



## **South West Audit Network (SWANs) Annual Report 2018 19**

The South West Audit Network (SWANs) meet twice a year normally in June and November in Taunton which is a central location to maximise attendance within the wide geographical south west area.

The network is made up of 31 organisations across the South West area with 83 members (at end of April 2019). It is noted that a number of organisations are going through merger and will reduce the membership further over the coming years.

The network is subscription based and the fee was held a further year at £70 per year. In addition, the network receives monies from the National Quality Improvement (inc. Clinical Audit) Network (N-QI-CAN). The subscription and N-QI-CAN monies are used to support the running of the network and training and education.

This has been a developmental year for the network with the Chairman Sarah Chessell (SC) having been appointed in November 2017 and subsequently appointing a deputy chairman and treasurer and communications officer. Working together, a substantial period of time was taken assessing the status of the network, ensuring there was an up-to-date members list and gaining access to the previous historic subscription monies, ensuring that all members had paid their subscriptions (2017/18 48% and for 2018/19 at November 2018 98%) and ensuring that the strategic priorities for training and meetings were identified.

As part of this developmental work, the terms of reference were reviewed and updated to include the SWANs steering group (chairman, deputy chairman and treasurer and communications officer) to enable coordinated planning of key actions to be taken forward.

As a change to the network meetings, SC implemented an agenda item where each organisation provides one slide outlining one key success and one key challenge and how they are overcoming or have overcome it. Each organisation has two minutes (timed) to outline their points with question taken at the end. This has proved a very popular agenda item and members asked and the item was moved to the morning to enable further discussion during the networking lunch. The item has received national recognition with SC asked to provide a paper to N-QI-CAN outlining the key points (See appendix 1).

It was agreed during 2018/19 that a further additional training would be held for members and work has been undertaken to identify potential training providers and priority training. It is envisaged that this will be held in 2019/20.

The venue of the meeting was discussed over the year and considerations including venues, catering, costs and presence were considered. It is recognised that we need to ensure we have a presence ideally in an NHS service provider with good access, ease of parking which needs to be central in the South West area and should be cost effective. Efforts to find a free room in an NHS organisation continue to not be possible despite various requests. Members were asked to consider rotating the venue around the south west. Two meetings were held in 2018/19 at the Canalside meeting venue in Taunton but it was felt by members that Junction 24 was a more central location.



It was agreed in 2018/19 that all SWANs communication would be via the N-QI-CAN forum rather than via email unless there is an urgent item for circulation. Recognising this is a new way for the network to communicate, the Chair has been encouraging communication via the forum and this is increasing. The Chairman has asked the N-QI-CAN chairman for a SWANs space available only to SWANs members which will be developed over the coming months.

Key appointed officers during 2018/19:

- **Chairman.** Sarah Chessell (SC), continues in her role (started three year term in November 2017) and is an active member of N-QI-CA-N. SC was a member of the task finish group working with Carl Walker and Marina Otley to re-vitalise Clinical Audit Awareness Week and was recognised with a Clinical Audit Hero Award for her contribution. SC was also a member of the task finish group for the first N-QI-CAN national clinical audit questionnaire, working on the design and review of the results and actions.
- **Deputy Chairman and Treasurer.** Laura Lewis, (Exeter) resigned as deputy chairman and treasurer, having changed jobs. Following an advert for replacement of the role and discussions with several interested parties, Clare Turner, (Gloucester) was appointed. Our thanks were extended to Laura for her support and enthusiasm and we wish her all the best in her new role.
- **Communications Officer.** Dawn Tilsey, (Bristol) had an extended period of sickness and subsequently resigned as communications officer. Our thanks were extended to Dawn for her support and enthusiasm, and we are delighted that Dawn is still an active member of the network. In Dawn's absence, Rebecca Shephard, Clinical Audit Facilitator at Poole Hospital provided interim support. Following Dawn's resignation it was discussed and agreed that Rebecca would continue in the role.

The below outlines the key points of the SWANs meetings for 2018/19. Full papers are available on the forum.

#### Meeting 21<sup>st</sup> June 2018 key points:

- **Business meeting** including update on National Quality Improvement and Clinical Audit Network (N-QI-CAN) key points including strategic priorities for 2018/19, agreement on way forward with training priorities.
- **Presentation:** Update from National Quality Improvement and Clinical Audit Network (N-QI-CAN) and "How can I support you in my role as N-QI-CAN Chair" (Carl Walker)
- **Presentation:** Awareness of the role of QI at Yeovil (Charlotte Mitchell)
- **Presentation:** Key updates from NICE inc. NICE Impact Reports (Jane Jacobi, South West NICE Facilitator)
- **Local round up:** what's going on at Trusts: one key success and one key challenge (and how you have overcome or are overcoming it) Each trust provided a single slide outlining key points for awareness and discussion.
- **Presentation:** "Clinical Audit Leadership in Action: Developing the role of the clinical audit team in the facilitation of clinical team led clinical audit and quality improvement" (Sarah Chessell)
- **Discussion:** Training for SWANs – feedback and discussion post survey.



### Meeting 15th November 2018 key points:

- **Business meeting** including update on National Quality Improvement and Clinical Audit Network (N-QI-CAN) key points and discussion regarding strategic priorities for 2018/19, agreement on way forward with training priorities.
- **Local round up:** what's going on at Trusts: one key success and one key challenge (and how you have overcome or are overcoming it) Each trust provided a single slide outlining key points for awareness and discussion.
- **Presentation:** HQIP Update and "What you need me to know"  
Sue Latchem, Director of Operations (core) Healthcare Quality Improvement Partnership (HQIP)
- **Training:** Human Factors Awareness training (Alison Watt)
- **Network discussion:** Clinical Audit Awareness Week #CAAW18 (19th – 23rd November 2018). What activities are planned in your organisation?
- **Network discussion: Sharing Your Clinical Audit Successes**
- **Presentation: Clinical Audit Dashboard**  
Lucy Stewart, Gloucestershire Care Services NHS Trust

Looking forward into 2019/20, the network will meet on the 21<sup>st</sup> June 2019 and 15<sup>th</sup> November 2019. The network will undertake further development to recognise the changing national agenda, incorporating QI and ensuring that clinical audit is undertaken to improve the quality of patient care. In addition, the network will provide more training opportunities on key priorities.

**Sarah Chessell,**  
**Head of Research, Innovation, NICE and Clinical Audit**  
**Chairman of the South West Audit Network (SWANs)**

**18<sup>th</sup> August 2019**

Appendix A: South West Audit Network (SWANs) Local Round Up



## South West Audit Network (SWANs) Local Round Up

As part of the revised meeting format from June 2018, each member organisation is asked to provide a slide that highlights one key success and one challenge that their team is currently facing. This is presented by the organisation to the group with each organisation given 2 minutes to talk about their slide with questions asked at the end of the session. The chairman oversees the round up using a kitchen timer, giving the presenter a reminder 1 minute and 30 seconds!

When all of the slides have been shown they are then discussed in a friendly, constructive way. It has been found to be a positive way of sharing good practice between organisations, and an excellent prompt for networking opportunities.

June 2019

**2gether**  
Making life better

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### One Key Success and Challenge:

One major challenge we have is finding data collectors to actually collect the required information for the audit.

We've overcome this by making contact with junior doctors at the start of their placements rather than waiting for them to come to us.

This is therefore our Key Success as we had the initiative to do this!

### SWANs Meeting November 2018

#### Poole Hospital NHS Foundation Trust

**Key Success**

- **Communication and Promotional Activities**
  - Use of Twitter e.g. 'tweets' following AGM and after training sessions (picked up as part of 'tweets of the week' on staff bulletin)
  - Interview with LCCA – PHFT YouTube
  - Stand at Poole AGM
  - Clinical Audit Awareness Week

**Current Challenge**

- **Integration of Quality Improvement Projects**
  - Creating new procedures to register QI projects as well as clinical audit projects
  - Develop team members knowledge and skills in QI
    - Planned QI training

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