

# National Quality Improvement and Clinical Audit Network



2 March 2016

Skipton House, 80 London Road, Elephant and Castle, London, SE1 6LH

## Minutes

### Attendees

#### Officers

- Carl Walker (Chair of NQICAN)
- Sue Venables (General Secretary of NQICAN)

#### Core Members

- Val Bailey (West Midlands Effectiveness & Audit Network (MEAN))
- Catherine Dunn (North West Mental Health Network)
- Michelle Garrett (Greater Manchester Clinical Audit Network (GMCAN))
- Anne Jones (South and East London Clinical Audit and Improvement Network (SELCAIN))
- Jen Knight (South Central CA Network (SCCAN))
- Emma Marcroft (South East Clinical Effectiveness (SECEN) - Joint Chair with Carol Evans)
- Robert Mercer (Guidelines & Audit Implementation Network (GAIN) and Northern Ireland Regional Clinical Audit Managers)
- Stuart Metcalfe (South West Audit Network (SWANs))
- Jonathan Mitchell (East of England Clinical Audit and NICE Network (EECANN))
- Sairatha Nimalathevan (North London Clinical Audit Network (NLCAN))
- Heather Pratt (Cumbria and Lancashire Clinical Audit Network)
- Michael Spry (Mersey Clinical Audit Network)
- Julie Hancocks (Communications Facilitator NQICAN)

#### Co-Opted Members

- Aimee Protheroe (Royal College of Physicians of London)
- Mandy Smith (Healthcare Quality Improvement Partnership (HQIP))

#### Apologies

- Carol Evans (South East Clinical Effectiveness (SECEN) - Joint Chair with Emma Marcroft)
- Paul Gilliatt (East Midlands Clinical Audit Support Network (EMCASNet) Joint Chair with Marina Otley)
- Jan Micallef (Yorkshire Effectiveness and Audit Regional Network (YEARN))
- Marina Otley (East Midlands Clinical Audit Support Network (EMCASNet) Joint Chair with Paul Gilliatt)
- Arlene Shenkorov (Wales)
- Richard Arnold (NHS Commissioning Board)
- Nicola O'Reilly (Royal College of General Practitioners)
- Tyler Moorehead (Royal College of Paediatric & Child Health)
- Jenny Mooney (Healthcare Quality Improvement Partnership (HQIP))

## 1. Welcome and Apologies

Carl welcomed everyone to the meeting.

There as a declaration of interest from Jen Knight, who was speaking at the Clinical Audit for Improvement Conference on 8<sup>th</sup> March.

A collection was made in memory of Ann Burnett (Founder member of NAGG/NOICAN, and past General Secretary). The collection (£40.00) will go to Rowcroft Hospice in Torquay.

## 2. Review of minutes and actions from the last meeting

The minutes of the meeting on 9<sup>th</sup> December were reviewed for accuracy. There was one amendment to Section 1 (New Members), where Jonathan Mitchell clarified that he was not replacing Sarah Powell in her role as EECAN Chair, but representing the network. He has subsequently become the representative dot the network.

Actions updated and closed at meeting.

Reference	Action	Assigned to
1506-08.1	Mandy Smith to send details of money spent in 2014/15 and requests for 2015/16 to Kat and circulate revised funding criteria Update March 2016 - see discussion in item 9.  Update December 2015 - Agenda Item for March 2016 meeting	Mandy Smith
1506-11.1	NOICAN Communications Strategy to be refreshed  Update March 2016 - Updated - not to be share publically  Update - Meeting December 15 - Needs further discussion	Officers and Comms Fac
1506-11.2	Chair to ask The Health Foundation to request a presentation at a future meeting Update March 2016 - Ongoing	Assigned to Carl Walker
1512-03.1	Follow up with HQIP to do something for 2016 Patient First conference Agenda Item for March 2016 meeting	Assigned to Carl Walker
1512-03.3	Make contact with CASC to suggest they add Trust Agreement and project approval to their criteria for the future and encourage them to market attendance at awards event to CA and QI staff Update March 2016 - CASC contacted. They are happy to put a reminder on the application form, but do not want to make this a pre-requisite	Assigned to Stuart Metcalfe

Reference 1512-04.1	Action Network Chairs to send information, presentation slide sets etc. to Tim Lessells (tim.lessells@uhl-tr.nhs.uk) for upload to the NOICAN website	Assigned to Network Leads
Reference 1512-04.2	Action All network chairs to review their website page and ensure updated in terms of contact information and 2016 meeting dates. Plus any other events networks want to publicise.	Assigned to Network Leads
Reference 1512-05.1	Action Request further information/paper re PROMS from NAGCAE	Assigned to Carl Walker
	March 2016 - Agenda item	
Reference 1512-09.1	Action All members to promote trusts need to review HQIP PPI Guidance March 2016 - closed. Awaiting publication	Assigned to Network Leads
Reference 1512-10.1	Action Send out the draft Quality Account List for comment March 2016 - Carl has reviewed - closed	Assigned to David McKinley

### Outstanding actions from previous meetings

Reference 1503-07.1	Action Write to HQIP Chief Executive to request that contacts regarding National Audits be made to generic e-mails in Clinical Audit Departments of organisations Update March 2016 - Best practice recommendation that the generic e-mail for the Clinical Audit Department or clinical audit lead should be on the public website of the organisation, along with statements on the use of audit data and how patients can opt out.  HQIP would be happy to hold a central contact list if this was available or host on NOICAN website.  NOTE New Action Julie Hancocks to investigate the Binley Directory, which is used by National Audit providers when identifying Trusts to participate in audits.  Update June 2015 - Ongoing	Assigned to Carl Walker
Reference 1506-08.4	Action Richard Arnold to pick up the topic of Clinical Audit with NICE Update March 2016 - Ongoing  Update December 2015 - Ongoing	Assigned to Richard Arnold

Reference 1509-01.1	Action Terms of Reference to be changed to make the Communications Facilitator role an ongoing one, instead of a two year tenure  Update March 2016 - To be added and be ratified at June meeting	Assigned to Sue Venables
Reference 1512-02.1	Action Invite Q Initiative representative to attend/talk at a future meeting. Not in conjunction with HQIP or NHS England  Update March 2016 - telecom between now and June to open it up to anyone who is interested and possibly will have them visit meeting in June. Jen has had some contact with them and she thinks it would be beneficial for us to link up with them. Carl to organise.  NOTE New Action - Network Leads to promote QI Initiative video to networks.	Assigned to Carl Walker
Reference 1512-06.1	Action Contact Royal Academies to understand what projects are undertaken by Junior Doctors and the governance/registration arrangements  Update March 2016 - ongoing	Assigned to Carl Walker
Reference 1512-06.2	Action Provide updates on Emma Vaux project on Junior Doctors Training  Agenda item for March 2016 meeting	Assigned to Michael Spry
Reference 1512-08.1	Action Add event funding application form/guidance to NOICAN website. Check and update info on NOICAN website  Agenda item for March 2016 meeting	Assigned to Carl Walker
Reference 1512-10.2	Action Feedback to HQIP - re spreading out publication of results (at time of meeting 8 national audits were planned to be published in December)  March 2016 - Process in development	Assigned to David McKinley
New actions arising from the meeting		
Reference 1603-2.1	Action Investigate Binley Directory (refer to 15.03-07.1)	Assigned to Julie Hancocks
Reference 1603-2.2	Action Invite Emma Vaux and her project manager to the June meeting	Assigned to Carl Walker
Reference 1603-2.3	Action Prepare case studies to present to Emma Vaux at meeting	Assigned to All Network Representatives
Reference	Action	Assigned to

1603-2.4	Link to HQIP guide on patient involvement from NOICAN website	Carl Walker
Reference 1603-3.1	Action Review NOICAN Governance Arrangements for amendment/ratification at June meeting	Assigned to All Network Representatives
Reference 1603-3.2	Action Request update on NICE for June meeting	Assigned to Carl Walker
Reference 1603-3.3	Action Prepare NOICAN Media Presence Paper-	Assigned to Carl Walker
Reference 1603-3.4	Action Set up network Twitter account	Assigned to Aimee Protheroe
Reference 1603-4.1	Action Add CQC Key Lines of Enquiry to regional agendas and share best practice	Assigned to All Network Representatives
Reference 1603-5.1	Action Healthcare Quality Improvement Partnership Clinical Advisory Group. Quality Improvement: Whose role is it? Share forward plan paper when available	Assigned to Carl Walker
Reference 1603-6.1	Action HCC Clinical Audit for Improvement - 8 March 2016 - Forward case studies to Carl of any holistic approaches to improvement	Assigned to All Network Representatives
Reference 1603-7.1	Action Send issues to Jeanette Mills for discussion at NAGCAE	Assigned to All Network Representatives
Reference 1603-8.1	Action Contact Richard Arnold for list of COQUINS / Quality Accounts	Assigned to Carl Walker
Reference 1603-9.1	Action All expense claims to HQIP before 31.3.16	Assigned to All Network Representatives
Reference 1603-9.2	Action Funding for Regional Meetings required before the next NOICAN meeting . Put a bid in on the current forms, with clear statements of expenditure for each network required	Assigned to All Network Representatives

#### Patient First Conference

Carl Walker confirmed that planning for 2016 conference on 22/23 November has begun. NOICAN will be holding a QI Theatre in collaboration with HQIP which will be running presentations throughout the 2 days. Good opportunity to promote clinical audit and the work of the networks. Grant money available to attend but not travel.

Michael's slides from his presentation last year have been shared with group and are available on the NOICAN website.

NOICAN will have a stand – Network chairs to pass on their expressions of interest to support this will be sought once it has been formalised.

Add to June meeting agenda to work up the plan

#### Junior Doctors Training Event

Michael feedback on the event after attending on behalf of NOICAN. Clinical Audit not well regarded and attendees felt challenged. Very much focussed on QI. Michael didn't get a chance to talk to Emma who has sent report to Michael & Carl for comment.

HQIP will be funding some of the work. *Learning to Make a Difference* and getting Junior Doctors to take some of the findings of National Audits to inform QI projects. Pilot project presently, primarily focussing on PDSA cycles. Jen Knight has been using the model and has had better engagement with the supervisors to get Junior Doctors to do improved projects, however there is difficulty around empowering Junior Doctors to make a change. Training and support tends to be locked down to medical staff.

Michelle commented that we need a high level intellectual academic to champion Clinical Audit. There is a view that Clinical Audit is no use in academia which needs to be challenged. It is felt that this is arising from National Audits.

#### Suggested actions/strategies

Should we use PDSA cycles as part of our action plans.

Time factor is an issue for Clinical Audit with Junior Doctors. We need to do work at a local level to promote to Junior Doctors.

**ACTION.** Invite Emma & her project manager to June meeting – Carl Walker

**ACTION.** Have case studies to present to Emma at meeting - All

#### Patient Involvement in Data Collection

Agreed to be not best practice

Involving patients in CA should be encouraged but not in collecting data.

HQIP IG guide - key is that there is no power for patients to have access to patients notes , but it is fine for patients to talk/interview patients. Guide will confirm.

**ACTION.** Link to HQIP guide to be put on website – Carl Walker

### 3. Update from the Chair/ Officers Update

#### Update on Governance Arrangements

The Governance Arrangements need to be reviewed every 2 years, and need to be revised and re-ratified at the June meeting.

#### Requested changes –

- Change the Communication Facilitator role to on-going, not 2 Year tenure.
- Add Web Master as a new role.

- Add a stipulation for deputies to attend in the absence of network representative, to ensure representation of networks at all meetings.
- Add position on requests for observers for meetings

**ACTION. Everyone to review and send comments to Sue by 1st April**

NICE

Carl has been given in a name (Leighton Coombs) as a possible link and has written but no response

**ACTION. Request update on NICE for June meeting- Carl Walker**

Update on Performance Indicators

Media Presence

Carl discussed how we could monitor the impact of NQICAN

We have data on Twitter and website hits. Analysis demonstrates a correlation between Twitter tweets and hits on the website as website hits go up after tweets.

**ACTION. Prepare paper for June – Carl Walker**

It was commented that some Trusts don't allow Twitter.

**ACTION. Ami Protheroe set up a Network Twitter Account**

Network Meetings

There should be a standard of a minimum of 2 network events or meeting at regional level per year.

We still have a problem for North East – and there is a still no representation. Michael is doing some scoping work.

Representation (network not attendee) at NQICAN meetings is logged by the Communications Facilitator to ensure Network Attendance.

#### 4. CQC Key Lines of Enquiry

Carl requested case studies on best practice, with a view to a paper around CQC visits and clinical audit.

**ACTIONS.**

**Add to regional agenda and share practice - All**

**Jenny Mooney will feed back HQIP/Nat Audits in June**

#### 5. Feedback from Healthcare Quality Improvement Partnership Clinical Advisory Group. Quality Improvement: Whose role is it?

Carl attended meetings in January, constructive discussion but he can't share outputs until papers available.

**ACTION Carl to share forward plan paper when available**

#### 6. HCC Clinical Audit for Improvement - 8 March 2016

Carl and Jen are both attending, and speaking – They will share slides.

The Clinical Audit Support Centre are doing a session on the reinvigoration of clinical audit – questioning has it worked?  
They have circulated a survey for completion by the clinical audit/improvement prior to the conference

**ACTION - Forward case studies to Carl of any holistic approaches to improvement -. All**

Jen is speaking on Engaging Clinicians in Clinical Audit

Carl will try to tweet updates from the conference on the day

## 7. NAGCAE Update

Jeanette Mills is confirmed as the new Clinical Audit Professional on the group. She has not yet attended a meeting. She wants to make sure that she makes sure she represents NQICAN members, and is happy to take concerns for all of us and have her contact details on NQICAN website.

Review of December minutes:

HQIP have list of project support Project Managers, and would like pathway audits as well as the acute Audit of Audits

National Audit reports seem to be improving but it will take a while to further improve them.

There was a discussion around Quality Accounts – re-draft of Quality Accounts will now take place in 2017/18 not 2016/17. It was felt to be good that we are now involved in scoping National Audits.

There is a NAGCAE link on the NHS England website

There will be some other changes to be made to NAGCAE committee membership

**ACTION - Contact Jeanette with issues – All**

Jenny Mooney is invited to the June NAGCAE meeting and will take issues

Jonathan Mitchell asked where - community audit issues could be fed back to, and also how a community organisation with 8 hospitals get a useful audit, also NCEPOD Audits and SSNAP Audit. The advice included to make sure that your log in details give you the correct profiles. (NCEPOD works differently).

Mandy Smith advised that in first instance go back to your audit provider and if no resolution go to the named Project Manager at HQIP.

## 8. NHS England Update (not covered elsewhere)

Richard unable to attend the meeting – no update reported.

**ACTION Carl to contact Richard Arnold for list of National CQUINS**

Anne Jones reported that the Network of Sepsis Nurses have written to Director of NHS England about the quality of the Sepsis CQUIN

## 9. HQIP Update (not covered elsewhere)

Refer to presentation from Mandy – Appendix 1.



Jenny Mooney is moving on to a job at Royal College of Physicians - her post has now been advertised.

HQIP is being reorganised on the admin front

Send any feedback on the Quality Account to Mandy.

The communication of changes during the year - will be on the log and also in the e-bulletin.

The focus of HQIP will shift with the new contract- How do you make National Audit have a local impact?

Outputs from National Audits

HQIP will support providers to help them make outputs effective for local Trusts.

They will work with one provider initially - assess before expanding. They want to support the audit providers to do better.

Resource of pack of good practice recourses

Aimee Protheroe (RCP) commented that it was important that providers come out and meet users when setting up new audits

Timescale - early thinking ideas.

If Trusts have issues with poor providers - how do we influence their contracts. HQIP need something in writing to be able to act, but Trusts need to contact provider for resolution in the first instance.

It was suggested that we focus on National Audits and look at a selection each month - escalate through network meetings to cover more.

HQIP have clear process and criteria for audits now.

CQC project

Joint HQIP & CQC to help CQC use audit data better to inform assessment looking at outcomes from the audits that the Trust has participated in.

Keen to make sure that slide packs are accessible via HQIP website so that Trusts can see their data. A resource of where a trust stands in terms of all the National Audits they participate in. Due to complete soon.

Local Support

There is commitment for some level of local support - could be less face to face, although Mandy will attend as many network meetings as she can and will maintain links with NOICAN. Trust level support where HQIP can.

Focus on engagement with NOICAN

HQIP would like to consult on the guidance - would like comments on the criteria itself. Will send to network chairs for comment - not for dissemination.

Information Governance guide is still in development. There are issues that need to be resolved.

Policy, Strategy, Programme Development and Reporting guides will be coming to NOICAN members for consultation before the June meeting

Social Care manuals - push to get them published

Feedback - disappointing that the local audit support is diminishing.

Funding for Networks:

Proposal for funding 2016/17 - £12,000 based on previous two years expenditure, which comes from HQIP training and education budget.

Travelling expenses for NOICAN meetings to continue to be paid by HQIP if the chairs organisation won't pay. There is a wide variation in spend in local networks. In future networks will need to justify funding, and have a case for further funding going forward. Needs to be justified to NHS England. Carl was surprised to see the annual expenditure as low as it was and requested plans for 2016-17 network funding asap so that we can ensure we have enough in the budget to cover the planned expenditure.

**ACTION - Expenses claims for HQIP in by the end of March - All**

No money to carry forward to next year because new contract.

**ACTION**

**Funding for Regional Meetings before next NOICAN meeting can put a bid in on the current forms, with clear statements of expenditure for each network required – required ASAP – All Network Representatives**

**ACTION**

**CW to review previous expenditure and plans for 2016/17 and bring a paper back to the June meeting. NOICAN Conference to be discussed as an agenda item at the June meeting. AGENDA note.**

## 10. NOICAN Questions / Opinion Requests

Clinical Audit Board Game Proposal

A company want to develop a game with NOICAN- Not felt to add any value given resources already available on CASC website – declined

Network Toolkit

<http://www.networksdiagnostic.org.uk/>

Attempting to bring networks together - Carl has added NOICAN & regional network details

Patient Safety Congress Awards

Promote clinical audit award applications. Deadlines mid-March

## 11. National Audit Update

Feedback on the Anxiety and Depression Meeting.

It was useful to have the opportunity to be there. Primary Care management data can't be included. Discussion about manually extracting primary care data.

CQC Workshop Feedback  
See above

National Heart Failure Audit  
Criteria for eligibility should


Request for a Window to Review Data

Advised to back to provider regarding the specific issue outlined- put it in writing.

The National Audit Provider representatives stressed that this goes back to the local Trust processes, and that there will not be two separate windows, one for data entry and one for validation. Trusts need to build their own process to ensure data collection and validation within the one data window.


12. ANY OTHER BUSINESS

None



# Update for NQICAN

Mandy Smith  
Quality Improvement Facilitator  
2<sup>nd</sup> March 2016




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[www.hqip.org.uk](http://www.hqip.org.uk)

## National clinical audit

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- NCAPOP programme continues to develop – seminar today for NCA providers
- Jenny Mooney and Yvonne Silove will give an update at CAI 8<sup>th</sup> March
- Quality accounts resource renewed and updated – please provide feedback
  - Does the new format meet your needs?
  - Changes during the year – changes log.



## Focus for 2016/17

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- Increasing the impact of NCA outputs on local QI
- Early thinking on projects to support national clinical audit providers, e.g.
  - Project to work with selected audit provider(s) to run masterclasses on measuring for improvement
  - Developing evidence-based approach to local improvement from the outset
  - Assess pilot then roll out to other providers as appropriate

## Focus for 2016/17

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- Survey current quality improvement capacity and activity in NCA providers
- Develop a pack of resources which NCA providers can draw on to support QI at a local level
  - Based on current good practice
  - Encourage active engagement with local clinical and clinical audit teams

## Focus for 2016/17

- Enhancing the outputs, e.g. CQC project
  - Joint collaboration between HQIP and CQC to optimise the use of NCA data for Quality Assurance (CQC) and Quality Improvement (Trusts)
  - CQC - Consensus on key metrics across 29 audits, data slides for CQC packs
  - HQIP will make the data accessible to trusts via slide sets on the website
  - Next phase – consultation to refine content

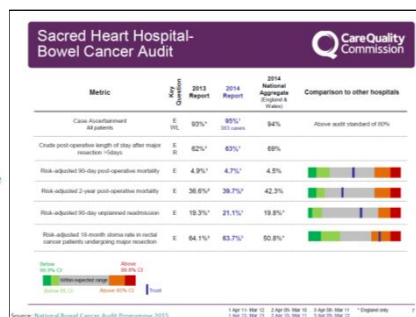
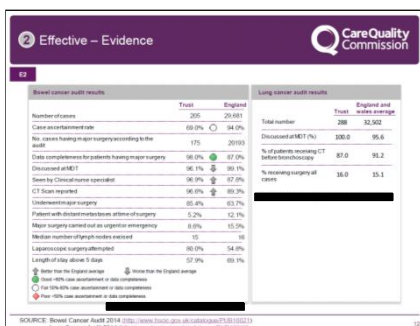
## Sample display - NBOCAP

### OLD

- Too many metrics
- Bland
- Mainly numerical
- No context

### NEW

- Key metrics
- Standardised
- Graphical & numerical
- Signposting to guidelines & CQC key questions



## Guidance and resources

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- HQIP is committed to updating and maintaining a library of guidance and resources
- And to promoting and encouraging their use
- Using the website, electronic media, automated marketing
- Engaging with NQICAN and its members
- Taking part in national, regional and local events where appropriate

## Consultations on guidance

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- Criteria for best practice – to be sent to NQICAN members this week
- IG guide – still in development
- Policy, strategy, programme development and reporting guides are being updated and will be referred to NQICAN for comment
- Social care manuals to be published

## Financial support for NQICAN

	2014/15	2015/16
Events and network admin	£11,763	£6,347
Travelling expenses	£1,699	£2,604
Total	£13,462 #	£8,951*

# Does not include £2,455 Chair backfill;

\* Subject to final claims

- Proposal for funding this year - £12,000
- How can we guarantee value for money?
- How should the money be allocated?