

# National Quality Improvement and Clinical Audit Network



12<sup>th</sup> March 2018, 11.00 – 15.00  
Skipton House, Elephant & Castle, London

## Minutes

### Attendees

#### Officers

Carl Walker - Chair

Sue Venables – General Secretary

#### Core Members

Jonathan Mitchell (EECANN)  
Sarah Chessell (SWANS)  
Arlene Shenkorov (WCA&EN)  
Tracey Deadman (SCCAN)  
Sarah Byrne (MN)  
Tracy Millar (MEAN)

Denise Thompson (SECEN)  
Deb Kershaw (GMCAN)  
Carol Kibble (SELCA&IN)  
Sue Latchem (HQIP)  
Donna Staples (SFH)  
Angie Bolton (LC)

#### Visitors & Speakers

David Evans (NHSE)  
Stephen Ashmore (CASC)  
Tracy Ruthven (CASC)

Kelly O'Brien (NICOR)  
Nadeem Fazal (NICOR)  
Michael Sykes (NIHR)

#### Apologies

Julie Hancocks – Communications Officer  
Vicky Patel (YEARN)  
Sairatha Nimalathevan (NLCAN)  
Leighton Combs (NICE)  
Naomi Vasilakis (RCP)

## Actions added at the meeting:

Reference	Action	Assigned to
1803-01.01	Write a formal letter to NHSE – (Cathy Hassel) to ask for a rep at meetings and answers to previously missed questions.	Carl Walker
1803-02.01	Circulate GP check list that he’s produced to help us know what to do.	Assigned to David Evans (Data Sharing
and		Privacy Projects Lead for NHSE)
1803-02.02	Feedback across networks to encourage clinical audit teams to meet with their Data Protection Officers to discuss data processing and justification & transparency of data use for any projects collecting patient identifiable data.	Assigned to David Evans (Data Sharing
and		Privacy Projects Lead for NHSE)
1803-02.03	David Evans (Data Sharing and Privacy Projects Lead for NHSE) agreed to provide NOICAN and our networks support going forward in regards to any IG issues in particular around the new legislation. CW to share Dave’s details upon request.	Assigned to Carl Walker
1803-03.01	Share Clinical Audit slides on forum	Assigned to Carl Walker
1803-03.02	Julie Hancocks to lead on setting up NOICAN survey to follow-up on the CASC survey findings to give us more detail to drive improvements around the elements that we can control or influence.	Assigned to Julie Hancocks
1803-03.03	HQIP and NHSE encouraged to review results to see what action they can take to tackle some of the burden issues and make improvements where indicated.	Assigned to Sue Latchem (HQIP) and Richard Arnold (NHSE)
1803-03.04 Shenkorov	Share the Wales template that is used after each NCA is published to capture the learning & any action plans	Assigned to Arlene

developed.

Reference 1803-03.05	Action All networks encouraged to promote successes within trusts to help with the general promotion of clinical audit	Assigned to All Network Representatives
Reference 1803-04.01	Action Sue Latchem & CW agreed that it was great to have NCA teams presenting at NOICAN and this opportunity should be offered to other NCA providers going forward.	Assigned to Sue Latchem (HQIP) and Carl Walker
Reference 1803-05.01	Action Share slides / research brief on Q Event/ Q Clinical Audit Group on the forum	Assigned to Carl Walker
Reference 1803-06.01	Action Ask NHSE to provide a paper for the meeting going forward in line with HQIP.	Assigned to Carl Walker
Reference 1803-07.01	Action : It was agreed going forward that HQIP: to provide feedback from scoping meetings to demonstrate input from NOICAN to improve the NCA commissioning process.	Assigned to Sue Latchem (HQIP)
Reference 1803-09.01	Action Share further details of the course on the forum and feedback on developments in regards to clinical audits inclusion in the course content going forward.	Assigned to Sarah Chessell
Reference 1803-10.01	Action Share slides on Chairman's Update onto the forum	Assigned to Carl Walker
Reference 1803-10.02	Action T&F Group set up to plan CAAW by end of April. Volunteers by mid-April to Carl, Sarah & Marina Otley to look at what we can do to enhance the impact of CAAW. Need to get a date chosen. Put on forum and ask HQIP for data	Assigned to Carl Walker
Reference 1803-10.03	Reference Action Assigned to Write up when is a Clinical audit complete and publish in annual report. In essence it was agreed that an audit is complete after 1 cycle of data collection and action plan implemented. Re-audit should make reference to the previous project but be a new entry.	Carl Walker

Reference 1803-10.04	Action Continue to lead T&F group to review Guide to statistics in clinical audit with the aim to make it more user friendly / simpler to use. Include QI methods and modern data presentation.	Assigned to Carl Walker
Reference 1803-10.05	Action Unanimous support to roll out second phase of the forum membership – CW to follow-up with Formic to create infrastructure in line with recommendations detailed in proposal paper.	Assigned to Carl Walker
Reference 1803-10.06	Action All to encourage anyone who wants to write a guest NQICAN blog contact Carl.	Assigned to All NQICAN members
Reference 1803-10.07	Action : All to encourage network members to log on to forum, promote blogs, support & share via #clinicalaudit Twitter (@nqican), and keep website up to date for regional network pages.	Assigned to All NQICAN members
Reference 1803-10.08	Action One page annual report from each network on the successors from last year and plans for the next.	Assigned to All Network members

## 1 Welcome and Apologies

CW welcomed members and guests including network members attending on before of their network chairs. CW thanked Carole & Jonathan who were attending their last meeting after stepping down as chair of their networks. Unfortunately apologies have been received from NHSE again so there was no update at the meeting in terms of the impending retender of the NCAPOP contract.

**Action:** Carl to write a formal letter to NHSE – Cathy Hassel to ask for a rep at meetings and answers to previously missed questions.

**Action:** CW to formalise letter of thanks / certificate for all out-going regional network chairs.

## 2. General Data Protection Regulation (GDPR): Update and Questions

David Evans, Data Sharing and Privacy Projects Lead for NHSE who had been invited to present following previous discussions at the last meeting around lack of clarity provided to clinical audit in terms of the new IG regulations.

David explained that the various elements that make up the Data Protection Package including Data protection bill, Data Protection Act 2018 and GDPR which comes into force 25/05/2018.

Core principles about personal data stay the same. Details have changed. Increased transparency, response times reduced for trusts when requests are made for information and fee removed in most cases for those requests. Trusts will need to have records of how data is processed.

All authorities (in most cases trusts will be considered to be an authority) must have a data protection officer. Potential fines increased. Approach to fining organisations will be proportionate to the breach i.e. people disregarding their responsibilities. Beware 'experts' on GDPR as it hasn't started yet so no one knows all the answers.

- Don't keep it too long
- Transparent
- Follow the spirit of the law

Needs thinking and processes in place. It will be a journey

**Action:** David will circulate GP check list that he's produced to help us know what to do.

Gaining consent is not the only means for using patient data under the updated GDPR. Beware of using consent under GDPR because you will not have an equal relationship. It will cause trouble and give individuals a lot of rights.

Concern how duty of confidence should be used. As long as you can justify the purpose of what you're doing and are careful that the amount of data used is not excessive. National opt out is a separate issue.

For data processing, people can object but organisations don't have to uphold if you can justify your purpose. Data protection is civil law and it's more flexible and negotiable. Always justify your use of data and you will be on the right lines.

Organisations should inform patients about how their data will be used by giving a leaflet, not just a poster. Legal requirements for the leaflet to be English, not

required to be in other languages. It's the transparency of data processing that's driving this.

David will be an open contact by email after the meeting and for months after as the guidance comes out and regulation comes into force.

**Action:** Feedback across networks to encourage clinical audit teams to meet with their Data Protection Officers to discuss data processing and justification & transparency of data use for any projects collecting patient identifiable data.

**Action:** David agreed to provide NQICAN and our networks support going forward in regards to any IG issues in particular around the new legislation. CW to share Dave's details upon request.

### 3. Results of the State of the Clinical Audit Survey 2017

Stephen Ashmore & Tracy Ruthven, Clinical Audit Support Centre (CASC) Directors attended the meeting to present the key findings from the latest State of the Clinical Audit Survey which was undertaken in December 2017.

It was pleasing to hear that NQICAN social media evaluated well although it was noted this feedback is limited alongside the limitations of the survey highlighted in the presentation.

Overall it was disappointing to hear that overall satisfaction across the clinical audit community continues to decline following on from previous years and it was agreed that action needed to be taken to stop this worrying trend. CASC will follow-up with a detailed report in due course.

**Action:** CW to share slides on forum

**Action:** Julie Hancocks to lead on setting up NQICAN survey to follow-up on the CASC survey findings to give us more detail to drive improvements around the elements that we can control or influence.

**Action:** HQIP and NHSE encouraged to review results to see what action they can take to tackle some of the burden issues and make improvements where indicated.

**Action:** Arlene to share the Wales template that is used after each NCA is published to capture the learning & any action plans developed.

**Action:** All networks encouraged to promote successes within trusts to help with the general promotion of clinical audit

### 4. National Cardiac Programme Update

Following recent changes to the National Cardiac Programme - Kelly O'Brien & Nadeem Fazal from the NICOR team attended the meeting to provide an update. The following points were highlighted for noting:

- National cardio vascular programme was in the 1st year of new contract
- Keen to use feedback to improve reports for usefulness for making improvements in care.
- What do reports need to say to benefit the assurance/regulation agenda. Reduce burden: data collected linked to standards (evidence based) for quality improvement. Link data directly to quality measures, broaden coverage. Link between primary and secondary care.
- Reporting delays: internal and external delays. Plan to reduce as much as possible but there's the sign off process. Moving towards quarterly reporting, but this is still work in progress. The team have been too focused on ensuring everything reported is checked and might need to work harder on getting results out more quickly so that it's useful.
- New IT platform for data entry. Data needs to be validated locally. Will be part of the national benchmarking programme.

Change and QI: report will be more QI focused, to be worded to support improvement. Working to make sure that all the separate sections are of equal quality and using lessons learnt in one domain to improve another.

**Action:** Sue Latchem & CW agreed that it was great to have NCA teams presenting at NQICAN and this opportunity should be offered to other NCA providers going forward.

## 5. Feedback from Q Event/Update on Q Clinical Audit Group

Following successful presentations at EMCASNet and Q Network event - CW invited Michael Sykes to present his research work on Enhancing audit and feedback in acute hospital dementia care. Written and verbal feedback from senior, respected staff, regularly leads to most improvement.

A Trust has employed a facilitator that just follows up on the outcomes from projects. This has significantly improved completion of actions and documented evidence of the changes. Sam McIntire RCEM audit lead has sent up a Q clinical audit specialist group.

**Action:** CW to share slides / research brief on the forum

**Action:** Michael to share details of how to get involved in the Q audit group.

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

No representation at the meeting or update paper received.

**Action:** CW to ask NHSE to provide a paper for the meeting going forward in line with HQIP.

## 7. HQIP Update (not covered elsewhere)

As per our request from the last meeting - Sue Latchem kindly provided a HQIP update paper for the meeting.

Sue confirmed that it was hoped that contract for NCAPOP would be in place by end of March although was unable to provide any further comment on the matter due to re-tender process.

**Action:** It was agreed going forward that HQIP: to provide feedback from scoping meetings to demonstrate input from NQICAN to improve the NCA commissioning process.

Quality Accounts: share on forum number of projects each sector is reporting on.

National clinical audit benchmarking project: establishing funding going forward. Hope to add 20 more projects.

Working to maximise use of data from NCA i.e. getting GIRFT to use NCA, not collect their own and recognising the burden of their activity.

Sue reminded colleagues that feedback on NCA's should go to the provider first time and then second time to HQIP.

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

See end of minutes for update on progress with actions from previous meetings.

## 9. Q SIR programme

Following discussions at previous meeting Sarah Chessell provided the group with an overview of NHSi QSIR Training Programme that she had recently undertaken. Sarah highlighted her concerns to the course leads that clinical audit was not covered in the course and following further correspondence this is now being considered going forward. Sarah encouraged others to undertake the course as it a well-respected course and enables you to then provide the training to others.

**Action:** Sarah to share further details of the course on the forum and feedback on developments in regards to clinical audits inclusion in the course content going forward.

## 10. Update from the Chair/Officers Update

Carl gave a PowerPoint presentation for chairs update report due to the large amount of information to feedback on following a busy period for him & our networks.

Following discussion around the various items the following actions were agreed:

**Action:** CW to share slides onto the forum

**Action:** T&F Group set up to plan CAAW by end of April. Volunteers by mid-April to Carl, Sarah & Marina Otley to look at what we can do to enhance the impact of CAAW. Need to get a date chosen. Put on forum and ask HQIP for data.

**Action:** CW to write up when is a Clinical audit complete and publish in annual report. In essence it was agreed that an audit is complete after 1 cycle of data collection and action plan implemented. Re-audit should make reference to the previous project but be a new entry.

**Action:** CW to continue to lead T&F group to review Guide to statistics in clinical audit with the aim to make it more user friendly / simpler to use. Include QI methods and modern data presentation.

**Action:** Unanimous support to roll out second phase of the forum membership – CW to follow-up with Formic to create infrastructure in line with recommendations detailed in proposal paper.

**Action:** All to encourage anyone who wants to write a guest NQICAN blog contact Carl.

**Action:** All to encourage network members to log on to forum, promote blogs, support & share via #clinicalaudit Twitter (@nqican), and keep website up to date for regional network pages.

**Action:** 1 page annual report from each network on the successors from last year and plans for the next.

### **Actions closed at the meeting:**

Reference	Action	Assigned to
1703-02.02	Formalise recognition process for retiring Chairs September 2017 Update - ongoing November 2017 Update - ongoing	Carl Walker
1703-06.02	Write up Nancy Dixon event for NQICAN website May 2018 Update - Included in annual report September 2017 Update - ongoing November 2017 Update - Michael to complete as part of Annual Report	Michael Spry
1703-06.05	Carl to send Sue Latchem proposal for master class in graphic packages Update May 2018 - Included in update to Stats guide September 2017 Update - ongoing	Carl Walker

	November 2017 - ongoing. Plan to use underspend and stats guide income to support	
Reference 1711-04.01	Action Send copy of slides once clarification sought on points raised	Assigned to Sami Mansoor
Reference 1711-05.01	Action Request NHS England update from Richard Arnold 13/12/2017 - Email request sent to Richard Arnold	Assigned to Julie Hancocks
Reference 1711-06.01	Action Write to NHS Improvement to request they include Clinical Audit on their agenda, and give NQICAN the opportunity to speak at a meeting to promote Clinical Audit Update May 2018 - Covered by Sarah Chessell presentation	Assigned to Carl Walker
Reference 1711-08.02	Action Set up a sub group to look at two tier public/private membership criteria for the Forum	Assigned to Carl Walker
Reference 1711-08.03	Action Formalise terms of reference for the Forum May 2018 - Paper presented at meeting	Assigned to Carl Walker
Reference 1711-08.04	Action Discuss forum access with CASC	Assigned to Carl Walker
Reference 1711-09.01	Action Set up task and finish group to look at audit completion rates and standardised guidance.	Assigned to Carl Walker
Reference 1711-09.03	Action Annual report - highlights report from each network by end of December 2017 Update May - Deadline set for end of April	Assigned to All Network Representatives
Reference 1711-09.04	Action Annual report - complete accounts	Assigned to Carl Walker
Reference 1711-09.05	Action Annual report - Attendance report Update May 2018 - Available on website	Assigned to Julie Hancocks
Reference 1711-09.06	Action HQIP Statistics Guide Update - Co-ordinate the review and call for volunteers Update May 2018 - Included in Chairs Report	Assigned to Carl Walker
Reference 1711-11.01	Action Send network chair and other updates to Carl for upload to the website	Assigned to All Network Representatives
Reference 1711-11.02	Action Give feedback on the NHSi Quality Service Improvement and Redesign (QSIR) programme delivered by the ACT	Assigned to Sarah Chessell

## Academy

Reference 1711-11.02	Action Send new chair guidance to Tracey Deadman	Assigned to Carl Walker / Sue Venables
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### Open Actions from Previous Meetings:

Reference 1706-03.01	Action Northern Ireland model of costing out Clinical Audits - Set up a one off telecom to discuss May 2018 update - Ongoing- Part of 2018/19 priorities September 2017 Update - ongoing November 2017 Update - ongoing	Assigned to Carl Walker
Reference 1706-05.02	Action Richard Arnold to find out how NQICAN can make suggestions to NHSE for consideration as future national clinical audits May 2018 update - Ongoing- No response received September 2017 Update - ongoing November 2017 Update - ongoing	Assigned to Richard Arnold
Reference 1709-03.04	Action Update on how Quality Accounts will operate in the future Update November 2017 - Ongoing - Richard Arnold did not attend the November meeting to update Update May 2018 - QA template available on Forum. Still awaiting response from RA	Assigned to Richard Arnold
Reference 1709-04.04	Action HQIP to investigate what information on tenders can be fed back to NQICAN Update November 2017 - minutes of meetings requested Update May 2018 - Ongoing	Assigned to T Hoosain / Sue Latchem
Reference 1711-03.02	Action Write to NHS Improvement to speak at a meeting and two make sure Clinical Audit is on the agenda Update May 2018 - Ongoing 2018/19 Priority	Assigned to Carl Walker
Reference 1711-04.02	Action Upload Penny and Sami's slides onto the NQICAN forum	Assigned to Carl Walker
Reference 1711-08.01	Action Comments on the forum contract with Formic to Sue and Carl	Assigned to All Network Representatives
Reference 1711-09.02	Action Arrange Telecom on Costing of Audits Update May - Ongoing - 2018/19 priority	Assigned to Carl Walker

