

## NJR Service Charter

Hip and knee joint replacements have become common and highly successful operations that bring many patients improved mobility and relief from pain. A number of people may at some time in the future need another operation on the same joint. This may occur for a variety of reasons, most commonly because the joint implant has worn out. There are many different types of hip and knee implants, many of which do not have data on their long-term effectiveness. To further improve the success of this surgery, the Department of Health and the Welsh Assembly Government have set up the National Joint Registry (also known as the NJR) to monitor the performance of joint implants.

At the heart of the NJR is a database of information collected from NHS and independent Health Care sectors for hip and knee replacement procedures in England and Wales.

The NJR will help:

- to ensure patients obtain the best clinical care during and following their joint replacement operation to ensure that NHS and other healthcare resources are best used
- improve surgical practice through the identification of best practice in orthopaedic units/hospitals
- highlight in real time any brand of prosthesis showing high failure rates and allow prompt removal from the market, if necessary
- improve evidence based purchasing of joint replacement implants for orthopaedic units/hospitals
- to provide patients, clinicians, healthcare purchasers / commissioners, regulators and implant suppliers with evidence of best performing implants.

### What is the NJR Centre?

The NJR Centre has been set up to manage the development and implementation phases of the database for all data collection and analysis, as well as manage the dissemination of information to stakeholders and interested parties.

The NJR Centre aims to make this information as accessible as possible whilst ensuring adherence to confidentiality protocols. Stakeholders and interested parties can request NJR data using the NJR Data Request Service. The NJR Data Request Service comprises two levels of service, dependant upon the complexity of the request: the Reduced Rate Service and the Standard Rate Service. The following table provides a summary of the two services and related charges.

<b>Reduced Rate Service / Data Tabulation Service</b>	<b>Standard Rate Service / Data Extract Service</b>
Tabulation requests with an estimated effort of up to 7 hours are charged at a rate of  £20 per hour	Tabulation requests with an estimated effort of over 7 hours, and all requests for record level extracts of data are charged at a rate of £55 per hour for every hour

All charges are shown exclusive of VAT.

Reasonable requests from units for their own data will be provided free of charge, where the requested data are not available via ReportsOnline or CSV Exports.

Prior to submitting a request for information to the NJR Centre, it is recommended that the tables and the NJR Annual Reports available on the NJR website are reviewed, as the information being sought may already be available. To review or download these documents access the NJR website at <http://www.njrcentre.org.uk>.

**The NJR Centre's commitments are:**

- Acknowledgement of a submitted request within two working days of receipt.
- For non complex requests an estimate of effort and related cost will be provided within two working days from acknowledgement
- For complex requests, further clarification and/or expert advice may be required. In such cases, we aim to provide an estimate of effort and related cost to an agreed specification within 10 working days.
- The NJR Centre will ensure regular updates on progress and status of the request is provided.
- The NJR Centre will complete all Reduced Rate / Data Tabulation Service requests within 20 working days of receipt of the signed confirmation to proceed, accompanied by the purchase order or payment, where appropriate. Exceptionally, during times of peak activity, it may be necessary to vary this service level. Customers will be informed of any such delay at the time of request.
- Standard Rate / Data Extract Service request processing will vary depending on the complexity of the request and therefore an estimate of completion will be offered.
- Requests for each service will be dealt with on a first come, first served basis.
- The NJR Centre reserves the right to share details and output of the request (although not details of the requestor) with other users of NJR data.

**Quality of the data we provide**

The NJR Centre provides data that reflects the content of the NJR data warehouse at the time of the request. The NJR data warehouse content may change as healthcare providers make corrections to information already submitted to the NJR.

**Contacting the NJR Centre**

To submit a request for NJR data please complete the NJR Data Request Form which is available by contacting the NJR Centre or can be downloaded from the website.

For further information or advice, please contact the National Joint Registry Centre, providing your full contact details, organisation name and the nature of your request and send this to:

**The NJR Centre**

Northgate Information Solutions  
Peoplebuilding 2, Peoplebuilding Estate  
Maylands Avenue  
Hemel Hempstead  
Herts. HP2 4NW  
Tel : +44 (0) 845 345 9991  
Fax: +44 (0) 845 345 9992  
E-mail: [health\\_servicedesk@northgate-is.com](mailto:health_servicedesk@northgate-is.com)

The NJR Centre welcomes all feedback and suggestions and requests that all correspondence be sent to the above address.