

# National Quality Improvement and Clinical Audit Network



15 June 2016

ectvenues, Tenter House. 45 Moorfields, London EC2Y 9AE

## Minutes

### Attendees

#### Officers

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

#### Core Members

- Val Bailey (West Midlands Effectiveness & Audit Network (MEAN))
- Carol Evans (South East Clinical Effectiveness (SECEN) - Joint Chair with Emma Marcroft)
- 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))
- Robert Mercer (Guidelines & Audit Implementation Network (GAIN) and Northern Ireland Regional Clinical Audit Managers)
- Stuart Metcalfe (South West Audit Network (SWANS))
- Jan Micallef (Yorkshire Effectiveness and Audit Regional Network (YEARN))
- 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)

#### Co-Opted Members

- Leighton Coombs (NICE)
- Mark Hannigan (Royal College of Paediatric & Child Health)
- David McKinlay (Healthcare Quality Improvement Partnership (HQIP))
- Mandy Smith (Healthcare Quality Improvement Partnership (HQIP))

#### Visitors

- Dr Emma Vaux

#### Apologies

- Catherine Dunn (North West Mental Health Network)
- Paul Gilliatt (East Midlands Clinical Audit Support Network (EMCASNet) Joint Chair with Marina Otley)
- Marina Otley (East Midlands Clinical Audit Support Network (EMCASNet) Joint Chair with Paul Gilliatt)
- Heather Pratt (Cumbria and Lancashire Clinical Audit Network)
- Arlene Shenkorov (Wales)
- Richard Arnold (NHS Commissioning Board)
- Aimee Protheroe (Royal College of Physicians of London)

## 1. Welcome and Apologies

Carl welcomed everyone to the meeting.  
Apologies recorded on page 1

Declarations of Interest – None

## 2. Presentation – NICE – Measuring the uptake of NICE guidance and quality standards -Leighton Coombs

For presentation see Appendix 1

Leightons' presentation described the new tools and resources being developed by NICE@

- Forward Planner - resource planner
- Baseline assessment tool for Quality Standards

Quality standards - there is a plan to standardise and typically reduce to 5 statements relevant to the area. The Quality Standards service improvement template - has all standards in it, is called OSSIT and available in Excel. When data is entered in, it will populate charts. It will have a progress tool - updated once a month. NICE are looking at making it available on a web based interface.

Uptake data – NICE feeds an uptake database which is mapped from National Audits. It is reported at national level

Within the Implementing NICE Guidance tab on the website, there is a new search tool for quality standards, which will pull out all the statements mapped to the original guidance (CG etc.). It is currently in Beta format.

NICE want to collect local audit results into a nice database, and are encouraging Trusts to put in data which must be signed off by local Caldicott Guardian, as data will be in the public domain on the NICE website. This could be a potential issue, however, the submitting trust will not be identified unless their name is in the title of the audit. The Trust identifier will not be reported on the website, however, NICE will know who submitted. NICE will also weed out sample sizes less than 5.

Leighton is happy for us to share his slides, and is happy to attend regional networks to demonstrate. NICE are also keen to understand barriers to uptake, and this could be achieved through communication at network meetings.

NICE are about to restructure again - will be smaller, with no audit function any more. The general plan is moving to a completed library with updates.

### ACTION

Networks to review NICE uptake / Quality Standards Service Improvement Template and feedback to Leighton Coombs – Network Leads

## 3. Presentation and Workshop - Supporting Junior Doctors in Training with Clinical Audit and other QI processes – Dr Emma Vaux

For presentation see Appendix 2

## Main Points:

- Clinical audit experience for junior doctors leaves them demotivated in the main.
- Generally not enough time to complete audit cycle in rotation
- Need to move to improvement mind-set – PDSA etc.
- Grown from Learning to Make A Difference project. 2010
- Piloted 5 deaneries
- Recommendation that QI projects are embedded in the Junior Doctors curriculum as meaningful patient outcomes from Junior Doctors undertaking QI is evidenced

## For Junior Doctors, we must:

- Set expectations
- Align with Trust Strategy
- Make QI core hospital business
- Manage QI Language being off putting
- Encourage QI in Multi-disciplinary Team
- Use lots of examples
- Demonstrate Infectious enthusiasm with QI mentors and coaches
- Solve issue of different job titles in varying Trusts all performing the same roles
- Consultants key in influencing
- Have patient involvement
- Have communication - Showcasing

## Discussion with members at the meeting:

- QI needs to be supported at organisational level, but that is dependent on board priorities and resources within the team.
- It was thought useful to involve a NED in a project.
- Quality Objectives are now mandatory within the quality accounts, with good audits demonstrated in the CASC Junior Doctors awards.
- Within the Severn Deanery Junior Doctors have dedicated time to do QI - in some areas they don't Quality of supervision is important as mood hoovers can be off-putting
- Colleges are promoting QI, but can trusts support QI? Audit staff concerned that they don't have the skills to promote., but the Colleges are steaming ahead.
- QI & CA sitting in two separate departments in most trusts
- ? Should we have governance processes around QI in the same way as CA
- CA variation - sometimes seen to be the National Audit Delivery Team.
- HQIP producing guidance around these topics - Emma's team to liaise for a coherent principle for trusts.
- Patient Safety/Improvement/CA - all running in parallel - need to be integrated. How do you fit it together without impacts of efficiency savings.
- Trust teams need practical skills to be able to support medics to do QI.
- QI training for NQICAN offered by Emma.

## ACTIONS

Networks to review Dr Vauxs slides alongside full report and feedback thoughts on last slide direct to me please before end of July so that Carl can draft a response paper on behalf of NQICAN – All Network Representatives

NQICAN will prepare a paper in response to Emma's paper (refer to Appendix 3 – Summary Report and Appendix 4 – Full Report) – Carl to collate

#### 4. Review of minutes and actions from last meeting

The Minutes of the March meeting were approved.

##### Actions Updated and Closed at the Meeting:

Reference	Action	Assigned to
1506-08.4	Richard Arnold to pick up the topic of Clinical Audit with NICE Update - June 2016 - Complete  Update March 2016 - Ongoing  Update December 2015 - Ongoing	Richard Arnold
1509-01.1	Terms of Reference to be changed to make the Communications Facilitator role an ongoing one, instead of a two year tenure Update June 2016 - Ratified - Closed  Update March 2016 - To be added and be ratified at June meeting	Sue Venables
1512-06.1	Contact Royal Academies to understand what projects are undertaken by Junior Doctors and the governance/registration arrangements Update March 2016 - complete	Carl Walker
1512-06.2	Provide updates on Emma Vaux project on Junior Doctors Training June 2016 - Emma Vaux attending to present at NQICAN meeting - complete  Agenda item for March 2016 meeting	Michael Spry
1512-08.1	Add event funding application form/guidance to NQICAN website. Check and update info on NQICAN website Agenda item for March 2016 meeting - Complete	Carl Walker
1603-2.1	Investigate Binley Directory (refer to 15.03-07.1) June 2016 - To be reported at meeting	Julie Hancocks
1603-2.2	Invite Emma Vaux and her project manager to the June meeting June 2016 - Emma attending NQICAN meeting 15.6.16	Carl Walker

Reference 1603-2.3	Action Prepare case studies to present to Emma Vaux at meeting  June 2016 - Emma attending NOICAN meeting 15.6.16 - complete	Assigned to All Network Representatives
Reference 1603-3.1	Action Review NOICAN Governance Arrangements for amendment/ratification at June meeting Update June 2016 – Complete	Assigned to All Network Representatives
1603-3.2	Reference Action Assigned to Request update on NICE for June meeting June - NICE representation at meeting 15.6.16 - Complete	Carl Walker
Reference 1603-3.3	Action Prepare NOICAN Media Presence Paper- June 2016- Closed	Assigned to Carl Walker
Reference 1603-3.4	Action Set up network Twitter account for regional network - at the discretion of Network Representatives Update June 2016 - Complete	Assigned to All Network Representatives
Reference 1603-4.1	Action Add CQC Key Lines of Enquiry to regional agendas and share best practice Update June 2016 - Complete	Assigned to All Network Representatives
Reference 1603-6.1	Action HCC Clinical Audit for Improvement - 8 March 2016 - Forward case studies to Carl of any holistic approaches to improvement June 2016 - Complete	Assigned to All Network Representatives
Reference 1603-7.1	Action Send issues to Jeanette Mills for discussion at NAGCAE  June 2016 - Complete	Assigned to All Network Representatives
Reference 1603-8.1	Action Contact Richard Arnold for list of COQUINS / Quality Accounts  June 2016 - Complete	Assigned to Carl Walker
Reference 1603-9.1	Action All expense claims to HQIP before 31.3.16  June 2016 - Complete	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	Assigned to All Network Representatives

clear statements of expenditure for each network required  
June 2016 - Complete

### Ongoing Actions From Previous Meetings:

Reference	Action	Assigned to
1503-07.1	<p>Write to HQIP Chief Executive to request that contacts regarding National Audits be made to generic e-mails in Clinical Audit Departments of organisations</p> <p>Update June 2016 - Discussion - HQIP could be the repository of the e-mail contacts list, or NQICAN. In the first instance, it would be useful if Network Leads could collect the contact information for their region. New action generated - refer to 1606-04.1</p> <p>Update March 2016 - Best practice recommendation that the generic e-mail for the Clinical Audit Department should be on the public website of the organisation, along with statements on the use of audit data and how patients can opt out.</p> <p>HQIP would be happy to hold a central contact list if this was available.</p> <p>NOTE New Action - Julie Hancocks to investigate the Binley Directory, which is used by National Audit providers when identifying Trusts to participate in audits.</p> <p>Update June 2015 - Ongoing</p>	Carl Walker
1512-02.1	<p>Invite Q Initiative representative to attend/talk at a future meeting. Not in conjunction with HQIP or NHS England</p> <p>Update June 2016 - Telecom to be organised for week commencing 20.6.16, hopefully leading to a speaker or a telecom for NQICAN membership.</p> <p>Update March 2016 - telecom between now and September 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 before September meeting</p> <p>NOTE New Action - Network Leads to promote QI Initiative</p>	Carl Walker
1512-10.2	<p>Feedback to HQIP - re spreading out publication of results (at time of meeting 8 national audits were planned to be published in December)</p> <p>March 2016 - Process in development</p>	David McKinley

Reference 1603-2.4	Action Link to HQIP guide on patient involvement from NOICAN website  Update June 2016 - HQIP guides have been republished. Links from NOICAN website can now be created.	Assigned to Tim Lessells
Reference 1603-5.1	Action Healthcare Quality Improvement Partnership Clinical Advisory Group. Quality Improvement: Whose role is it? Share forward plan paper when available  Update June 2016 - Carl has chased for paper - ongoing	Assigned to Carl Walker

#### New Actions from June Meeting:

Reference 1606-02.1	Action Networks to review NICE uptake / Quality Standards Service Improvement Template and feedback to Leighton Coombs	Assigned to Network Representatives
Reference 1606-03.1	Action Networks to review Dr Vauxs slides alongside full report and feedback thoughts on last slide direct to me please before end of July so that Carl can draft a response paper on behalf of NOICAN	Assigned to All Network Representatives
Reference 1606-03.2	Action NOICAN to prepare a paper in response to Emma Vaux presentation and recommendations	Assigned to Carl Walker
Reference 1606-04.1	Action Network leads to gather contact information for organisations in their network in readiness for the National Audit contact database.	Assigned to All Network Representatives
Reference 1606-05.1	Action Set up telecom following expressions of interest for Patient First Conference	Assigned to Carl Walker and All Network Representatives
Reference 1606-06.1	Action Running of funding to be discussed with HQIP	Assigned to Carl Walker
Reference 1606-06.2	Action Look at a mixed funding model	Assigned to Carl Walker
Reference 1606-06.3	Action Send HQIP funding application forms to JH for distribution via email	Assigned to Mandy Smith
Reference 1606-06.4	Action Review funding applications and notify applicants of amount of funding approved	Assigned to Carl Walker & Mandy Smith

Reference 1606-06.5	Action Ensure that value for money in events is demonstrated in Network Reports	Assigned to All Network Representatives
Reference 1606-06.6	Action Look at varying location of NQICAN meetings	Assigned to Carl Walker
Reference 1606-06.7	Action Need to review application guidance- Agenda for September meeting	Assigned to Julie Hancocks
Reference 1606-06.8	Action Scope out possibility of NQICAN managing own finances with Mandy and Jane Ingham (provisional date of 28th June made)	Assigned to Carl Walker
Reference 1606-06.9	Action Circulate electronic version of revised criteria for network funds for comment	Assigned to Julie Hancocks
Reference 1606-07.1	Action Contact Stuart with any feedback on proposed 7DS audit as previously circulated – Network Leads	Assigned to All Network Representatives
Reference 1606-11.1	Action NQICAN to send separate emails for national audit specification representative requests and scope feedback on each national audit being re-commissioned.	Assigned to TBC

There was a query from members regarding Binleys (ref 1603-2.1) - how up to date is it if your trust does not give out information.

Sid Sinha CQC work is carrying on with HQIP, even though he has returned to the CQC - pilot public release of data in September.

## 5. Update from Chair/Officers Update

Patient First Conference is on 22-23 November.

NQICAN are hosting the Quality Improvement Theatre in collaboration with HQIP. Programme still being developed. There are grants for attendance (not travel or accommodation)

**ACTION. Set up telecom following expressions of interest for Patient First Conference – Carl & Network Representatives**

Healthcare Events

Clinical Audit for Improvement conference in October in Birmingham - Carl & Stuart are speaking. 20% discount if we want to attend.

CASC updates

- Review of clinical audit reinvigoration. About to be published. CASC will feed back to NQICAN – invited to present report at Sept meeting.



- Undertaken survey on QI / clinical audit leaders – majority of audit professionals surveyed didn't know who Clinical Audit leaders are.
- Celebration of CA conference to be developed focussing on local audit ?Autumn.
- CASC now offer QI training

Q initiative

Collaborative work – Carl has interview with them next week in regards to National Audit

CHAIN

Encourage sign up - link into their activity

Twitter

See appendix 5 for @nqican twitter stats from September '14 have been plotted. Some spikes when NQICAN members present at conference and during Clinical Audit Week. It was felt that this demonstrates that Twitter does have a place.

Mentions - around 30 month

Tweet impressions - Following Carl's chairmanship has gone up (Carl tweets though) worthwhile

Profile visits - same shift as impressions New followers - about 200 followers about 6 extra followers per month

Carl has just discovered that the NQICAN Generic Email Account was not being monitored, and has responded to outstanding issues. Michael Spry has offered to manage the e-mail account going forward.

## 6. NQICAN Financial Plan

Finance papers (see appendix 6) circulated outlining the budget allocation from HQIP for 2016/17, and the network requests for funding received so far. The accuracy has been checked - several issues identified particularly where monies carried forward from last year. It became apparent that there was insufficient funding to cover all applications - how do we manage a fair allocation across all networks - approx. £4.5k over budget.

Would we be better to have a single pot of money - give every network equal share once top slice for travel is off, and put underspend back into pot for other networks to bid on.

Carl has asked for accounts for the last two years but this has been to produce. Mandy pointed out that we had received level funding, whilst National Audits have had a reduction of around 20% in their management fees.

Some networks have not made applications for 2016/17, as they have, with the agreement of HQIP carried monies over from 2015/16. This makes the financial situation even worse; as we would be even further over budget had they made application.

Some networks were still waiting for confirmation of their funding application, and there were concerns that they would lose venue bookings and speakers.

It was agreed that the fairest way to allocate the funding would be even spread amongst the networks, once provision had been made to cover travel costs to the quarterly NQICAN meetings and the extraordinary costs to cover the June meeting (£880).

It was agreed with HQIP that we could ask other organisations for funding. This raises the problems around governance and management of finances, bank accounts etc. Carl is happy to undertake the Treasury ship in his protected time if required.

Mandy reported that HQIP are under pressure that we demonstrate evidence that the events are effective to be added as standing items in network reports.

A vote was taken – with 2 options proposed by chair:

Option 1: To reject budget and ask HQIP for further funding to cover all events or

Option 2: Divide budget equally between active trusts, and find other alternatives for funding - agreed

Outcome: Unanimous agreement for option 2.

The Finance Application Form will be revised Mandy, and will be circulated with the draft criteria which now includes travel claims.

#### ACTIONS

- Running of funding to be discussed with HQIP – Carl Walker
- Look at a mixed funding model – Carl Walker
- Send HQIP funding application forms to JH for distribution via email – Mandy Smith
- Mandy & Carl to review applications and notify applicants of amount of funding approved - Mandy Smith & Carl Walker
- Ensure that value for money in events is demonstrated in Network Reports – All Network Representatives
- Look at varying location of NOICAN meetings – Carl Walker
- Need to review application guidance- Agenda for September meeting – Julie Hancocks
- Scope out possibility of NOICAN managing own finances with Mandy and Jane Ingham (provisional date of 28th June made) – Carl Walker
- Circulate electronic version of revised criteria for network funds for comment – Julie Hancocks

Not all regional networks populating website with meeting details .

#### ACTION

Network Representatives to forward details to Tim Lessells.

North East Networks - Michael Spry will try to make contact re network. Jan Micallef is nearest network and has offered to cascade information via e-mail.

### 7. Feedback from Seven Day Service Project Meeting

There was no time to discuss this at the meeting, however, Stuart Metcalf had previously circulated a paper with all the information from the meeting – Refer to Appendix 7.

#### ACTION

Contact Stuart with any feedback on proposed 7DS audit as previously circulated. – Network Leads

### 8. NAGCAE Update

Not discussed at the meeting due to time constraints and the absence of Jeanette Mills.

### 9. National Audit Update

David McKinley (HQIP) attended to update, and table the following paper (refer also to appendix 8):

## National Clinical Audit and Patient Outcomes Programme (NCAPOP) update for NQICAN 15th June 2016

### Commissioning plan

#### Upcoming Specification Development Meetings (SDM):

- 6 July 2016 - Paediatric Intensive Care Network (PICANet)
- 13 December 2016 - National Vascular Registry
- TBC 2016 - Rheumatoid Arthritis
- From August 2016, we will be contacting NQICAN about representation at the SDMs:
- National Emergency Laparotomy (NELA)
- End of Life Care
- Chronic Obstructive Pulmonary Disease (inc Asthma)
- Falls and Fragility Fracture Audit (FFFAP)
- Sentinel Stroke (SSNAP)

### Report update

- Slippage with Cardiac audit reports
- Baseline report on Early Intervention in Psychosis (2014 data) to be reported imminently
- Rheumatoid Arthritis Audit will publish a report 31st July before the audit takes a pause
- 6 month publication schedule is available on HQIP website & updated at the beginning of each month: <http://www.hqip.org.uk/resources/ncapop-publication-schedule/>
- National Clinical Audit and Enquiries Directory updated each month with reports published during the previous month

### Clinical Outcomes Publication programme (COP)

- Recently rebranded and expanded from 'Consultant Outcomes Programme' to incorporate hospital measures
- NHS Choices receives over 85,000 visits / month on the COP programme
- HQIP published the Clinical Outcomes Publication Technical Manual May 2016 including guidance on how audits manage outliers

### Impact of data collected by NCAPOP

- HQIP developing its thinking around capturing impact – one strand is local use of the data for improvement
- Will keep NQICAN informed and would welcome views

### Seven Day Service

- HQIP supporting NHSE with data already collected from across programme
- No plans at this time for the audit programme to collect additional measures to support this work

### New HQIP Staff

- James Campbell has now joined HQIP as an NCAPOP Associate Director
- Sue Latchem has now joined HQIP as Core Services Operations Director

- Jill Stoddard will join HQIP as NCAPOP Operations Director on 13th July

Questions for HQIP / NCAPOP

What information would NOICAN want NCAPOP to provide / routinely update on?

Discussion

David stated that NCAPOP are thankful for NOICAN input at specification meetings. It was valuable for National Audit developers to understand the impact of their data sets on the people managing the data at Trust level. More specification meetings are coming up. Carl agreed that Clinical Audit representation at meetings is important, and it does not have to be an NOICAN member or representative but a Clinical Audit representative with an interest who attends. Travel expenses are paid separately to the HQIP NOICAN budget.

It was agreed that invites to specification meetings would go out on separate cascade e-mails

**ACTION:**

**NOICAN to send separate emails for national audit specification representative requests and scope feedback on each national audit being re-commissioned.**

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

There was insufficient time to discuss at the meeting, however, Richard Arnold has supplied the following written update in regards to HQIP contract:

The 2016/17 contract HQIP holds with NHS England should be signed imminently. NHS England will also look to extend the HQIP contract by a further year into 2017/18. This approach is being taken so enough time will be available to consider the needs of the full NCAPOP procurement in a changing NHS landscape. All future procurement decisions and approach will be agreed by NHS England's SMT.

## 11. HQIP Update (not covered elsewhere)

There was insufficient time to discuss at the meeting, however, Mandy Smith has supplied the following written update:

Publication of updated PPI guides 7th June

HQIP has formally published three new and updated patient and public involvement (PPI) guides, with a special YouTube launch video created and presented by its Service User Network (SUN) members. The resources, which are available to download from the HQIP website, include updated versions of HQIP's PPI guidance, a guide to patient-led panels and a new e-learning toolkit suitable for newly qualified clinicians, patients and the general public.

"At HQIP we're proud to say that PPI is at the heart of everything we do. Our SUN members play a key role in HQIP's work and have helped to produce our new guides." commented HQIP's PPI Lead, Kim Rezel, "It's therefore fitting that they appear in our showcase video. They are a perfect example of effective PPI in action."

Each resource is equipped with practical examples, case studies, tests and the most up to date PPI theory. To download simply click on the links below:

<http://www.hqip.org.uk/resources/patient-and-public-involvement-in-quality-improvement/>  
<http://www.hqip.org.uk/resources/developing-a-patient-and-public-involvement-panel-for-quality-improvement/>  
<http://www.hqip.org.uk/resources/introduction-to-quality-improvement-for-patients-and-public/>

Other resources in development

Best Practice in Clinical Audit

Following review by NOICAN, this guide was reviewed by the AoMRC Revalidation and Professional Development Committee on 8th June, and will now go for design and comms review prior to publication.

Guide for clinical audit leads; Guide to involving junior doctors in clinical audit and quality improvement

Commissioned from Healthcare Quality Quest (HQQ), these two guides are undergoing final design and review prior to publication. HQQ are also working on an updated version of the guide to ethics and clinical audit and quality improvement.

Clinical audit policy, strategy, programme development and reporting

Drafts of these documents are currently undergoing internal review and will be circulated to NOICAN members for review and comment in the next few weeks.

Information governance for local clinical audit

A draft of this guide was reviewed by the HQIP Information Governance Advisory Group (IGAG) on 19th May. IGAG members from NHS England and HSCIC will be working with HQIP to review the draft prior to publication.

Using clinical audit in commissioning – a guide for CCGs

The NHS England Standard Contracts team have contributed to refining the scope for this guide and further work is required.

Statutory and mandatory requirements for clinical audit

An update to this document will be produced by September.

### 13. NOICAN Questions/Opinion Requests

None

### 14. Any Other Business

None

#### Appendices:

- 1 Presentation – NICE – Measuring the uptake of NICE guidance and quality standards
- 2 PDF of Presentation – Quality Improvement – Training for Better Outcomes
- 3 PDF Document - Quality Improvement – Training for Better Outcomes – key findings
- 4 PDF Document - Quality Improvement – Training for Better Outcomes – full document
- 5 PDF Document – Draft network event plan for 2016/17
- 6 PDF Document – Analysis of @nqican twitter account
- 7 PDF Document – Proposal for the Seven Day Services Hospital Survey
- 8 Presentation - Use of National Clinical Audits by the CQC: a collaborative approach with HQIP

