

National Quality Improvement and Clinical Audit Network

9 March 2017

Wellington House, 135-155 Waterloo Road, London, SE1 8UG



Minutes

Attendees

Officers

Carl Walker - Chair

Sue Venables – General Secretary

Core Members

Anne Jones - South and East London Clinical Audit and Improvement Network (SELCAIN)
 Jen Knight - South Central CA Network (SCCAN)
 Robert Mercer - Guidelines & Audit Implementation Network (GAIN) and Northern Ireland Regional Clinical Audit Managers
 Tracy Millar - West Midlands Effectiveness & Audit Network (MEAN)
 Marina Otley - East Midlands Clinical Audit Support Network (EMCASNet) via telecom

Jonathan Mitchell - East of England Clinical Audit and NICE Network (EECANN)
 Sairatha Nimalathevan - North London Clinical Audit Network (NLCAN)
 Michael Spry - Mersey Clinical Audit Network
 Julie Hancocks - Communications Facilitator NQICAN
 Udit Jain - South East Clinical Effectiveness (SECEN) - Joint Chair
 Heather Pratt - Cumbria and Lancashire Clinical Audit Network via Telecom

Co-Opted Members

Richard Arnold - NHS Commissioning Board
 Susan Latchem - Healthcare Quality Improvement Partnership (HQIP)

Roz Stanley - Royal College of Physicians of London
 Chris Bolton - Royal College of Physicians of London

Visitors & Speakers

Stuart Malcolm - Formic
 John Morley - Formic

Robin Sasaru - Sasaru Consulting

Apologies

Catherine Dunn - North West Mental Health Network
 Michelle Garrett - Greater Manchester Clinical Audit Network (GMCAN)
 Paul Gilliatt - East Midlands Clinical Audit Support Network (EMCASNet)
 Stuart Metcalfe - South West Audit Network (SWANs) (**Called in for 7 Day Service section**)

Kasia Muszynska - Royal College of Paediatric & Child Health
 Jan Micallef - Yorkshire Effectiveness and Audit Regional Network (YEARN)
 Leighton Coombs – NICE
 Mark Hannigan – RCPH

Non Attending Members (Not Offering Apologies)

New actions added at the meeting:

| Reference | Action | Assigned to |
|------------|--|------------------------------|
| 1703-01.01 | Formic slides and link to demo site to be shared | Carl Walker |
| 1703-01.02 | Formic working group to be set up | Carl Walker |
| 1703-01.03 | FOI Information Request - Robin to send the group a copy of the final report when it is complete. | Robin Sasaru via Carl Walker |
| 1703-02.01 | Template for new Chair induction to be set up | Sue Venables |
| 1703-02.02 | Formalise recognition process for retiring Chairs | Carl Walker |
| 1703-03.01 | <p>Information Governance question to be answered in the next week w/c 13/3/17</p> <p>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 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'.</p> <p>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.</p> <p>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?.</p> <p>Response from Keiran Mullan: BAUS now already have Section 251 approval as they</p> | Sue Latchem & Richard Arnold |
| 1703-03.02 | <p>David McKinley spread sheet to be shared with NOICAN</p> <p>Update April 2017 - Sue sent link to spread sheet to be distributed with March 2017 minutes</p> | Sue Latchem |

| Reference | Action | Assigned to |
|------------|--|-----------------------------|
| 1703-03.03 | Send any questions relating to 7 Day Service Audit to Stuart Metcalfe for forwarding onto NHSI | All |
| 1703-04.01 | HQIP representative to be invited to present at forthcoming NQICAN meeting on the National Clinical Audit Benchmarking Project | Julie Hancocks |
| 1703-06.01 | Finance information for 17/18 to be sent to all network chairs when available | Assigned to Carl Walker |
| 1703-06.02 | Write up Nancy Dixon event for NQICAN website | Assigned to Michael Spry |
| 1703-06.03 | Respond to Emma Vaux invitation to be part of AoMRC working party | Assigned to Carl Walker |
| 1703-06.04 | Share Clinical Audit Summit slides | Assigned to Carl Walker |
| 1703-06.05 | Carl to send Sue Latchem proposal for masterclass in graphic packages | Assigned to Carl Walker |
| 1703-06.06 | All to consider providing a write-up on any network event held | Assigned to All |
| 1703-06.07 | Carl to continue to write Blogs as appropriate & invite others to blog on specific topics of interest | Assigned to Carl Walker |
| 1703-16.08 | Carl to invite Stuart Metcalfe to chair the next Clinical Audit Summit conference on behalf of NQICAN in his absence | Assigned to Carl Walker |

Welcome

Carl welcomed everyone to the meeting and introduced Tracy, Uditi, Roz and Chris who were attending their first meeting.

Ann Jones announced that this was her last meeting as she is stepping down as Chair of South and East London Clinical Audit and Improvement Network. Carl thanked Ann for her excellent contribution to the group and SELCAIN.

1a Formic Demonstration / Discussion on NQICAN Sharing and Communication Portal for Clinical Audit Professionals

Presented by John Morley and Stuart Malcolm (Formic)

As part of the NQICAN 2017 Objectives – Carl asked Formic if they could assist with developing a secure portal on the internet where Clinical Audit professionals could share and network. Formic have been supporting NHS & clinical audit professionals for over 20 years and John Morley had asked Carl if there was anything they could do anything to assist clinical audit professionals and give something back.

The group received a presentation from Formic on a proposed solution - offering to provide the technical support for NQICAN & Clinical Audit teams to run this. It is not a site exclusively for users of Formic, and will be NQICAN, not Formic branded on website. It is proposed that the site will be administered by volunteers from the Clinical Audit community.

The portal is intended to be used for sharing best practice and it will be possible to post clinical audit data collection tools in a variety of formats, including Formic.prj files for Formic users. Formic stated that there are about 100 clinical audit departments across the country using Formic. Submitted resources may need to be quality checked by the volunteer administrators.

It is proposed that the site will only be open to bona-fide personnel with NHS email accounts, and requests to join will be administered by volunteer administrators. It will not to be used by companies for marketing their products.

Formic gave a demonstration of site.

Formic Portal Discussion, undertaken later in the meeting.

- Must consider quality control processes for what is uploaded – we will need appropriately trained moderators
- There was a question around governance on the publication of results, but this is not part of the remit, only audit tools and discussion forums will be available in the first instance.
- Version control was deemed to be important
- National Clinical Audit Forum and Clinical Audit Support Centre have both had forums, and both have failed, do we feel that we can fare any better?
- Caution was expressed around management of the site – we must ensure that we don't get overwhelmed with managing it
- We need to have contractual agreement with Formic, and ensure that we have contingency plans, in the event of Formic imposing a fee in the future or withdrawing support

Actions

- **Support agreed in principle to the proposal to work in collaboration with Formic on this. Carl to put a call out for volunteers and set up a working group to develop this further – Carl Walker**
- **Slides to be shared via Carl/minutes with link to demo site – Carl Walker**

1b Robin Sasaru - Initial findings from the Clinical Audit Freedom of Information request - The First 127 Audits

Robin attended the meeting to explain about the work arising from his Freedom of Information request that he sent to trusts last summer in regards to clinical audit.

His objectives were:

- To establish whether clinical audits provide improvement
- Given that clinical audits don't have a control group, how much bias is there in clinical audit?
- Does clinical audit result in changes to the service?

So far Robin has concentrated on 7 trusts who submitted data, amounting to 941 audits with 127 re-audits. Some were National Audits, but Robin has concentrated on Local Audits.

Results

- Average 7.5% improvement in performance between audits
- Average 6% showed absolute percentage improvement
- Some deterioration in performance in around 25% of criteria
- Where an action plan was made between cycles, this demonstrated improvement around 9%
- 7.1% improvement where there was no action plan documented

Several trusts did not record actions and these trusts demonstrated less improvement.

Of the audits Robin received from the 7 trusts analysed, only 13% were re-audits.

Robin suggested that members should look at his blog for the charts and discussion (www.Sararu.co.uk).

Discussion

Some criteria are more important than others – e.g. mortality vs record written in black ink. Robin has not factored this into his numbers - a separate piece of work for later on.

Carl Walker commented that understanding the brief before submitting the data would have enabled him to structure his data submission differently.

The methodological rigour needs to be sharpened up, and it was recommended that Robin interacts with an organisation that is an expert in this field.

Audit reports should talk about the sample and any limitation that may cause bias.

There is no clear evidence that other QI methodologies are any better at changing practice/improving services.

Action

Carl invited Robin to send the group a copy of the final report when it is complete – Robin Sasaru

A copy of Robin’s presentation sent with minutes

2 Matters Arising

Declarations of Interest

National Clinical Audit Conference – Carl Walker received £100.

Re-election of Officers

Sue Venables was thanked and re-elected for a further two years as General Secretary.

Recruitment of Social Media Support and Recruitment of Webmaster/Web Support

Carl is formalising the requirements for both ad-hoc roles for the June meeting and levels of support required is to be identified. NQICAN is happy to appoint Tim Lessells as Webmaster if he (and his boss) are happy to continue.

New Hospitality Policy

Objective - to enable us to not be totally reliant on HQIP for funding.

One comment made - wording changed for network members who are not employed by NHS. Ratified.

There was a suggestion having a Buddy Chair to support new Chairs to NQICAN.

Actions

- **Template for new Chair induction to be devised – Sue Venables**
- **Formalising recognition process for retiring Chairs – Carl Walker**

Review of Minutes and Actions from the Last Meeting

The minutes were approved.

Actions Completed:

| Reference | Action | Assigned to |
|------------|--|-------------|
| 1603-05.01 | Healthcare Quality Improvement Partnership Clinical Advisory Group. Quality Improvement: Whose role is it? Share forward plan paper when available update March 2016 - Minutes were not produced - Action closed. | Carl Walker |

Update September 2016 - Carl has a further meeting in the next week. No documents to share currently.- Ongoing

Update June 2016 - Carl has chased for paper - ongoing

Reference Action Assigned to
1606-03.02 NOICAN to prepare a paper in response to Emma Vaux presentation and recommendations Carl Walker
Update March 2017 - Paper now available on NOICAN website

Update November 2016 - Paper prepared

Update September 2016 - on September meeting agenda. Paper to be completed for publication on the website

Reference Action Assigned to
1606-06.07 Need to review funding application guidance- Agenda for December meeting Carl Walker
Update March 2017 - Complete

Reference Action Assigned to
1606-06.08 Scope out possibility of NOICAN managing own finances with Mandy and Jane Ingham (provisional date of 28th June made) Carl Walker
Update March 2017 - Closed - agreed for NOICAN to hold budget for non-expenses

Reference Action Assigned to
1606-11.01 NOICAN to send separate emails for national audit specification representative requests and scope feedback on each national audit being re-commissioned. TBC
Update March 2017 - complete

Reference Action Assigned to
1609-05.01 Paper B to be revised to reflect all network meetings Carl Walker
Update March 2017 - complete

Reference Action Assigned to
1609-05.02 Networks to check that the event information is up to date on website All Network Representatives
Update March 2017 - complete

Reference Action Assigned to
1609-05.03 Further applications for funds - please let Carl know if any allocated funds can be released to support other networks. All Network Representatives
In future please apply for whole year
Update March 2017 - complete

Reference Action Assigned to
1609-05.05 2017/18 budget to be established and networks should have plans for submission by the November meeting All Network Representatives

| | | |
|-------------------------|---|---|
| | | & Carl Walker |
| | Update March 2017 - complete | |
| Reference 1609-06.05 | Action Health Foundation Insight Awards Programme - CW to send out details around the call for cascade and feedback | Assigned to Carl Walker |
| | Update March 2017 - complete | |
| Reference 1611-02.01 | Action Explore and sign up to Linked-In. Let Carl know when signed up. | Assigned to All Network Representatives |
| | Update March 2017 - complete | |
| Reference 1611-02.02 | Action Check out a Linked-in page for HQIP | Assigned to Sue Latchem |
| | Update March 2017 - Complete | |
| Reference 1611-03.02 | Action Networks who haven't submitted their contribution to the annual report to do so as soon as possible | Assigned to Network Representatives |
| | Update March 2017 - complete | |
| Reference 1611-03.03 | Action NOICAN response to AMRC (Emma Vaux) report to be shared with those networks which contributed | Assigned to Carl Walker |
| | Update March 2017 - complete | |
| Reference 1611-03.04 | Action Any networks who did not contribute responses to the AMRC report, to request copy of NOICAN response from Carl, if interested | Assigned to All Network Representatives |
| | Update March 2017 - Complete | |
| Reference 1611-03.05 | Action Future Conferences - investigate using Facebook/You Tube to relay presentations etc to those who are unable to attend | Assigned to Carl Walker |
| | Update March 2017 - complete | |
| Reference 1611-03.08 | Action Investigate Datix module for QI | Assigned to Carl Walker |
| | Update March 2017 - complete | |
| Reference 1611-03.10 | Action Update map to show linkages between HQIP et al | Assigned to Carl Walker |
| | Update March 2017 - complete | |
| Reference 1611-05.01 | Action National Audit Specification Development Meetings- Tenders and dates to be sent to Julie Hancocks for dissemination to all members of NOICAN. | Assigned to Sue Latchem |
| | Update March 2017 - Complete | |
| Reference 1611-05.02 | Action Link to document of documents to be sent for linking on NOICAN website – Sue Latcham | Assigned to Sue Latchem |
| | Update March 2017 - Complete | |
| Reference | Action | Assigned to |

| | | |
|-------------------------|--|--|
| 1611-05.03 | Network feedback on National Audit (YEARN) Carl to send Nancy Dixon document to YEARN Update March 2017 - complete | Carl Walker |
| Reference 1611-05.04 | Action Network feedback on National Audit (YEARN) To be shared on the NQICAN website Update March 2017 - complete | Assigned to Carl Walker |
| Reference 1611-05.05 | Action Network feedback on National Audit (YEARN) Paper to be sent to David McKinley for HQIP feedback Update March 2017 - Complete | Assigned to Jan Micallef (YEARN Representative) |
| Reference 1611-05.06 | Action National Confidential Enquiries - source of reported duplications (e.g. Heart Failure) to be investigated. Update March 2017 - Complete | Assigned to Sue Latchem |
| Reference 1611-05.06 | Action 7 Day Service Audit - send comments to Carl and Stuart before the March Meeting Update March 2017 - Complete | Assigned to All Network Representatives |
| Reference 1611-05.07 | Action Costing out Clinical Audit - Northern Ireland finance model to be shared with Carl Update March 2017 - Complete | Assigned to Robert Mercer |
| Reference 1611-06.01 | Action Obtain permission to share Twitter accounts and send link to Aimee Protheroe Update March 2017 – complete | Assigned to Carl Walker |

Open Actions from Previous Meetings:

| | | |
|-------------------------|---|---|
| Reference 1609-04.01 | Action RA to send brief note on Quality Account view from DH | Assigned to Richard Arnold |
| Reference 1611-02.03 | Action Contact Richard Arnold with any concerns relating to the new subscription model, and copy HQIP in | Assigned to All Network Representatives |
| Reference 1611-03.01 | Action Plan future agenda item- Different graphic software for data analysis and reporting | Assigned to Carl Walker and Jen Knight |
| Reference 1611-03.06 | Action Share slides and supporting information from Patient First Conference | Assigned to Carl Walker |
| Reference 1611-03.07 | Action Feedback attendance demographic of Patient First | Assigned to Carl Walker |

Conference

| Reference | Action | Assigned to |
|------------|--|-------------|
| 1611-03.09 | Misalignment of QI and CA teams – work-up a proposal of what good looks like | Carl Walker |

3 NHS England Update

New outlier guidance for the NCAPOP programme - about to be signed, it will be out in the next month or so.

National Data Guardian Review - opt out of patients re their patient identifiable data. What effect will this have on modelling if patients opt out?

Head and Neck Emergency Clinical Audit to be published next month.

Re-commissioning of National Adult Diabetes Audit – this round to be done differently, not through Section 251 group. There is a technical challenge to extract data from various systems - GP extraction. Audit probably issued in the next month.

Discussion on the consent for audit in foot care and maternal diabetes

HQIP contact ends 31-3-18. Currently looking at timelines for retendering. A lot of the funding in the past was for the development of the HQIP resources, which will need to be maintained. Likely to be up for tender every 12, not 24 months going forward.

National audit subscriptions - now set at £10,000 per trust with more community centred audits and mental health audits to be included.

There was a query regarding some of the Mental Health audits for this year, as they have not been released (still on the list as tbc) - how will this be managed if they are part of this year's Quality Accounts?

Query as BAUS data collection has patient identifiable data, without Section 251. BAUS have now applied for Section 251 and it is suggested that Trusts get the patient consent via Consultants in the interim.

IBD registry - expected to pay but not NCAPOP - £3500 plus VAT per site to participate. There is pressure to participate - is this the way forward with other national non NCAPOP audits - TARN - ICNARC etc?

Actions

- **Information Governance question to be responded in the next week - Sue Latchem and Richard Arnold**
- **David McKinley spread sheet to be shared with NQICAN – Sue Latchem**

7 Day Service - NHS England

- Background to the project – Mandatory links to commission framework.
- Proposed date for next audit in services.
- Additional data collection commencing 3rd October - Rationale is need the need for more data to support NHS Improvement
- Recommendation is that data is collected at senior clinician level

Richard Arnold commented on a separate conversation with HQIP on whether some of this information could be collected from National Audits. There has been a scan of National Audits to see what is available. As contracts are reviewed for National Audits there could be some of the data completed.

The group commented on the tight timescale given for the additional audit was too tight. Letter came out to Medical Director last week Tuesday (28th February) and they wanted the data turned round and submitted next Tuesday (14th March).

Action

- **Send any questions to Stuart Metcalfe for forwarding to NHSI. – All**

3 + 4 National Audit Update including YEARN response and HQIP Update not covered elsewhere

YEARN Response

Sue Latchem has had conversation with Jan Micallef who is now happy with the HQIP response.

- Issues covered in letter of response:
- Compilation and management of information on the website.
- Speciality Specification Meetings
- Escalation mechanisms

Sue has produced paper which answers the questions - YEARN happy with response so will be made available on HQIP website. NQICAN have free use of this to put on their site etc.

Sue asked that NQICAN continue to send representation to specification development meetings to help shape the scope of the tender.

NCAPOP contract likely to be retendered over the summer. HQIP may approach NQICAN for advice as part of the tender build.

Resources:

Two are nearly ready, and will possibly be published in April:

- **Information Governance** - Information Governance Alliance have endorsed the document.
- **Commissioning Guide** - is targeted at CCG, but it was suggested that we include councils too as they also commission services from Trusts.

Royal College of Physicians - IBD audit have done some work to create a Quality Improvement pack, but the principles can be applied to any service.

National Clinical Audit Benchmarking Project - Sue will invite one of her colleagues to talk about this at the next meeting. This project has been driven from CQC who would like to use National Audit Data to help inform their inspections. HQIP feel that this data could also be used by service suppliers of the data to drive improvement locally. Trust level data will be placed on the HQIP website as part of a phased launch. Local Audits may wish to utilise data from this project too.

NQICAN would like on-going updates on the project.

Carl agreed that NQICAN representatives would consult on the early data site.

Sue to send list of the tranches for audit upload.

Replacement for NAGCAE - HQIP have set up a commissioning support group which will cover some of NAGCAE activity.

Action:

- **HQIP representative to be invited to present at forthcoming meeting on the National Clinical Audit Benchmarking Project – Julie Hancocks**
- **Send list of the tranches for audit upload – Sue Latchem**

6 Chairs Update

Finance

£16,000 budget has been proposed, but not yet agreed. Sue suggested that the network should work out what they want to do with it. Carl suggested that we take out admin and share remainder equally between networks, who can then put money back in the pot if they don't use/need it. The proposal is going HQIP board for approval at the end of March.

Action

- **Information to be sent to all chairs with allocation once known – Carl Walker**

Network Updates

Michael Spry – reported on an event made up of four networks combined. 80 attended a master class from Nancy Dixon on using QI tools to help with drive improvement in national clinical audits which was very well received.

Jen Knight had good response from her QI conference which was also well evaluated.

Jonathan Mitchell held a QI training day in addition to usual network meetings. Datix came to present.

Carl said it was good practice to write up events as we go along, to keep our profile up through the year, and for inclusion in the annual report.

The Royal College of Physicians are happy to come to local events for National Audits if it is relevant and appropriate.

Action

- **Write up Nancy Dixon event for website – Michael Spry**
- **All to consider providing a write-up on any network event held**

Network Plans 17/18

Carl reported that the NQICAN website out of date, and that Network Chairs should send future dates for publication.

Blogs

Three blogs have been published, with nearly 800 views on the website and positive feedback received. Carl is looking to do more blogs and also some guest blogs.

Action

- **Carl to continue to write Blogs as appropriate & invite others to blog on specific topics of interest**

AoMRC Response

Emma Vaux has invited NQICAN to be part of the working parties going forward. Carl Walker feels that we should accept that invitation as important to support this work. There are no objections to joining the working party/steering group on implementing the recommendations. Learning to Make a Difference not being converted in the QI Hub.

Action

- **Carl Walker to respond to Emma Vaux re invitation**

Clinical Audit Summit Feedback

Took place on Monday 6th March - slides will be shared via Carl

There was some vocalisation about NICE, who were not represented at the meeting. Carl has been invited to chair the next conference but cannot make the date. The view is that it is good that NQICAN had chaired as they are impartial.

Good demonstration of clinical audit management system by the sponsors.

There are also similar systems for QI management.

Action

- **Share slides – Carl Walker**
- **Carl to invite Stuart Metcalfe to chair the next conference on behalf of NQICAN in his absence.**

Items for information

Twitter Update

On an upward curve with 500 followers.

Annual Report

- Good feedback for the annual report over 500 hits
- The report is to be moved to the calendar year
- Template for the interactive report has been purchased by NQICAN
- Source -Click view and Click sense Tableau info graphic packages - invite to future meeting if there is an appetite

Action

- **Email Sue Latchem with proposal for master class in graphic package – Carl Walker**

HQIP Ethics Guide

Now published and recommended read

Health Foundation - Innovating for Improvement

Call for bids around innovation for improvement. Any ideas that NQICAN can put forward?

7 Any Other Business

Ann Jones thanked everyone – she will have 4 co-chairs possibly have one person to attend NQICAN.

Sai Nimalathevan has two new groups on her network.

Julie Hancocks has been accepted as a member of the Q Initiative, and has just completed a Massive Open Online Course through Future Learn - 'Quality Improvement in Healthcare : the case for change' by the University of Bath, which she can highly recommend.

Royal College of Physicians - hip fracture want to consult with Clinical Audit - telephone focus group. Will forward note.

Northern Ireland are still waiting for their 2017/18 plan/budget, owing to the political situation.