

# National Quality Improvement and Clinical Audit Network



21 September 2016

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

## Minutes

### Attendees

#### Officers

- Carl Walker (CW) - Chair
- Sue Venables (SV) – General Secretary

#### Core Members

- Michelle Garrett (MG) - Greater Manchester Clinical Audit Network (GMCAN)
- Anne Jones (AJ) - South and East London Clinical Audit and Improvement Network (SELCAIN)
- Jen Knight (JK) - South Central CA Network (SCCAN)
- Robert Mercer (RM) - Guidelines & Audit Implementation Network (GAIN) and Northern Ireland Regional Clinical Audit Managers
- Stuart Metcalfe (SM) - South West Audit Network (SWANs)
- Jonathan Mitchell (Jon JM) - East of England Clinical Audit and NICE Network (EECANN)
- Sairatha Nimalathevan (SN) - North London Clinical Audit Network (NLCAN)
- Heather Pratt (HP) - Cumbria and Lancashire Clinical Audit Network
- Michael Spry (Michael S) - Mersey Clinical Audit Network
- Carol Evans (CE) - South East Clinical Effectiveness (SECEN) - Joint Chair
- Julie Hancocks (JH) - Communications Facilitator NQICA

#### Co-Opted Members/Stakeholders

- Richard Arnold (RA) - NHS Commissioning Board
- Susan Latchem (SL) - Healthcare Quality Improvement Partnership (HQIP)
- Kasia Muszynska (KM) - Royal College of Paediatric & Child Health
- Mandy Smith (Mandy S) - Healthcare Quality Improvement Partnership (HQIP)

#### Visitors & Speakers

- Cathy Hassell (NHS England)

#### Apologies

- Val Bailey (VB) - West Midlands Effectiveness & Audit Network (MEAN)
- Catherine Dunn (CD) - North West Mental Health Network
- Paul Gilliatt (PG) - East Midlands Clinical Audit Support Network
- (EMCASNet) Joint Chair with Marina Otley
- Jan Micallef (Jan M) - Yorkshire Effectiveness and Audit Regional Network (YEARN)
- Aimee Protheroe (AP) - Royal College of Physicians of London

## Non Attending Members

- with Emma Marcroft
- Emma Marcroft (EM) - South East Clinical Effectiveness (SECEN) - Joint Chair with Carol Evans
- Nicola Porter (NP) - Guidelines & Audit Implementation Network (GAIN) and Northern Ireland Regional Clinical Audit Managers
- Arlene Shenkorov (AS) - Wales
- Leighton Coombs (LC) - NICE
- Mark Hangman (MH) - Royal College of Paediatric & Child Health - Sent representation (KM)
- Jenny Mooney (Jenny M) - Healthcare Quality Improvement Partnership (HQIP)
- Nicola O'Reilly (NO) - Royal College of General Practitioners

## 1 Welcome

CW welcomed everyone to the meeting and apologies were recorded (see page 1).

It was the last meeting for Mandy Smith from HQIP prior to her retirement, who has supported the group for many years. A note of thanks was given to Mandy from NQICAN for all her support to clinical audit and to the networks.

Network Chair Retirements:

- Simone Jasim – West Midlands Effectiveness and Audit Network (MEAN) Diane Lynch is interim Chair & Val to continue as NQICAN representative.
- Carol Evans and Emma Marcroft – Joint South East Clinical Effectiveness Network (SECEN). The new chair(s) will be elected in November.

A note of thanks for their work was recorded.

New Members:

Sue Latchem (HQIP Director of Operations) was introduced who was attending as part of her induction.

Jill Stoddart Director of Operations, National Clinical Audit and Patient Outcomes Programme (NCAPOP) HQIP will also be a co-opted member going forward.

Michael Spry reported that the NE Network has contacted him re the network (Gateshead will try to set up). Michael has agreed to work with them to ensure that they link in to an active network.

There were no Declarations of Interest recorded.

## 2 Review of minutes and actions from last meeting

The minutes of the meeting on June 15<sup>th</sup> were approved.

Matters arising

Items marked as closed during the meeting:

Reference	Action	Assigned to
1503-07.1	Write to HQIP Chief Executive to request that contacts regarding National Audits be made to generic e-mails in Clinical Audit Departments of organisations Update September 2016 - Complete - Networks have drawn up lists and contact points  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  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	Carl Walker

with statements on the use of audit data and how patients can opt out.

HQIP would be happy to hold a central contact list if this was available.

NOTE New Action Julie Hancocks to investigate the Binley Directory, which is used by National Audit providers when identifying Trusts to participate in audits.

Update June 2015 - Ongoing

Reference  
1512-02.1

Action

Invite Q Initiative representative to attend/talk at a future meeting. Not in conjunction with HQIP or NHS England  
Update September 2016 - East Midlands Network had Q Initiative present at their meeting. Happy to share slides. There is still a lot of development work to be done by QI. CW has a list of all their fellows. Complete.

Assigned to  
Carl Walker

Update June 2016 - Telecom to be organised for week commencing 20.6.16, hopefully leading to a speaker or a telecom for NOICAN membership.

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

NOTE New Action - Network Leads to promote QI Initiative video to networks.

Reference  
1512-10.2

Action

Feedback to HQIP - re spreading out publication of results (at time of meeting 8 national audits were planned to be published in December)  
Update September 2016 - complete

Assigned to  
David McKinley

March 2016 - Process in development

Reference  
1603-2.4

Action

Link to HQIP guide on patient involvement from NOICAN website  
Update September 2016 - complete

Assigned to  
Tim Lessells

Update June 2016 - HQIP guides have been republished. Links from NOICAN website can now be created.

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	<p>Update September 2016 - complete - emailed out</p> <p>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 NQICAN</p> <p>Update September 2016 - complete - on September meeting agenda</p>	Assigned to All Network Representatives
Reference 1606-04.1	<p>Action Network leads to gather contact information for organisations in their network in readiness for the National Audit contact database.</p> <p>Update September 2016 - complete</p>	Assigned to All Network Representatives
Reference 1606-05.1	<p>Action Set up telecom following expressions of interest for Patient First Conference</p> <p>Update September 2016 - complete</p>	Assigned to Carl Walker and All Network Representatives
Reference 1606-06.1	<p>Action Running of funding to be discussed with HQIP</p> <p>Update September 2016 - complete</p>	Assigned to Carl Walker
Reference 1606-06.2	<p>Action Look at a mixed funding model</p> <p>Update September 2016 - complete - on September meeting agenda</p>	Assigned to Carl Walker
Reference 1606-06.3	<p>Action Send HQIP funding application forms to JH for distribution via email</p> <p>Update September 2016 - complete</p>	Assigned to Mandy Smith
Reference 1606-06.4	<p>Action Review funding applications and notify applicants of amount of funding approved</p> <p>Update September 2016 - complete - on September meeting agenda</p>	Assigned to Carl Walker & Mandy Smith
Reference 1606-06.5	<p>Action Ensure that value for money in events is demonstrated in Network Reports</p> <p>Update September 2016 - closed - new action in September</p>	Assigned to All Network Representatives
Reference 1606-06.6	<p>Action Look at varying location of NQICAN meetings</p> <p>Update September 2016 - complete - discussed at September meeting</p>	Assigned to Carl Walker
Reference 1606-06.9	<p>Action Circulate electronic version of revised criteria for network funds for comment</p> <p>Update September 2016 - complete</p>	Assigned to Julie Hancocks
Reference	Action	Assigned to

1606-07.1	Contact Stuart with any feedback on proposed 7DS audit as previously circulated. – Network Leads Update September 2016 - complete - on September meeting agenda	All Network Representatives
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Open and New Actions:

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 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	Assigned to Carl Walker
Reference 1606-03.2	Action NQICAN to prepare a paper in response to Emma Vaux presentation and recommendations Update September 2016 - on September meeting agenda. Paper to be completed for publication on the website	Assigned to Carl Walker
Reference 1606-06.7	Action Need to review funding application guidance- Agenda for December meeting	Assigned to Carl Walker
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 1606-11.1	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
Reference 1609-04.1	Action RA to send brief note on Quality Account view from DH	Assigned to Richard Arnold
Reference 1609-05.1	Action Paper B to be revised to reflect all network meetings	Assigned to Carl Walker
Reference 1609-05.2	Action Networks to check that the event information is up to date on website	Assigned to All Network Representatives
Reference 1609-05.3	Action Further applications for funds - please let Carl know if any allocated funds can be released to support other networks. In future please apply for whole year	Assigned to All Network Representatives
Reference 1609-05.4	Action All travel claims for the 21st September meeting to be submitted to Mandy Smith within 30 days	Assigned to All attendees claiming

Reference 1609-05.5	Action 017/18 budget to be established and networks should have plans for submission by the November meeting	Assigned to All Network Representatives & Carl Walker
Reference 1609-06.1	Action Request for one success and one aim from each network to populate the report by end September	Assigned to All Network Representatives
Reference 1609-06.2	Action All members to review the headings on the info graphic and suggest and amendments, additions or removals	Assigned to All Network Representatives
Reference 1609-06.3	Action Request room availability from NHSE and book meetings	Assigned to Julie Hancocks
Reference 1609-09.1	Action Information re the Paediatric Diabetes National Audit to be disseminated to Networks	Assigned to All Network Representatives

## 7 Day Service Audit

### SM Reported:

- NHS Improvement have made some changes from the previous iteration, but some items will be difficult to capture retrospectively.
- Suggested link to national inpatient survey for patient perspective.
- Survey to clinicians re availability of tests
- Has to be directly entered into the web tool.
- For the next iteration data will be able to be csv uploaded.
- Data can be exported to check it prior to pressing the submit button.
- Web tool has been updated.
- JK is going to network meeting for feedback.
- AJ undertook the webinar, and reported that was useful. NHSE didn't have all the answers to hand, but were able to call back within the day with information.
- Telephone support line available during data collection period.

Questions of what trusts had done with the results of the first data collection.

HQIP asked what the expectation was of what trusts did with the outputs. No action has been taken on trusts 17% who didn't participate. This will probably be managed at CCG level.

### NQICAN response to Emma Vaux's presentation at the June meeting

- Strong views in response to her paper -now published
- Inaccuracies in the report, so NQICAN need to respond now in public domain.
- No mention of National Clinical Audit.
- NQICAN to request references and challenge some of statements
- Those who have fed back to CW were thanked.
- No evidence for sustained improvement mooted in the document.
- The group supported Carl in publishing a response. HQIP asked that they were involved in the discussion, and would support.

#### Actions:

- CW to respond from last meeting
- CW to publish paper for website

### 3 Independent Review of Clinical Audit

Refer to Appendix 1 for Cathy's presentation - *Using qualitative methods to understand senior leader support for clinical audit based quality improvement.*

Part of master study - independent research into the perception of senior leadership in the inability to capitalise on change from clinical audit.

NQICAN members invited to participate in the research

Interviews with CA managers to understand perception of the support of senior leaders.  
9 managers interviewed - diverse regions. 13-14 approached  
No senior leaders interviewed.

Nationally supported and sponsored Clinical Audit since 1990. There is evidence to demonstrate improvement to quality, but studies show adoption is variable across the country.

Needed to use qualitative research to develop domains of a measurement instrument for senior leader support for CA-QI leaders interviewed

Findings are listed within the presentation, with recommendations for

- Trust boards
- Policy makers and providers
- Researchers, senior managers and clinical staff supporting clinical audits in trusts

#### Discussion

Q - Linkage between HQIP and Cathy Hassells findings – there are lots of overlaps. HQIP have done lots of work to try to improve senior leadership for CA

Q -CA for quality improvement - is it assurance or quality improvement  
Guidance needed from NHSE/HQIP

Background: CA used for assurance but does it result in improvements. Senior leadership is found to be a key determinant of this. The study used CA managers experiences to determine how senior leadership contributes or otherwise to this. Senior leadership is important but also specifically how senior leaders work with their CA manager. General opinion also makes a significant contribution (perception of benefits of a project) Leadership from consultants to their junior doctors is vital to prevent the impetus to improve being lost when junior doctors move on.

Recommendations:



- CA needs to be integrated better into efforts to improve practice.
- National CA need to be more timely.
- Use the themes identified to improve the local situation within Trusts.

## 4 NHS England Update

### National Audit Subscription Letter

RA explained the rationale for the new funding model – NHSE is trying to move away from the payment by audit subscription, and to lessen the financial burden on trusts participating in the subscribed audits.

There is now a flat fee, but collected from more trusts. RH stressed that this represented a net contribution to the fund, and the new model did not generate additional revenue. There is a separate piece of work around sustainability.

### Feedback

- Trusts would have liked some warning so that it can be budgeted for.
- Some trusts who have never paid do not have the capacity in their budgets for this year.
- Advance information for 2017/18 budget setting would be appreciated.
- Request that Clinical Audit/Effectiveness Departments are copied in to letter as some Medical Directors and Finance Directors don't actually recognise the letter, and therefore don't act on it.
- Learning to be had in terms of how to manage the dissemination going forward.
- SL asked to be involved in conversation and forward planning and could reflect this on the HQIP website. HQIP have drafted something to share with Richard.
- Suggestion that we list the audits on the back of the letter.
- Looking at taking out of the tariff to cut down on transactional work.
- Northern Ireland small amount contributed. Channel Islands etc. smaller contribution. Wales make a block contribution.
- No charge for private providers of NHS funded services - Local NHS Trust can ask for a contribution.

### NAGCAE

- Future of NAGCAE under review.
- NAGCAE statement will be available in a few days.

### List of mandated National Audits

- RA to review with Yvonne Silove next week - will be mandated via QA steering group.
- List probably available in December.
- RA happy to share the process.

### Other

- No major changes to Quality Accounts for next year.
- Refreshments - no central budget to do this anymore, so future NOICAN meetings will not be catered.

#### Actions:

- RA to send brief note on Quality Account view from DH
- RA to send CW further information on how NCAPOP is funded

## 5 Network Events Update and Finance Plan

There is insufficient budget to cover all the requests, and CW thanked everyone for their can-do attitude in trying to identify other methods of supporting networks. Some networks had not yet put in their applications, expecting there to be a second round of funding requests. CW asked that networks reviewed their application to identify any approved funds that will not be spent by them, in order that it can be reallocated to others requiring funding.

It was noted that Paper B (with the agenda) only details the meetings funded from NOICAN budget. It was requested that is amended to reflect all network meetings.

For transparency all NOICAN travel details will be published - all CW's travel claims need to go through the budget, however he is looking for alternative sources of funding to cover these.

#### Actions:

- Paper B to be revised to reflect all network meetings - CW
- Networks to check that the event information is up to date on website - All
- Further applications for funds - please let Carl know if any allocated funds can be released to support other networks. In future please apply for whole year – All
- All travel claims for the 21<sup>st</sup> September meeting to be submitted to Mandy Smith within 30 days - All
- 2017/18 budget to be established and networks should have plans for submission by the November meeting - All

## 6 Update from the Chair/Officers Update

CASC - State of clinical audit discussion

- Timeliness of report questioned. CW has contacted and CASC will try to be more timely next year, but did state that they had tweeted the initial results earlier. This is the 6th iteration of the survey.
- The NOICAN cascade helped double the survey response from previous year.
- From the questions relating to National Audits, it was difficult to draw any conclusions, as the same audits were included in both the best and worst categories plus depends on which audit the responder has been involved with.
- NOICAN would suggest changes to questions for coming surveys- smarter questions and less subjective, however CASC are reticent to do this, as this would impact on the ability to make year on year comparisons.
- NOICAN resources were acknowledged in the report.

### Clinical Audit freedom of information request by Robin Sassaru

- Report discussed
- Conflicts of interest
- Burden to fulfil the whole request
- There is transparency of Clinical Audit in publication which RS could access
- Will look for publication for report
- There was a suggestion that all QI project reports be written with a view to them being in the public domain once complete. This should be covered in trust QI policies.

### Plan for Patient First Conference 21/22 November

- T&F group set up from previous meeting
- QI Theatre - stand at the conference
- Offered a slot to speak - Carl to speak. Anyone attending the event can have opportunity to speak. Would like to offer 3 mini slots for speakers- Call out to network attending, including attending clinicians
- Free places available through the network. If attending please take a turn in monitoring the stand.

**Action: Call for volunteers to present 15 minute slots in the QI Theatre at Conference**

### Health Foundation Insight Awards Programme

- Paper circulated - Research into why NCA are not leading to Quality Improvement
- NOICAN co-ordinating response on behalf of regional networks.
- Researchers welcome from the networks
- NOICAN would like to know who are the academic involved in this work
- 3 topics - NOICAN to help define
- Funding tied to this
- **Action: CW to send out details around the call for cascade and feedback**

### Clinical Audit for Improvement Conference. 5 October

- Carl presenting - will feed back.
- Discounts available

### Junior Doctors Finals Day 30 November

- Annual event run by CASC
- CW to present on behalf of NOICAN
- Not regularly attended by CA professionals - please promote within networks

### Risk Scoring of Clinical Audit Results

- Thanks to all who joined the e-mail conversation.

- ? Is e-mail the best forum to do this, or should we have alternative methods (i.e. Website) - felt to be useful as then all responses could be seen, (Once it has been discussed thought the group)

#### NQICAN Twitter Report

- Report with papers - for review – number of followers continues to increase

#### Annual Report

- HQIP value our report to inform bids
- CW suggested an info graphic, and tabled the same - e-document with hyperlinks, which was agreed to be a good and accessible method to produce the report

#### Action:

- Request for one success and one aim from each network to populate the report by end September - All
- Would all members review the headings on the info graphic and suggest and amendments, additions or removals – All

#### Dates for 2017 meetings

##### Dates to be agreed

Short list from NHSE on room availability to be requested, to inform meeting date setting

Opportunity for those who can't attend to dial in to be considered

Location of meetings discussed. Do we want 3 in London and one elsewhere possibly in Midlands (November) – CW to scope cost and logistics

#### Action:

- Request room availability and book meetings - JH

## 7 National Clinical Audit Update

Jill not in attendance to update from HQIP as she hadn't been asked to attend due to HQIP update at last meeting.

#### Feedback from specification meetings

- Volunteers required - min of 1 (max of 2) for each meeting
- 3 up-coming specification meetings:
  - Emergency Laparotomy 20th December
  - Rheumatoid Arthritis 23 November
  - Vascular. 13th December

#### COPD Specification Meeting attended by Michael Spry

- Due to commence rolling from February
- Pilot of tool due now
- Emma Vaux in attendance at the meeting- QI work will come from the project. Mandatory requirement to do a piece of QI work at Trust level which will be logged
- Aim to make the data burden as light as possible.

- Data specification has been published

#### Errors in the Royal College of Emergency Medicine Report

There was an error on the national report, but it didn't affect local results.

Q - What assurance is undertaken through quality control work.

A - There is vast work, with multiple sign offs, which is why reports take so long to be published.

#### Funding of NCAPOP Audits

See above, in NHS England Update

## 8 HQIP Update

#### Clinical Audit awareness week 22 - 30 October

- Feedback to HQIP ideas to go onto the website
- Coffee Morning
- Conferences
- Could we incorporate promoting other QI methods into the week?
- Could we use the week to build bridges between other QI and CA if in separate departments

#### Resources in development

- All won't be finished before Mandy retires
- Some are already with developers
- Information Governance draft to bring back to NOICAN members- in the next couple of weeks for a short consultation. Please respond quickly. N.b guidance not prescriptive.
- Using CA in Commissioning will be delayed possibly to next year

#### HQIP representation of NOICAN following Mandy Smith's retirement

To be discussed post meeting. There will be on-going support.

*Written report from Mandy Smith, tabled at meeting:*

#### National clinical audit update

Subscription funding – The HQIP website has been updated to reflect the changes notified to trusts in the NHSE gateway letter from Bruce Keogh. <http://www.hqip.org.uk/national-programmes/a-z-of-nca/subscription-funding/> All NHS trusts are now required to pay a flat rate subscription of £10,000. See also the NHSE update from Richard Arnold.

#### NAGCAE

We can confirm that NHS England has taken the decision to disband the National Advisory Group on Clinical Audit and Enquiries (NAGCAE). HQIP will not be commenting until NHSE release their official announcement of this decision via their website. See also the NHSE update from Richard Arnold.

## Clinical Audit Awareness Week

Clinical Audit Awareness Week will run from 22-28 November this year. These dates have been selected so #CAAW is bookended by Patient First (22-23 Nov, Excel, where HQIP is overseeing content for the Quality Improvement Theatre) and the Junior Doctors Clinical Audit/QI Conference & Awards on 30 November (Leicester, in conjunction with CASC and being chaired by our medical director Danny Keenan).

Please keep an eye on the website and e-bulletin for more information. Please let [communications@hqip.org.uk](mailto:communications@hqip.org.uk) know of your plans so we can share and celebrate all of the events planned.

### Action:

- Networks / trusts to think about how they use clinical audit awareness week (22-30 Nov) to raise profile of clinical audit and other quality improvement methods.

## HQIP resources in development

Thanks to all of you who have responded to our consultations.

The updated guide for clinical audit leads is now on the website, and will soon be joined by 'Best Practice in Clinical Audit' and the guide to involving junior doctors in clinical audit and quality improvement.

The clinical audit policy, strategy, programme development and reporting guides are now with the designers in preparation for publication.

Information governance for local clinical audit - We hope to have a draft of this guide ready to circulate to NOICAN members for a final consultation within the next two weeks.

### Using clinical audit in commissioning – a guide for CCGs

There have been some further delays in the production of this guide. Publication is now likely to be early next year.

### Statutory and mandatory requirements for clinical audit

An update to this document will be produced by the end of October.

## Staff changes at HQIP

Introducing Susan Latchem, Director of Operations, who will be playing a key role in future engagement with NOICAN as Mandy Smith will be leaving HQIP at the end of October.

Carl Walker will be meeting Susan, Mandy Smith and Jane Ingham after this meeting to discuss future plans.

### Personal Note from Mandy Smith

As this is my last NOICAN meeting, I should like to thank all of the members of NOICAN and its predecessor organisations for their help and support over the last few years. Please pass on my

thanks to the members of your networks who have welcomed me and other representatives of HQIP to your meetings.

## 9 Any other business

Royal College of Paediatrics and Child Health. Kasia Muszynska discussed the Paediatric Diabetes audit which will have an online reporting tool to enable improvements to be identified.

There is training for Regional Diabetes Network Managers. On 6th December. E-learning tool in development. Looking for support and expertise from NOICAN.

Suggestions:

- Buddy system
- Expressions of Interest to participate from the group
- RCPCH would like take support from the group

Actions:

- To be disseminated to networks
  
- Consider signing up to Clinical Audit Randomised Coffee Trail as part of NHS change day on 19th October [https://www.surveymonkey.co.uk/r/audit\\_RCT\\_2016](https://www.surveymonkey.co.uk/r/audit_RCT_2016)