



**Actions Arising from National Quality Improvement (incl. Clinical Audit) Network (N-QI-CAN) meeting held on 18<sup>th</sup> June 2020 via MS Teams**

**Present:**

Carl Walker (N-QI-CAN Chair)  
Victoria Patel (YEARN)  
Sarah Byrne (M-QI-CAN)  
Jordan Thompson (NECAN)  
Laila Gregory (LQICAN)

Sarah Chessell (SWANS / General Secretary)  
Sue Venables (SECEN)  
Emma Lofthouse (SCCAN)  
Liz Cheal (SCCAN)  
Louise Waller (EMCASNet)

Alka Anoop (EoECAN)  
Marina Otley (EMCASNet)  
Janette Hunt (GMCAN)  
Diane Lynch (MEAN)

**Co-opted members**

Linda Chadburn (Pennine Care/RcPsych Rep)  
Lorna Pridmore (HQIP)

Lisa Cowie (NHS England / Improvement)  
Kim Rezel (HQIP)

Caroline Rodgers (HQIP)  
Rachel Tebay (RCP Lung Ca)

**Apologies**

Catherine Dunn (NWMHCAN)  
Janette Mills (NCA local audit rep)

Millar Tracy (MEAN)

Heather Pratt (LCCAN)

Supporting papers & presentations for the meeting are available to view on the NQICAN Networking & Sharing Forum (NNSF) - [link](#)

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**N-QI-CAN Action Notes – 18<sup>th</sup> June 2020 meeting (Actions RAG updated as at 24/9/20)**

| Action Ref | ITEM / ACTION   | BY WHOM | BY WHEN      | RAG |
|------------|---|---------|--------------|-----|
| 1          | <b>Welcome and declarations of interest</b>   |         | Revised date |     |
|            | Declarations of interest - No declarations of interest.<br>Welcome to Jeanette Hunt – new chair of GMCAN, Jordan Thompson – defacto chair of NECAN and Louise Waller – incoming EMCASNet chair who will be taking over from Marina Otley in July. CW thanked Marina and led a clap of thanks by all members.  |         |              |     |
|            | <b>Matters arising – Update on Unresolved actions carried over from previous meetings</b>   |         |              |     |
| 1.1        | <b>06/19 ACTION:</b> CW/SV to advertise for volunteers to help with Forum administration and development. <b>Update:</b> Agreed CD to lead with CW – needs date setting up for T&F group.   | CW/CD   | Jul-20       | 5   |
| 1.2        | <b>09/19 ACTION:</b> Communication with Trusts. It was felt that communication with trusts is variable, with letters regarding national clinical audit not being sent to clinical audit departments and appropriate leads in Trusts. Following discussion, agreed that N-QI-CAN would set up a list of all trusts and contact details to improve this situation and share the list on the N-QI-CAN website / Forum. <b>Update:</b> List of organisations produced – need to agree process to populate contact details and updating document going forward | CW      | Jul-20       | 4   |
| 1.4        | <b>09/19 ACTION: Communication post.</b> CW advised the group this post needs to be in place asap with protected time to deliver the roles detailed in paper F. Copy of the advertisement to be placed on the forum and a copy sent to the NHS communication teams.<br><b>Update:</b> Post has been advertised – interviews 24/6.<br><b>Update:</b> Re-advertised due to not appointing after the first round – closing date 18/9   | CW / SC | Jul-20       | 4   |
| 1.5        | <b>12/19 ACTION:</b> Any feedback from users (hospitals, commissioners etc.) about what data outputs are useful and how data should be presented would be welcomed. CW to pick up outside the meeting with Kelly O’Brien NICOR programme lead to look at how NQICAN can support development of the NICOR programme.   | CW      | Jul-20       | 1   |
| 1.6        | <b>12/19 ACTION:</b> Going forward for network chairs and NQICAN officers there will be a communication with line managers from N-QI-CAN about the work and time commitments. There will also be an annual letter of thanks sent by   | CW      | Jul-20       | 4   |

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|      | N-QI-CAN chair to the line manager (Also consider cc Chief Exec, Medical Director and Chief Nurse to help raise profile).   |               |        |   |
| 1.7  | <b>12/19 ACTION:</b> YEARN are taking forward the work around costing NCA.- initial work started at Nov meeting. VP to draft a plan and start piloting costing model.<br><b>Update:</b> Delayed due to COVID – plan discussed at YEARN on 15/6.   | VP            | Sep-20 | 3 |
| 1.8  | <b>12/19 ACTION:</b> Regional network groups on NNSF need verifying by chairs. CW to share the members in each network with the Chairs so that they can follow-up if not current members.<br><b>Update:</b> SWANS/ SECEN / SSCAN completed so far                                       | CW and chairs | Jul-20 | 3 |
| 1.10 | <b>12/19 ACTION:</b> NQICAN need to have a contact point on our website for businesses that would like to sponsor any meetings. CW to make sure email contact details are available along with guidance on sponsorship of meetings.<br><b>Update</b> – Added to wider governance review | CW            | Sep-20 | 3 |
| 1.11 | <b>12/19 ACTION:</b> SC to work on an expenses protocol for N-QI-CAN members<br><b>Update:</b> Added to wider governance review   | SC            | Sep-20 | 3 |
| 1.12 | <b>12/19 ACTION:</b> Members to send CW a profile picture for use in website, annual report and social media  | ALL           | Jul-20 | 3 |
| 1.13 | <b>3/20 Action:</b> LG is collating data for time and motion study about chair times but hasn't been able to finish.<br><b>Update:</b> LG to review data received and follow-up with those chairs yet to submit.  | LG            | Sep-20 | 3 |
| 1.14 | <b>3/20 Action:</b> Agreed going forward that N-QI-CAN will have some core standards of best practice for networks to consider and report on.<br><b>Update</b> – Added to wider governance review   | CW/SC         | Sep-20 | 3 |
| 1.15 | <b>3/20 Action:</b> N-QI-CAN officers to formalise work with NHSEI – more service level agreement. Also scope out what's involved with us becoming a registered charity and managing our own accounts and feedback at future meeting.<br><b>Update:</b> Delayed to COVID19              | CW/SC/<br>RA  | Sep-20 | 3 |
| 1.16 | <b>3/20 Action:</b> N-QI-CAN officers to review leads / membership for Wales / NI / Scotland / Ireland / Crown sovereignties and NCA providers.<br><b>Update</b> – Added to wider governance review   | CW/SC         | Jun-20 | 3 |
| 1.17 | <b>3/20 Action:</b> SC to think about how support from officer's trusts is added into governance arrangements to help   | SC            | Sep-20 | 3 |

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|      | highlight the importance of the regional chair role.<br><b>Update</b> – Added to wider governance review  |         |         |  |   |
| 1.18 | <b>3/20 Action:</b> CW to write a letter of thanks to DK and her line manager / CEO.  | CW      | Sep-20  |  | 5 |
| 1.19 | <b>3/20 Action:</b> Roger and Marina to share report and results on NNSF and present findings at Clinical Audit conference in March. <b>Update:</b> Slides shared – Conference rearranged to 11 <sup>th</sup> Sept due to COVID-19.   | RS/MO   | Sept-20 |  | 5 |
| 1.20 | <b>3/20 Action:</b> Agreed that the new 'UPCARE' process for NCAs will hope standardise information available about NCAs. CR to share draft version 2 for comment when able. Also HQIP to make UPCARE tool available for non NCAPOP NCAs to use.<br><b>Update:</b> CR to provide update on this | CR      | Jul-20  |  | 1 |
| 1.21 | <b>3/20 Action:</b> CW to stand down as member of RCP FFFAP board due to potential conflict of interest. CW to get in contact with LF about advertising for another clinical audit professional to sit on the board.  | CW / LF | Jun-20  |  | 1 |
| 1.22 | <b>3/20 Action:</b> CD to work with CW to lead a T&F group on increasing engagement in forum. Most viewed forum on NNSF is the Clinical Audit Tools.<br><b>Post meeting update:</b> Call for volunteers on NNSF. T&F group arranged for 10 <sup>th</sup> July                                   | CD / CW | Jul-20  |  | 5 |
| 1.23 | <b>3/20 Action:</b> CW to look into governance around our network of infographic users so don't use for sensitive data until confirmed.<br><b>Update:</b> On hold until Governance review undertaken. Renewed licences where expired.   | CW      | Sep-20  |  | 3 |
| 1.24 | <b>3/20 Action:</b> Training event SC/LG to continue on with plans.<br><b>Update:</b> Delayed due to HQIP withdrawing support and COVID-19.   | SC / LG | Jul-20  |  | 3 |
| 1.25 | <b>3/20 Action:</b> TM to review the training directory as the 6 monthly update so we can publish on our website.<br><b>Update:</b> On hold until Governance review undertaken.   | TM      | Jul-20  |  | 1 |
| 1.26 | <b>3/20 Action:</b> East of England Network volunteered to write a blog.  | AA      | Sep-20  |  | 1 |
| 1.27 | <b>3/20 Action:</b> SC also agreed to write a blog as new General Secretary.  | SC      | Sep-20  |  | 1 |
| 1.28 | <b>3/20 Action:</b> SC stepping down as SWAN chair due to taking on general secretary role. SC to advertise for a replacement.<br><b>Update:</b> No meetings due to COVID19 – will raise this at next meeting 2/7.  | SC      | Jul-20  |  | 3 |

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| <b>2</b> | <b>Presentation of Forward Plan (Paper B)</b>  |         |        |   |
|          | <p>CW presentation paper B. Following March’s meeting – T&amp;F group of all members met in May to discuss draft plan devised by CW, SC and SV. Plan amended following feedback and shared for comment / feedback on Forum and emailed to all members. 2 webinars via MS teams have also been held which were attended by 40 network members. CW thanked everyone for their input. CW asked for members to approve common purpose and supporting plan</p> <p><b>Note:</b> All members present voted to support common purpose and supporting plan. Agreed that plan will evolve – common purpose will remain same over next 3 years.</p>   |         |        |   |
| 2.1      | <b>Action:</b> CW to share common purpose and forward plan with network members.   | CW      | Jul-20 | 4 |
| 2.2      | <b>Action:</b> CW/ SC to formulate plan into operational plan and put call out for regional network to lead on each of the interventions with protected monies available.  | CW/SC   | Jul-20 | 4 |
| 2.3      | <b>Action:</b> SC and CW to complete Governance review and share ahead of next meeting   | SC/CW   | Sep-20 | 4 |
| <b>3</b> | <b>COVID 19 update</b>   |         |        |   |
|          | <p>SC led a discussion on impact of pandemic and plans to restart/reawaken the programme and shared experiences from her own trust. CW highlighted that the pop-up forum dedicated to COVID-19 has been well received with over 100 posts and over 3000 views. Our supporting blog has also been well received. Concerns raised around backlog of work for many staff who have been re-deployed will have to restart work on their return to their role.</p> <p><b>NCA programme:</b> Some projects suspended, how can these be restarted – what about the backlog? Data being used to help assess if there has been an impact on quality of care and outcomes due to the effects of the pandemic. ICNARC has been pivotal. Members shared their frustration that there have been mixed messages in regards to the national programme.</p> |         |        |   |
| 3.1      | <b>Action:</b> RA / CR to share any updates from NHSEI in regards to NCA programme and impact of COVID19 when they are announced.  | RA / CR | Sep-20 | 4 |
| 3.2      | <b>Action:</b> Learning from COVID19 has been added as one of our interventions for our forward plan.  | CW      | Sep-20 | 5 |
| 3.3      | <b>Action:</b> Regional network meetings to be rearranged with interim virtual meetings reported as successful.  | All     | Jun-20 | 4 |

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| <b>4</b>    | <b>Core Updates</b>  |         |        |   |
|             | CR, KR and LP highlighted key points in paper C.   |         |        |   |
| <b>4.1</b>  | HQIP would like help with the review of their guides. Sometimes need to be clearer who guidelines are aimed at, CA professionals, providers, Boards etc.<br><b>Action:</b> Email KR with thoughts on making guides available in word so templates can be used. | All     | Sep-20 | 5 |
| <b>4.2</b>  | <b>Action:</b> CR to confirm NCAB reports rollout timetable for remaining NCAPOP projects.   | CR      | Jul-20 | 1 |
| <b>4.3</b>  | <b>Quality Account</b> Extension to mid December, internal sign off by mid October. No external assurance required this year. <b>Action:</b> All to feedback this back to network members.   | All     | Sep-20 | 5 |
| <b>4.4</b>  | <b>Action:</b> CW to write to NCA providers (non NCAPOP) to encourage them to use UPcare tool on their websites.<br><b>Update:</b> CW awaiting summary of Marina Otley and Roger Simpsons work.  | CW      | Sep-20 | 3 |
| <b>4.5</b>  | <b>Action:</b> If there are any mergers of trust/organisations please let LP know so that subscriptions can be updated.  | ALL     | Sep-20 | 1 |
| <b>4.6</b>  | <b>Action:</b> LG and LP to discuss outside the meeting reorganisation in London area in terms of COVID-19 hospitals.  | LG / LP | Jul-20 | 1 |
| <b>4.7</b>  | <b>Action:</b> KR to put a post on the Forum to call for help with updating the guides.  | KR      | Sep-20 | 1 |
| <b>4.8</b>  | <b>Action:</b> CW/KR to contact NCA boards and ask them to consider having CA professional's presence and help provide a suitable representative.  | CW/KR   |        |   |
| <b>4.9</b>  | <b>Action:</b> CW/SC to draft process for how we advertise / recruit suitable colleagues to sit on NCA Boards.   | CW/SC   | Sep-20 | 1 |
| <b>4.10</b> | <b>Action:</b> KR to feedback to LW in regards to concerns raised around the UEL asthma metrics and the national audit metrics and possible duplication.   | KR      | Aug-20 | 5 |
| <b>5</b>    | <b>Officers Updates – Paper D</b>  |         |        |   |
| <b>5.1</b>  | Following CW's presentation of paper D the following actions were agreed:<br><b>Action:</b> SC to update the Forum to say applications for the comms officer are now closed.   | SC      | Jun-20 | 5 |
| <b>5.2</b>  | <b>Action:</b> Annual reports are now due for networks. CW to email out a template to share network headlines and  | CW      | Jul-20 | 1 |

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|            | successes.  |         |        |   |
| <b>5.3</b> | <b>Finances:</b> HQIP are still managing our funding at the moment on behalf of NHSEI. CW raised concerns that we are currently not mentioned in the HQIP annual report and asked for this to be recognised in 19/20 annual report.<br><b>Action:</b> KR to take back to HQIP.                                    | KR      | Jul-20 | 3 |
| <b>5.4</b> | <b>Action:</b> CW&SC to look at a formal vote to have a Treasurer in the governance arrangement review.   | CW&SC   | Sep-20 | 3 |
| <b>5.5</b> | <b>Action:</b> CW to add finances to the Chair induction programme.   | CW      | Jul-20 | 5 |
| <b>5.6</b> | <b>Action:</b> CW / SC to confirm 20/21 network budgets and rethink how finance is spent to prevent under spend.  | CW&SC   | Jul-20 | 3 |
| <b>5.7</b> | <b>Action:</b> AA and JT volunteered to help update our web page and consider changing providers.   | AA&JT   | Sep-20 | 1 |
| <b>5.8</b> | <b>Post meeting action:</b> Agreed that we will state that we have received no additional income in our accounts for transparency purposes.   | CW      | Sep-20 | 4 |
| <b>9</b>   | <b>Date and Time of next meeting</b>  |         |        |   |
|            | <b>Action:</b> Agreed that we will continue with quarterly meetings. Task and finish groups will then report into this. Once things settle down, we would still like to meet in person maybe twice yearly.<br>Post meeting note: Next meeting has been arranged for 29 <sup>th</sup> September 10am-1pm (virtual) | CW / SC | Sep-20 | 5 |