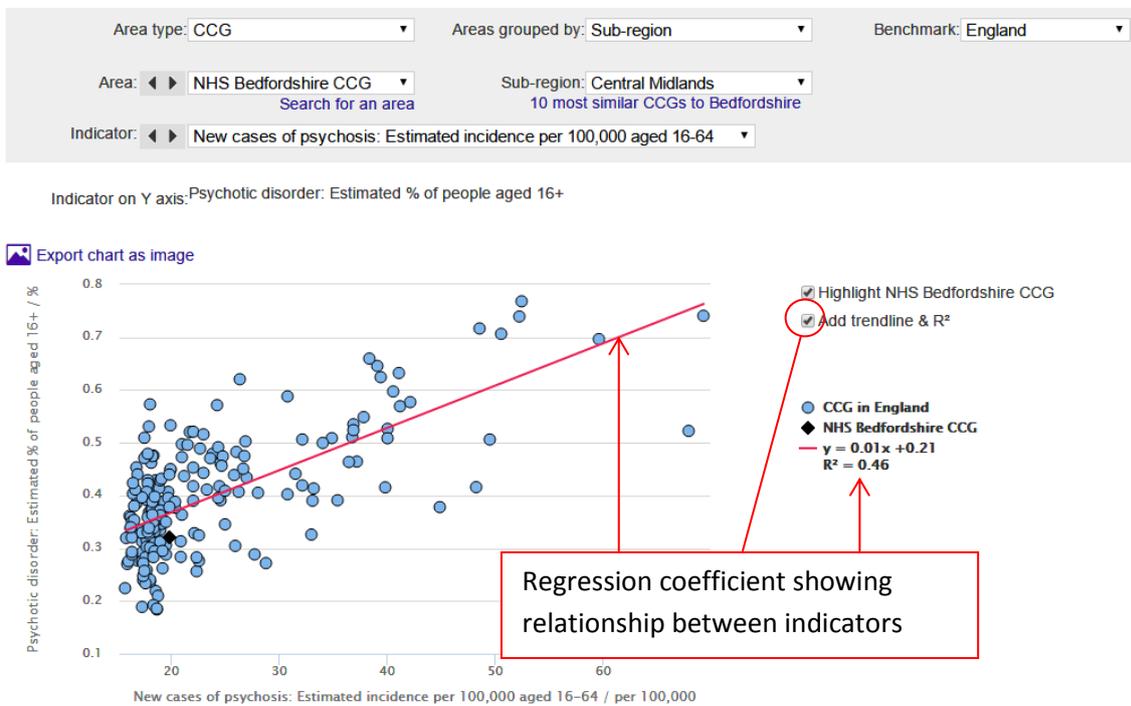


Figure 3: 'Compare indicators' view showing the relationship between two indicators



3.4 Trends



This view presents indicator time-series data. Drop-down boxes allow users to select the geographical area and indicator of interest. The default view is to present one indicator for one area. However, it is also possible to show all indicators within the domain for the selected area. Alternatively one can generate the time-series charts showing the same indicator for all areas in the selected geography.

Crisis Care Profile

Indicator keywords

Understanding need	Access to support	Urgent and emergency care	Quality of treatment	Recovery and staying well
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Overview	Map	Compare indicators	Trends	Compare areas	Area profiles	Definitions	Download
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Area type: CCG	Areas grouped by: Sub-region	Benchmark: England
Area: NHS Bedfordshire CCG <small>Search for an area</small>	Sub-region: Central Midlands <small>10 most similar CCGs to Bedfordshire</small>	
Indicator: New cases of depression: Adults with a new diagnosis of depression <input type="checkbox"/> Show all indicators		

Compared with benchmark: ● Lower ● Similar ○ Higher
 Data quality: ■ Significant concerns ■ Some concerns ■ Robust

Trends for: NHS Bedfordshire CCG	All in Central Midlands NHS region
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Generates trend charts for all areas for selected indicator

Generates trend chart for all indicators within the theme for selected area



3.5 Compare Areas



This tool allows areas that have been grouped together to be compared by use of a bar chart. Both indicator and comparator groups can be changed using the drop-down menu (Figure 4).

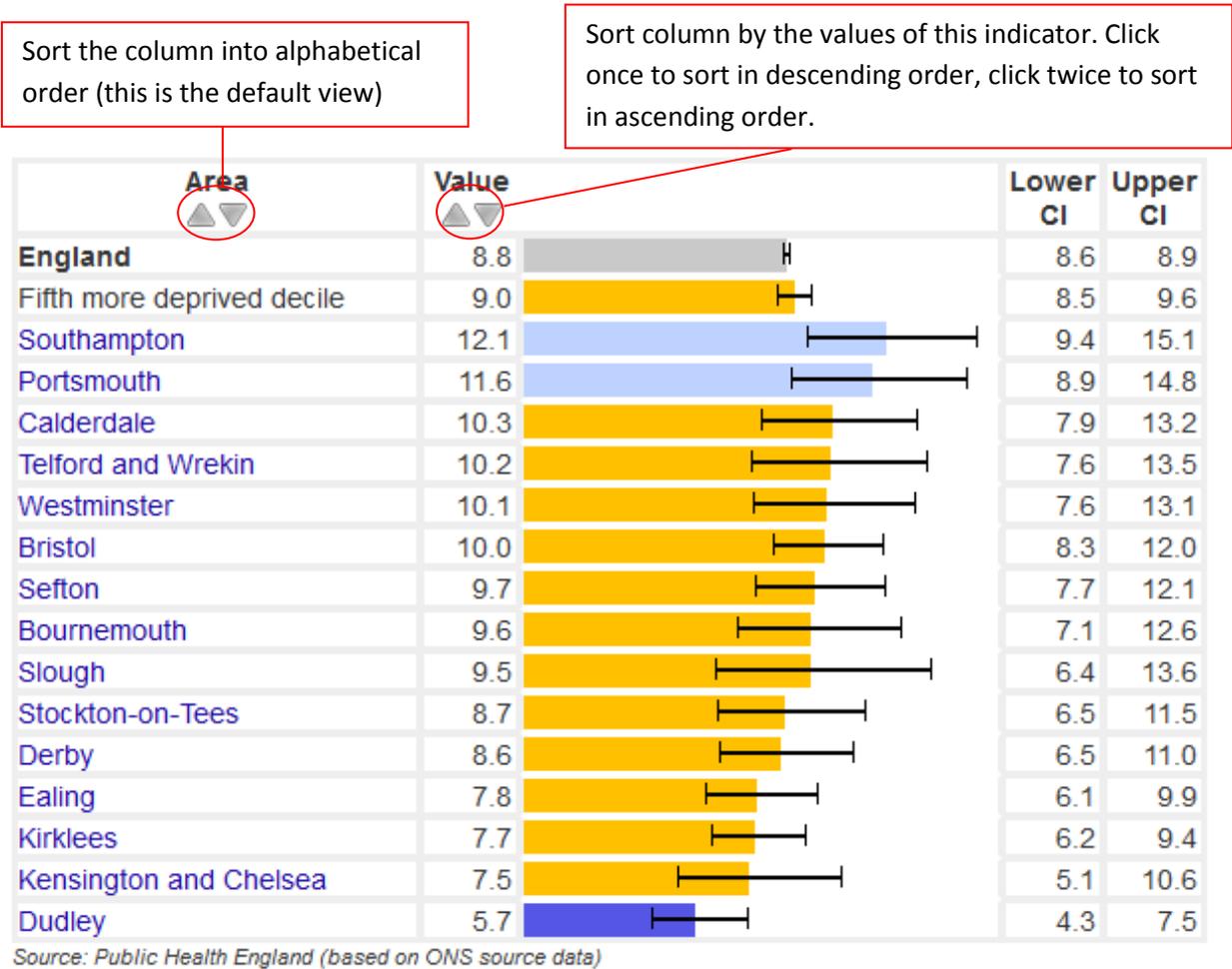


Figure 4: 'Compare areas' view of an indicator.



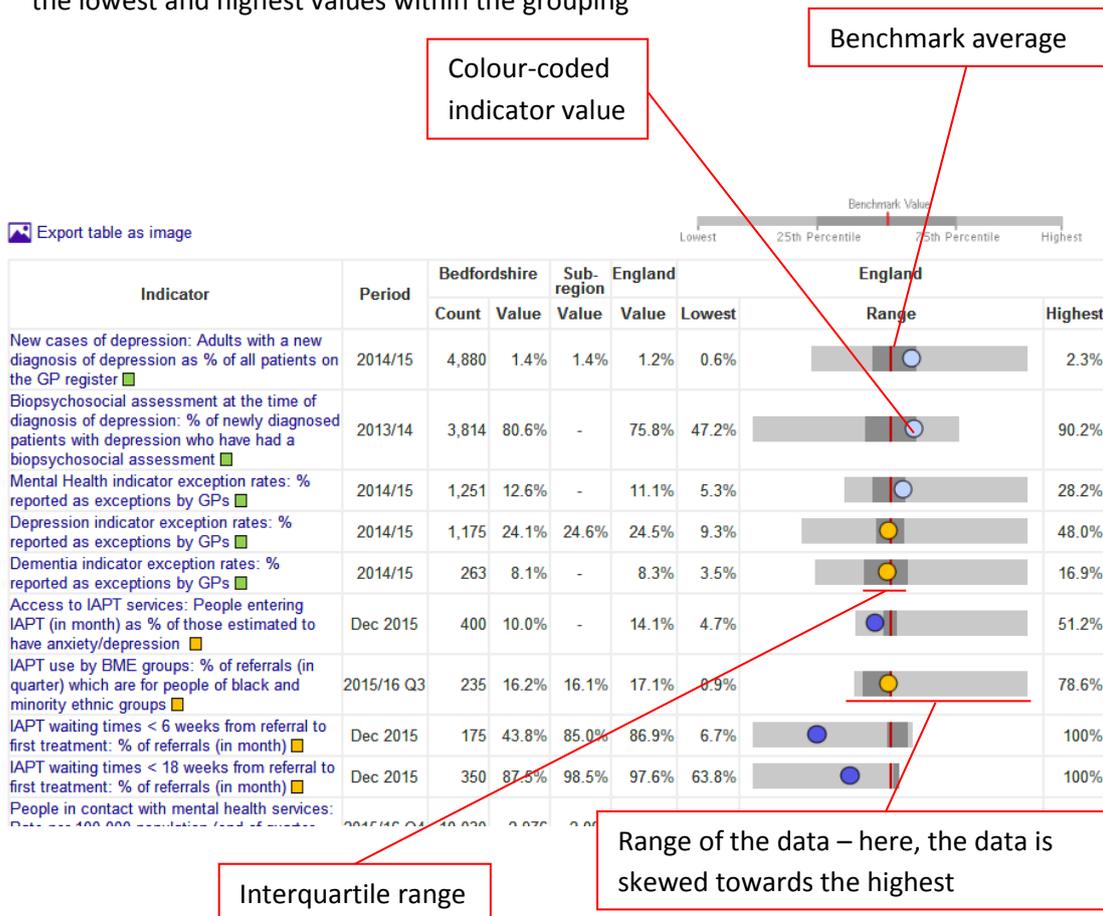
3.6 Area Profiles



A training video on spine charts is available [here](#).

This view focuses on one geographical area, selected using the drop-down box near the top of the page or by clicking on the area name in the Overview. It produces a table of indicators within the theme which contains typically:

- counts for the area (for example, presented below are a number of crisis care data items to aid understanding of variation of access to services)
- the indicator value for the area (usually a percentage or a rate)
- the value for England and for the region
- the lowest and highest values within the grouping





This view also displays data in a spine chart, with colour coded points indicating whether the area is significantly different from the benchmark. Hovering the mouse cursor over elements of the spine chart gives more information about underlying data. When England is selected as the benchmark, a spine chart display is generated for the indicator if at least 75% of the values in England have valid data. This rule is to prevent the display of spine charts that are misrepresentative due to extensive missing or suppressed data points.

In the spine chart the red vertical line represents the benchmark. The light grey bar shows the range between the highest and lowest areas in England or the region (depending on the benchmark selected) with the interquartile range shown in dark grey.

- The interquartile range (dark grey bar) is the difference between the 25th and 75th percentile i.e. if all areas' values for an indicator are ranked from lowest to highest the 25th percentile is 25% of the way through the ranking and the 75th is 75% of the way through.
- The light grey bar represents the range and skew of the data. If the worst and best values are equidistant from the mean the light grey bar will extend evenly across the chart. If the data are skewed towards the lower values the light grey bar will extend to the left hand side and if the data are skewed towards the higher values the light grey bar will extend to the right hand side.

Each dot represents the area indicator value. Dots to the left of the red line show that the value for this area is lower than the benchmark average; dots to the right show that the value is higher than the benchmark average. Where possible these are colour coded, showing whether the local value is statistically significantly lower (dark blue), higher (light blue) or not significantly different from the comparator (amber).

For indicators where no value judgement is possible (e.g. proportion of the population in a certain age group) low values are located at the left and high values on the right of the spine. The dots are in these cases dark blue (significantly lower), amber (not significantly different) and light blue (significantly higher).



3.7 Definitions



For each indicator there is a set of metadata providing a definition for the indicator, the data source, the methods applied etc. Depending on purpose, more detailed information might be required than can be provided in the metadata. In this case please see also the Profile specific supporting documents or contact profilefeedback@phe.gov.uk .

3.8 Downloads



'Download' provides access to actual indicator data and the underlying data used in the production of the indicator in spreadsheet format, along with the accompanying metadata. Printable profile documents are available for each geography.

4. Acknowledgements

This document is based on version 1.7 of the Fingertips User Guide produced in February 2014 and was modified specifically to support the Crisis Care Profile produced in August 2016. Many thanks to Doris Hain and colleagues at Public Health Data Science.