

National Quality Improvement and Clinical Audit Network



5 June 2017

Skipton House, Elephant & Castle, London

Minutes

Attendees

Officers

Carl Walker - Chair

Sue Venables – General Secretary

Core Members

Tracy Deadman (Deputising for Jen Knight)

Stuart Metcalfe (South West Audit Network (SWANs))

Catherine Dunn (North West Mental Health Network)

Jonathan Mitchell (East of England Clinical Audit and NICE Network (EECANN))

Phillip Higham (Deputising for Michelle Garrett)

Sairatha Nimalathevan (North London Clinical Audit Network (NLCAN))

Robert Mercer (Guidelines & Audit Implementation Network (GAIN) and Northern Ireland Regional Clinical Audit Managers)

Julie Hancocks (Communications Facilitator NQICAN)

Co-Opted Members

Richard Arnold (NHS Commissioning Board)

Susan Latchem (Healthcare Quality Improvement Partnership (HQIP))

Visitors & Speakers

Jane Ingham (Healthcare Quality Improvement Partnership (HQIP))

David McKinlay (Healthcare Quality Improvement Partnership (HQIP))

Apologies

Michelle Garrett (Greater Manchester Clinical Audit Network (GMCAN))

Marina Otley (East Midlands Clinical Audit Support Network (EMCASNet) Joint Chair with Paul Gilliatt)

Paul Gilliatt (East Midlands Clinical Audit Support Network (EMCASNet) Joint Chair with Marina Otley)

Heather Pratt (Cumbria and Lancashire Clinical Audit Network)

Uditi Jain (South East Clinical Effectiveness (SECEN) - Joint Chair)

Michael Spry (Mersey Clinical Audit Network)

Jen Knight (South Central CA Network (SCCAN))

Christopher Boulton (Royal College of Physicians of London)

Tracy Millar (West Midlands Effectiveness & Audit Network (MEAN))

Leighton Coombs (NICE)

New Actions Added at the Meeting:

Reference	Action	Assigned to
1706-03.01	Northern Ireland model of costing out Clinical Audits - Set up a one off telecom to discuss	Carl Walker
1706-03.02	Review Induction of New Chairs paperwork and feedback comments to Sue Venables	All Network Representatives
1706-05.01	Look at HQIP website and comment on the guidance wording and make suggestions for improvement	All Network Representatives
1706-06.01	Further testing of NOICAN Networking Forum	Task and Finish Group
1706-06.02	Networking Forum - Look into disclaimers. Sharing rights, references, sharing contact details and comments	Carl Walker
1706-07.01	Complete Finance Planning sheet and forward to Carl	All Network Representatives
1706-07.02	Work up infographics training and roll out	Carl Walker
1706-07.03	Initiate discussion with Penny Pereira re Q, and invite to speak at a forthcoming meeting	Carl Walker

1 Welcome and Apologies

There had been an incident in London in the preceding 48 hours which may have had an impact on attendance. Carl noted apologies & welcomed Tracy & Philip.

No declarations of interest

2 National Clinical Audit Benchmarking Website

Maximising Transparency and use of audit data to support local improvement and regulation – Refer to presentation

Carl welcomed Jane Ingham – HQIP Chief Executive who was in attendance at the meeting to present this item.

General: HQIP is working to standardise national audit outputs to ensure they are a useful resource. They are encouraging providers to make audit reports more accessible.

New acronym: NCAB. - National Clinical Audit Benchmarking

This is piece of work that HQIP are undertaking to maximise transparency and use of audit data to support local improvement and regulation.

The National Clinical Audit Benchmarking Programme provides trust level data on how local services are performing and how they compare nationally. HQIP is working in partnership with the CQC to develop information sharing of national audit results to better support hospital inspection and at the same time improve targeted sharing of key findings with Trust senior clinical leadership to drive local improvement.

CQC will use this data as it gives quality picture. They are more interested in how the trust is using the report - what is the action plan as part of the 'well-led domain. They will be looking for the response to the data, not the actual data results.

A Clinical Fellow at HQIP has worked with all the audits providers to deliver up to 6 metrics. The project is presenting data in a visual way to allow benchmarking.

HQIP undertook a pilot aimed at a 'Medical Directors' audience with 5 audits and 8 Trusts in Manchester - Overwhelmingly positive response

A website is in development. It will be searchable by site and by audit. Audits provide quality assured data to CQC.

Next step

HQIP asked for suggestions about how to make this accessible and available to the public on the HQIP website. (Suggestion to put it on the Patient Choices too).

Possible to develop into a dashboard

Hopefully to work in 3 tranches, to be completed by the end of the year.

Launch plan

Update the data from the tranche 1 pilot to reflect this year.

Quality assuring the data - making sure the right data goes to the right Trust.

Continued development and work with key national stakeholders to ensure that all are aiming for a single view of quality – with audit data: collect it once and use it several times.

Metrics - aligned where possible.

Project management by HQIP - unified approach to support audit providers.

Data supply - HQIP is aware of the burden.

Once the website is launched users will able to get all reports etc. from the portal. They won't be sent out by other means.

Q - Can we standardise the dates for reports from suppliers - This would be difficult because of the reporting timelines for each audit are different.

3 Matters Arising

Review of minutes and actions from last meeting -

The minutes for the March meeting were approved. Minutes now on website.

Actions Closed at the Meeting:

Reference 1611-02.03	Action Contact Richard Arnold with any concerns relating to the new subscription model, and copy HQIP in Meeting June 2017 - Complete close	Assigned to All Network Representatives
Reference 1611-03.01	Action Plan future agenda item- Different graphic software for data analysis and reporting Meeting June 2017 - Complete close	Assigned to Carl Walker and Jen Knight
Reference 1611-03.06	Action Share slides and supporting information from Patient First Conference Meeting June 2017 - Complete close	Assigned to Carl Walker
Reference 1611-03.07	Action Feedback attendance demographic of Patient First Conference Meeting June 2017 - Complete close	Assigned to Carl Walker
Reference 1611-03.09	Action Misalignment of QI and CA teams – work-up a proposal of what good looks like Meeting June 2017 - Complete close	Assigned to Carl Walker
Reference 1611-04.01	Action RA to send brief note on Quality Account view from DH Meeting June 2017 - Complete close	Assigned to Richard Arnold
Reference 1703-01.01	Action Formic slides and link to demo site to be shared Meeting June 2017 - Complete close	Assigned to Carl Walker
Reference 1703-01.02	Action Formic working group to be set up Meeting June 2017 - Complete close	Assigned to Carl Walker
Reference 1703-02.01	Action Template for new Chair induction to be set up Meeting June 2017 - Complete closed	Assigned to Sue Venables
Reference 1703-03.01	Action Information Governance question to be answered in the next week w/c 13/3/17 Meeting June 2017 - Complete close Update April 2017 by Richard Arnold: NCEPOD response in terms of a legal basis, I checked this a couple of weeks ago with CAG and Marisa at NCEPOD. There is a valid legal basis for collection, although it is	Assigned to Sue Latchem & Richard Arnold

recognised the website isn't as helpful as it could be. The response from CAG is 'NCEPOD has s251 support in place until 17/2/18'.

NCEPOD response; Historically the register held by CAG was updated. We now send the approval letters to hospitals that specifically ask and, because the register shows no signs of improving we are literally in the process of adding a section to each of the study pages and the IG section of our website so that we can upload the approval letters – both the annual approval and the study specific approval.

BAUS – I have also checked BAUS with Kieran at HQIP, Kieran, could you share the next steps in relation to the BAUS audits and s251 please?.

Response from Keiran Mullan:
BAUS now already have Section 251 approval as they

Reference 1703-03.02	Action David McKinley spread sheet to be shared with NQICAN Meeting June 2017 - Complete close Update April 2017 - Sue sent link to spread sheet to be distributed with March 2017 minutes	Assigned to Sue Latchem
Reference 1703-03.03	Action Send any questions relating to 7 Day Service Audit to Stuart Metcalfe for forwarding onto NHSI Meeting June 2017 - Complete close	Assigned to All
Reference 1703-04.01	Action HQIP representative to be invited to present at forthcoming NQICAN meeting on the National Clinical Audit Benchmarking Project Meeting June 2017 - Complete close	Assigned to Julie Hancocks
Reference 1703-06.01	Action Finance information for 17/18 to be sent to all network chairs when available Meeting June 2017 - Complete close	Assigned to Carl Walker
Reference 1703-06.03	Action Respond to Emma Vaux invitation to be part of AoMRC working party Meeting June 2017 - Complete close	Assigned to Carl Walker
Reference 1703-06.04	Action Share Clinical Audit Summit slides Meeting June 2017 - Complete close	Assigned to Carl Walker
Reference 1703-06.06	Action All to consider providing a write-up on any network event held Meeting June 2017 - Complete close	Assigned to All

Reference 1703-06.07	Action Carl to continue to write Blogs as appropriate & invite others to blog on specific topics of interest Meeting June 2017 - Complete close	Assigned to Carl Walker
Reference 1703-16.08	Action Carl to invite Stuart Metcalfe to chair the next Clinical Audit Summit conference on behalf of NQICAN in his absence Meeting June 2017 - Complete close	Assigned to Carl Walker

Actions from Previous Meetings Remaining Open

Reference 1703-01.03	Action FOI Information Request - Robin to send the group a copy of the final report when it is complete.	Assigned to Robin Sasaru via Carl Walker
Reference 1703-02.02	Action Formalise recognition process for retiring Chairs	Assigned to Carl Walker
Reference 1703-06.02	Action Write up Nancy Dixon event for NQICAN website	Assigned to Michael Spry
Reference 1703-06.05	Action Carl to send Sue Latchem proposal for master class in graphic packages	Assigned to Carl Walker

ACTION
Northern Ireland model of costing out Clinical Audits - ? Set up a one off telecom to discuss – Carl Walker to set up.

Induction of new chairs

New Chair induction paper presented by Sue Venables

ACTION
NQICAN Reps to review and contact Sue V with comments

4 HQIP Update

Sue Latchem reported that HQIP were updating resources
Social Care has just been published
Information Governance to be published this week
Guide for Commissioners to be published this week
Introduction to Statistics Guide - needs a re-write and HQIP would like to work with NQICAN on developing this.

Patient First Conference - HQIP keen to work with NQICAN again. Viewed as a good opportunity- HQIP to work on maximising the use of the video stream for those who are unable to attend.
NCAPOP contract no news.

HQIP re-procurement needs to be in place by 31.3.18.

Development meetings

Bowel and Oesophageal cancer - 11 June

Prostate Cancer 13th September

David McKinley thanked NQICAN for their attendance at specification meetings as it was valued and really useful.

New Projects - data collection period to be confirmed

- Anxiety & Depression
- Psychosis
- Seizures and epilepsy child health (Epilepsy 12)
- Rheumatoid arthritis
- End of Life Care Audit - towards the end of the year

The National Audit Schedule which David McKinlay updates every month is currently impacted by purdah.

Sue Latchem asked that the feedback that representatives give at development meetings are feedback to NQICAN too – it is a two way street.

Catherine - is there any way to view the specs so that we can become 'Audit ready'. Jane Ingham - the spec is for tendering against so won't indicate what the final audit will look like.

HQIP detail the audit award in their newsletter

Non NCAPOP National Audits

The issue was raised of non-NCAPOP audits that were being undertaken without knowledge of Trust Audit Departments, and then impacting on the resource availability to undertake mandatory National Audit activity, and whether there was any way to regulate those who are developing and recruiting for these audits.

Outcome

- Richard Arnold will feedback to NHSI
- NQICAN requested that everything goes on one master list
- HQIP can only intervene not mandate
- HQIP requested that we inform them of any projects that we become aware of
- Use the forum to highlight and inform others of this issue

Stuart Metcalf to feedback directly to Mike Francis (the SWANS member raising the issue).

NAGCAE Update - Commissioning Support Group

Not a like for like swap. A suite of support groups at HQIP. They are being pulled together. Some of the functions modified.

Jeanette not in attendance to feed back. Janette Mills is one of the two the Clinical Audit Professionals on the group.

5 NHS England Update

NCAPOP re-procurement - for commercial reasons can't give details

NHS England Website re Clinical Audit - needs some update
Data repository - will be talking to HQIP

YEARN Quality Accounts

Discussion on template provision of National Audit information.

TBC box - being commissioned or re-commissioned this year - not likely to collect data

Listed audits where the data collection was last year but report published this year - no data - no need to report.

HQIP happy to take feedback on Quality Accounts list from Audit Departments.

Recommend that the directory is used in conjunction with the list.

ACTION

Look at HQIP website and comment on the guidance wording and make suggestions for improvement - ALL

National PROMs – NHS England SMT paper, Richard Arnold to share a note about PROMs.

Carl expressed a concern that there were no current plans to audit Care Homes as part of the national clinical audit programme.

ACTION

Richard Arnold to find out how NQICAN can make suggestions to NHSE to consider for future national clinical audits.

6 NQICAN Networking Forum - Plan for Roll-Out

Members of the T&F Group who were not present dialled in (Stuart Malcolm, Formic)

Communicate and share systematically and reduce the reliance on e-mail.

Support contact to be drawn up with Formic in terms of on-going support and technical support.

- Investigation on why CAKE didn't work - Technology has moved on
- CASC - forum is only as good as the users
- NQICAN will try to have some clear standards to evaluate effectiveness and value
- Around 12 testers participating.

Title - *NQICAN Networking Forum* – Agreed

Testing during May including how intuitive this was without any guidance.

Designed for Professionals to have a discussion and share best practice etc. in a secure domain.

Sharing locally developed resources and audit tools but not results.

News items like - links to HQIP new publications

Help to reduce the e-mail traffic.

Not for data or audit results or promoting products and companies.

Professional conduct necessary - will need to log in to post so that comments can be managed.

To view details you need to log on.

Application will be approved prior to log on being issued.

Live demo could not take place as there was no access to the internet, so Carl talked through a screen print he had included in the presentation.

Feedback from testers:

Tracy Deadman - Easy to use.

Sue Venables – we could put on the papers for the meeting onto it to reduce traffic

Julie Hancocks – Intuitive to use

Next steps

- Refine the site following testing feedback
- Secure a domain name to host the site
- Sign-off support contract with Formic
- Write brief guide and house rules for forum
- Agree administrators to approve new registrations (NHS e-mail required, otherwise chair approval required) and provide site oversight
- Set up run charts to monitor forum usage:
 - Number of registered users
 - Number of forum visits
 - Number of content items uploaded
 - Number of discussions/comments left on site

Hope to go live in August.

ACTION

Further testing – Task and Finish Group.

NQICAN Site will link to forum and vice versa

HQIP specifications - time limited for when people comment.

Stu - is there any legality that we need to look into re social media. We need to look at disclaimers.

ACTION

Look into disclaimers. Sharing rights, references, sharing contact details and comments - Carl

Formic to feedback on tweaks

Would like to have own domain for the site rather than Formic.

7 Update from Chair / Officer Update

Finance

Underspend from last year - some networks wanted to underspend and carry it over. HQIP have agreed to carry over underspend.

Network allocation around £770 per network.

Paper template for chairs to plan and agree finances.

Money can be put back in the pot for reallocation

Need to look at generating costs (Health Science Networks, writing products for HQIP etc.)

ACTION.

Complete the form for expenses planning forward to Carl. All network chairs

Let Carl know if you will be claiming expenses for travelling to NQICAN meetings.

Sue L asked that NQICAN looked for something tangible from the funding (e.g. Webinar)

Call for research monies from the Health Foundation

£1.6.m available.

Paul Gilliatt keen to make a bid for funding on Clinical Audit and resourcing, looking for neighbouring interested parties to join with him.

Info graphics Training

Would like to up skill audit staff to present data in a graphic way to look at ways to present data.

ACTION

Carl to work up how, and bring back for discussion how to roll out

Feedback from, and Upcoming Events

Have been invited to a number of conferences

- Patient First
- Measuring and Monitoring
- SBK - not offering discount and not paying speakers
- Clinical Audit for Improvement
-

Carl invited to speak at Local Audit Events - everyone agreed happy for Carl to claim his expenses back through the budget.

Q Community

Q is an initiative between The Health Foundation, NHS improvement and other quality groups including the Academic Health Science Networks. It is delivered by the Health Foundation and go-funded by NHS Improvement.

The intention is to build a network of people with improvement expertise in improvement across the UK. The long term initiative is to support individuals and their improvement work. It is a diverse community - front line health and social care, patient leaders, managers, researchers, commissioners, policy makers and others.

The network is recruiting by targeting different areas of the country at the time. The South West was targeted in the autumn of 2016, and successful members were informed in February. The application process takes about two hours to complete.

The current phase for applications ends on 12th June 2017 and covers

- Wales
- Kent, Sussex and Surrey
- Wessex covering Hampshire, Dorset, The Isle of Wight and Southern Wiltshire
- East of England covering Bedfordshire, Cambridgeshire, Essex, Herefordshire, Norfolk and Suffolk
- Greater Manchester, including East Cheshire and East Lancashire

In August applications will be sought from

- East Midlands and Oxford AHSN regions
- West London (working with Imperial College Partners)
- South London (working with Health Innovation Network)
- Northern Ireland (working with HSC Safety Forum)

For the South West Region JH has been invited to a Q Community Master class on 13th July 2017. The master class will be focussing on Coaching, Mentoring and Positively Supporting Others with Improvement.

ACTION

Initiate discussion with Penny Pereira re Q and invite to speak at a forthcoming meeting - Carl

Blogs

Six blogs published >2000 views over the last few months, need to manage comments which are transparent. Suggestion - move the blog to the forum to maintain transparency in the comments.

8 NQICAN Questions/Opinion Requests

None

9 Any Other Business

None