

Actions Arising from National Quality Improvement (incl. Clinical Audit) Network (N-QI-CAN) meeting held on 4th March 2021 via MS Teams – FINAL DRAFT



Present:

Carl Walker (N-QI-CAN Chair)
 Sarah Byrne (M-QI-CAN)
 Jordan Thompson (NECAN)
 Laila Gregory (LQICAN)
 Emma Lofthouse (SCCAN)
 Victoria Patel (YEARN)
 Linda Chadburn (CaLCan Co-Chair)

Sarah Chessell (N-QI-CAN General Secretary)
 Alka Anoop (EoECAN)
 Janette Hunt (GMCAN)
 Guy Whalley (SECEN)
 Louise Waller (EMCAIN)
 Leslie Lawson-Kinross (SWANs)

Rebecca Shephard (N-QI-CAN Comms Lead)
 Lisa Crowie (NHS England)
 Manpreet Riyait (NHS England)
 Caroline Rogers (HQIP)
 Kim Rezel (HQIP)
 Sheeba Mehta (SCCAN)
 Michael Sykes (External presentation)

Co-opted members

Jannette Mills

Apologies

Tracy Millar (MEAN), Diane Lynch (MEAN), Catherine Dunn (CaLCan)

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

N-QI-CAN Action Notes – 4th March 2021 meeting (Actions RAG updated as at 08/06/21)

Action Ref	ITEM / ACTION	BY WHOM	BY WHEN	RAG
1	Networking Chair's Welcome		Revised date	
	Carl Walker welcomed everyone to the meeting and extended welcome to Guy Whalley, attending for SECEN. SV has had to stand down as chair of SECEN with immediate effect due to ill health. CW wished her well on behalf of all members.			

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2	Matters arising – Update on ongoing actions carried over from previous meetings unless superseded.					
	<p>CW presented on Paper A – as there are now many pages of actions on the minutes, to use an action log that RS will keep up to date– actions to be looked at end of meeting if there are any further updates that have not been covered in the meeting. The action log will be maintained outside the meeting, and only matters arising that were marked as 1-3 on the previous minutes are included on these action notes.</p> <p>Matters of accuracy for minutes of previous meeting 3rd December 2020: the version sent out with the agenda was agreed as accurate.</p> <p>N-QI-CAN Governance Document (Paper B) for noting as this was agreed and approved via email. LW confirmed that EMCAIN were now happy to approve the document following a recent meeting with CW and so this has now been approved by all networks. CW thanked all members, EMCAIN, NHSE/I and HQIP for their support.</p>					
2.1	<p>09/19 ACTION: 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.</p> <p>07/20 Update: List of organisations produced – need to agree process to populate contact details and updating document going forward.</p> <p>09/20 Update: delayed awaiting appointment of communication lead.</p> <p>12/20 Update All regional chairs to review list on forward plan and update with contacts for each of the networks. RS to support where required.</p>	All/RS	Mar-21	4		
2.3	<p>12/19 ACTION: NICOR programme. 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 N-QI-CAN can support development of the NICOR programme. 09/20 Update: Louise let CW know there is a member of East Midlands that was interested in being an N-QI-CAN representative on National Clinical Audit boards. Catherine suggested that there should be a named individual for N-QI-CAN for all of the national audits as an 'expert'</p> <p>12/20 Update: A member from East Midlands expressed interest in being clinical audit representative on NICOR. CW to follow-up with Kelly and Tasha – may need more than one link to cover all NICOR projects.</p> <p>3/21 CW has not received a response from anyone at NICOR so has escalated to HQIP to look into.</p> <p>8/6/21 Resolved – closed.</p>	CW CR	Mar-21	5		

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2.5	<p>12/19 ACTION: Costings of NCAs. 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.</p> <p>07/20 Update: Delayed due to COVID – plan discussed at YEARN on 15/6.</p> <p>09/20 Update: VP to discuss findings of costing NCAs with CW/SC and other members if they want to get involved with this piece of work.</p> <p>12/20 Update: Sheffield are pulling together the pilot of the cost model on of acute NCAs. VP has asked for a MH and Community rep of YEARN to pilot the model. N-QI-CAN support will be sought if no volunteers forthcoming.</p> <p>03/21 Update: Vicky has been unable to take this forward due to being redeployed, CW is happy to help</p>	VP/CW	Mar-21	3
2.9	<p>12/19 ACTION: N-QI-CAN members profile photos. Members to send CW a profile picture for use in website, annual report and social media</p> <p>09/20 Update: Chairs to send CW your profile pictures for inclusion in N-QI-CAN annual report / website by Wed (9/10)</p> <p>12/20 Update: Webmaster Tim Lessells has added profile pictures to website for those that have sent, asking for any further to be sent, RS to follow up</p>	ALL /RS	Jan-21	5
2.16	<p>3/20 Action: Infographic software use. CW to look into governance around our network of infographic users so don't use for sensitive data until confirmed.</p> <p>03/21 Update: On hold until Governance review undertaken. Renewed licenses where expired.</p>	CW	Mar-21	3
2.17	<p>3/20 Action: N-QI-CAN Training event SC/LG to continue on with plans.</p> <p>07/20 Update: Delayed due to HQIP withdrawing support and COVID-19. 09/20 Update: Delayed due to SC working on governance arrangements.</p> <p>12/20 Update: Delayed but possibly plans to run training in Nov 2021 (?) SC and LG to re-convene T&F group.</p>	SC / LG	Mar-21	3
2.18	<p>3/20 Action: N-QI-CAN training directory. TM to review the training directory as the 6 monthly update so we can publish on our website.</p> <p>Update: On hold until Governance review undertaken.</p> <p>09/20 – No progress due to redeployment</p> <p>12/20 CW to discuss with TM and arrange review and publish on our website</p> <p>03/21 Update: CW and officers to take forward as MEAN have been unable to finish</p>	TM CW	Mar-21	1
2.22	<p>03/20 Action: NCAB reports timetable.CR to confirm NCAB reports rollout timetable for remaining NCAPOP projects.</p> <p>09/20 Update: Currently still in progress, waiting for CQC</p> <p>12/20 Update: KR – HQIP intends to add all NCAPOP projects onto the platform but takes time. The CQC dashboard does look different to HQIP platform, but everything that is on there is up to date. This is a joint project with CQC and the uploading and maintenance of the platform is self funded - not controlled directly by HQIP commissioning process. Group expressed interest in report and benchmarking being released at same time. CW with support of HQIP to take this to the national quality board. CR to provide update on remaining roll-out plan.</p>	CR / CW	Mar-21	3

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2.27	06/20 Action N-QI-CAN treasurer role: CW&SC to look at a formal vote to have a Treasurer in the governance arrangement review. 09/20 update – awaiting confirmation of governance arrangements. 12/20 SC to continue to act as treasurer until new governance / process agreed	CW&SC	Mar-21	3
2.29	06/20 Action: N-QI-CAN Webpage AA and JT volunteered to help update our web page and consider changing providers. 12/20 Update N-QI-CAN Blog to be merged with website before Christmas. Changes can be made via Tim Lessells or via RS as first contact.	CW/Web master/ AA&JT	Jan-21	5
2.36	09/20 ACTION: HQIP Contract Awareness – RA to raise awareness of the contract and key measures of success as agenda item at future N-QI-CAN meeting. 12/20 No Update	RA	Mar-21	1
2.39	09/20 ACTION: National Data Opt Out – HQIP Directory – Laila to liaise with HQIP to put into contact with member of team to discuss adding data opt out info to Directory. 12/20 Update Opt out information to be added as this would only have to be done once, CW to provide information to Lorna to clarify what this should include – ‘what is required by trusts in terms of NDOO?’ 03/21 Update HQIP confirm that this can be added to the directory. CW to populate using Kingston work.	CW	Jun-21	3
2.45	09/20 ACTION: Involvement of Regional Chairs on NNSF – Comms officer scoping exercise of involvement of regional chairs on NNSF. 12/20 Update RS to take this forward now in post. LW suggested sending out the list of users for each of the network	RS	Mar-21	5
2.47	12/20 ACTION: Clinical Audit Representatives for National Clinical Audit Board – There is now a vacancy for a clinical audit professional to sit on the FFFAP board, CW will bring this back once there is clarification on what this role will be. SC queried how many of the NCAs have vacancies on their boards, and how this should be distributed amongst members. Task Finish Group to map this. To be there as a local audit rep rather than as N-QI-CAN rep so that confidential info doesn’t need to be shared. SC to discuss with Kim and Caroline at monthly meeting. 03/21 Update: CW to put a call out for expressions of interest for network members to represent N-QI-CAN on FFFAP and AMD in quarterly newsletter.	CW / SC CW	Dec-20 Mar-21	4
2.48	12/20 ACTION: Exception report of NCAs during COVID - All Members to ensure that their executives and CQC are aware of the fact that they have not submitted data and the reasons for this as there are likely to be questions and explanations required in the future. Exception report on participation and also a statement in quality reports for next year. CW To follow up on links CQC and clarify who would be the best person to invite to come to speak at March meeting to be shared with networks. SC offered Matt Reynolds who recently presented at SWANs 8/6/21 CQC to present at June meeting.	CW	Mar-21	5

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2.49 (12.20 .01)	12/20 ACTION: N-QI-CAN Membership Continue with forward plan to scope for more diverse membership for N-QI-CAN and regional networks 03/21 Update: CW to put a call out for expressions of interest from primary care network members to be a co-opted member of N-QI-CAN in quarterly newsletter.	CW / All	Mar-21	3
2.50 (12.20 .02)	12/20 ACTION Governance email update: All regional chairs to circulate email from CW to network members in regards to new governance noting extended deadline (31/12) for comments.	All	Jan-21	5
2.51 (12.20 .06)	12/20 ACTION Forward Plan: Networks to review agreed interventions in the forward plan and see what members want to get involved with / lead on. Review at March meeting.	All	Mar-21	5
2.52 (12.20 .07)	12/20 ACTION Webinar 'Clinical Audit Integration with QI': CW to write letter of thanks to those colleagues who presented and shared in the QI session.	CW/RS	Dec-20	5
2.53 (12.20 .11)	12/20 ACTION Query around NCA of Psychosis - Caroline to look into programs v projects to be reported in Quality accounts and bring back to meeting. CW to consider setting up spreadsheet to help measure this consistently again. 03/21 update: Agreed that this is not required this year following changes to the QA list which now details projects instead of just programmes.	CR	Dec-20	5
2.54 (12.20 .13)	12/20 ACTION New Regional Chairs: New chair inductions for LLK and JT 03/21 update: LLKs completed. CW to arrange JT's induction.	SC/CW	Mar-21	5
2.55 (12.20 .16)	12/20 ACTION Communication via Forum: Regional chairs to use forum to support sharing meeting papers (reducing email traffic) and keep network web pages up to date.	All	On-going	
3	Officers Update (Paper C):			
3.1	General Secretary Update			
	Governance arrangements (TOR):			
	<ul style="list-style-type: none"> Approved beginning January following wide ranging consultation and discussion with N-QI-CAN members and community Thank you to everyone for their time, comments and feedback Flexible approach to updates moving forward (raise with SC) 			
	Declaration of Interests			
	<ul style="list-style-type: none"> 2019/20: closed, thank you. 16 core members (15*/16 – 94%), 2 co-opted (100%) *Lancashire & Cumbria (LCCAN). Agreed close (vote Dec 2020 (prev HP)) 			

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	<ul style="list-style-type: none"> • 2020/21 Q1 & Q2: closed. 15* core members (15/15 – 100%) & 2 co-opted (100%) *North West Mental Health (NWMHCAN) merged with Lancashire & Cumbria • 2020/21 Q3 (1st Oct – 31st December) due. Please send into SC <p>Matters arising outside core meeting:</p> <ul style="list-style-type: none"> • Finance – modelling inc. 2021/22 monies (under finance update) • Concern - HCUK conference. Potential internal breach of N-QI-CAN confidentiality. Decision made for N-QI-CAN not support due to lead by commercial company, lack of national speakers, not the right time due to pandemic, communications made without permission by HCUK, not supported by NHSE / HQIP. JM/LW speakers in their individual rights and are not speaking on behalf of N-QI-CAN. Informed N-QI-CAN members. • Concern - NICOR ongoing lack of engagement. Discussed and escalated to HQIP. <p>Key actions moving forward:</p> <ul style="list-style-type: none"> • DOIs - Q3 (1st Oct – 31st December) due. Please send into SC • Further streamline DOI process • T&FG conference / training event • Planned workshop for March meeting will be undertaken over the next couple of months and query as an extra meeting. Facilitated by SC and CW workshop will be time out and team building including - how we can ensure we are taking forward an effective workplan that supports all of your individual and network needs <p>Finance</p> <p>Update on activity arising outside core meeting:</p> <ul style="list-style-type: none"> • Finances reviewed and model established ensuring regular review • Finance updates now included in regular meetings with HQIP • Finance 2020/21 – modelling undertaken / agreed retrospective reimbursements for regional chairs with evidence of meetings and taking forward actions. Please contact SC regarding your intent to invoice. • Finance 2021/22 agreed with NHSE / HQIP capped at £35k for re-imbursements* • *Modelling 2021/22 undertaken. Noting pandemic impact (underspend) and approval governance arrangements the following model is proposed to ensure we have effective support for N-QI-CAN achievement of forward plan <p>Proposed modelling re-imbursements 2021/22 to ensure effective support for N-QI-CAN achievement of forward plan. Modelling agreed with HQIP and NHSE for this year. Approved.</p>			
(03.21 .01)	03/21 ACTION Declarations of interest, Q3 due: SC requested RS send DOI forms to all members to complete within the next two weeks	RS/SC	Mar-21	5

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(03.21.02)	03/21 ACTION Re-imbursements for NQICAN Chairs: SC to send out guidance to members regarding claiming re-imburement funds for Network activities.	SC	Mar-21	5
(03.21.03)	03/21 ACTION Re-imbursements for NQICAN Chairs – All Network chairs to return re-imburement forms	ALL	Apr-21	5
3.2	<p>Chair Update (Paper A, also includes summary of Paper D)</p> <p>Paper D should be available via MS Teams so that members will be able to read and access. The forward plan will need to be agreed by NHS England and HQIP.</p> <p>Webinar (provisional date of 27th April) planned to discuss how we measure improvement going forward ie successes each year. CW planning to send out a flyer regarding content with comms regarding the webinar.</p> <p>Launch of N-QI-CAN: Website and blog has now been merged and updated. Still a work in progress, but feels that this is an improvement. Potential plan for all regional chairs to update their own page, or if not Tim Lessells / RS will continue to update. CW asked for volunteers if there anyone would like to help with updates of the website, happy for people to help / replace Tim as he is a volunteer. Thanks from members to Tim personally. CW noted increased traffic to the website, last month had more than double the usual number of views per month.</p> <p>NNSF members – users that had not accessed the forum in 2 years / never logged in were emailed, and then if did not log on removed – 200 deactivated, RS will repeat this in 6 months to remove inactive users.</p> <p>Starting the work on cross referencing members from list being sent to RS, going to be cross referenced with list of forum members when this has been received. JT suggested that the forum ‘Members’ section could include functionality to select the network and see all of the users that have registered as members of that network.</p> <p>Twitter – the N-QI-CAN account has a large number of views and followers, suggestion that the regional chairs could act as guest tweeters once per month, to Tweet about ‘a day in the life’ as regional chair. SC suggesting creating a paper to bring back for June meeting with details of expectations for Tweets and a brief framework.</p> <p>T&FG CW/RS Piktochart – use of the infographics licence, plan to look at how much use is being made of Piktocharts across the networks</p> <p>T&FG for real time evaluation of NCAs – LW and LG expressed interest in taking part</p>			

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	Process for electing new Chair for N-QI-CAN as CW at end of third term in Dec will be discussed at next meeting.			
(03.21.04)	03/21 ACTION Forward plan CW/SC to agree the forward plan with HQIP and NHS England in further meetings	CW/SC	Mar-21	5
(03.21.05)	03/21 ACTION Cross referencing NNSF and network contacts CW/RS to ensure that when emailing lists of members that all the necessary GDPR regulations and statements are complied with.	CW/RS	Mar-21	5
(03.21.06)	03/21 ACTION Merged/Re-named Networks on NNSF – Northwest Mental Health Network has been merged into CaLCAN- RS will update all members so that they have been changed, and East Mids needs to be changed to EMCAIN	RS	Mar-21	5
(03.21.07)	03/21 ACTION Webinar CW planning to send out a flyer regarding content with the other communications regarding the webinar. Agreed 28 th April	CW	Mar-21	5
(03.21.08)	03/21 ACTION Piktochart Planned T&FG CW/RS, too look at the use of the infographics licence, and plan to look at how much use is being made of Piktocharts across the networks	CW/RS	Mar-21	3
(03.21.09)	03/21 ACTION Evaluation of National Clinical Audits T&FG for real time evaluation of NCAs – LW and LG expressed interest in taking part	CW	Mar-21	3
(03.21.10)	03/21 ACTION Agreed to launch website and send out tweets, post on forum and include in quarterly newsletter	CW	Mar-21	5
(03.21.11)	03/21 ACTION Members to review new website and feedback with any amendments / ideas for content.	ALL	Apr-21	5
4	Break / networking			
5	Updates from the Regional Networks			
	<p>Updates from regional members present. Slides to be circulated with the meeting papers (Paper E). SC and CW both thanked members for their continued work in the area of clinical audit despite pandemic. Great to see that the majority of networks continue to meet virtually during second peak.</p> <p>Piktochart – need to check re governance as they are an external company, but possibility to invite them to present at a future N-QI-CAN meeting.</p> <p>Governance around Clinical Audits being presented at regional meeting – is there a procedure, should this be added to an update to the governance arrangements. Networks should ensure that they have approval from the clinical audit lead, and should have a documented trail of the agreement.</p>			

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	Sarah Byrne asking for tools to help with auditing digital record keeping audits – Joint working with record keeping audits as a possible action. Options appraisal			
	CW also asked for updates from co-opted members. JM questioned the process for electing new Chair for N-QI-CAN and CW confirmed the end of his third term was not September but instead December 2021. It was agreed this would be discussed further at the June 2021 meeting.			
(03.21 .12)	03/21 ACTION As part of forward plan networks to consider sharing more successful projects. Ensure projects are registered with host organisation and supervisor consents to project being shared at network meeting.	ALL	Ongoing	3
(03.21 .13)	03/21 ACTION East Midlands Contacts: RS to support with looking for members for the regional networks, looking for new member organisations	RS	Mar-21	5
6	Lunch break			
7	Presentation – Impetus to change: a multi-site qualitative exploration of the national audit of dementia – Michael Sykes			
7.1	Presentation by Michael Sykes, NIHR doctorate research fellow. (Paper F)			
	The excellent presentation looked at effects of audit on the ward staff, the possibilities data to be collected and submitted as a ‘tickbox’ exercise, very resource intensive. MS challenged ‘How can the culture of the organisation be changed so that useful data is collected?’ Michael to send slides that have been accepted for publication after the meeting. Offered to also present for Regional network meetings on request, also happy to be emailed with questions etc.			
(03.21 .14)	03/21 ACTION Impetus to change presentation CW to follow up with Michael Sykes outside the meeting to possibly continue his work, and to promote Michael’s work at further meetings for N-QI-CAN	CW	Mar-21	1
8	Updates from National Bodies			
8.1	NHSE/I Verbal update Lisa Cowie			
	<ul style="list-style-type: none"> - NHS England and Improvement – consider whether our projects are diverse and inclusive, could we be reaching to other groups to reach a wider range of people - Health Observatory may want to present to N-QI-CAN, to be considered as an agenda item for the September meeting - Members queried whether there is going to be further work on re-distribution of the burden of national audits (currently mostly focused on acute Trusts). Mental health national audit is planned, but felt that this still mostly on acute sector. To be discussed at the N-QI-CAN steering group as part of the work programme, and brought up again formally with NHSE and HQIP. - NHSE are trying to move towards using data that is already collected for other purposes to help reduce the burden on the organisations. 			

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8.2	HQIP update from Caroline Rogers and Kim Rezel (Paper G)			
	<ul style="list-style-type: none"> - NACEL – N-QI-CAN members expressed concerns over contacting carers and staff during this time, and the potential change in the quality of care from pre-covid. Any individual organisations need to raise with their own medical directors if feel that they should not be participating. - Quality accounts – the list mentions programmes rather than specific audits, members requested that this should be changed in the future to give a breakdown of the individual projects, CW to follow up with Lorna Pridmore (updated on previous action) - National data opt out deadline extended to September 2021. The regulations should already be followed by organisations if possible and every effort should be made to act in compliance with the opt out. - Date for CAAW is still being finalized due to pandemic. - Members queried whether there can be more standardisation of national audit reports, as there is a wide range in content of those currently published. 			
(03.21 .15)	03/21 ACTION CW to follow-up with Health Observatory	CW	Apr-21	1
(03.21 .16)	03/21 ACTION NACEL – plan to write a letter from the group with the concerns to the commissioners in going forward with NACEL during the pandemic	CW/SC	Mar-21	5
9	AOB / Close			
	CW thanked everyone for joining during difficult times and their continued input into our meeting and forward plan.			
10	Date and Time of next meeting – 15th June 2021 10am – 2pm (via Microsoft Teams) Future meetings: TBA September 2021.			