

Actions Arising from National Quality Improvement (incl. Clinical Audit) Network (N-QI-CAN) meeting held on 15th June 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 (CLCan Co-Chair)

Sarah Chessell (N-QI-CAN General Secretary)
 Alka Anoop (EECANN)
 Janette Hunt (GMCAN)
 Guy Whalley (SECEN)
 Louise Waller (EMCAIN)
 Bob Nicholls (Deputy Chair, SWANs)

Rebecca Shephard (N-QI-CAN Comms Lead)
 Catherine Dunn (CLCan)
 Diane Lynch (MEAN)
 Caroline Rogers (HQIP)
 Kim Rezel (HQIP)
 Mike Zeiderman (External presentation)

Co-opted members

Apologies

Leslie Lawson-Kinross (SWANs), Tracy Millar (MEAN)

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

Action Log available on request or via [link](#) (MS Teams) for N-QI-CAN members.

N-QI-CAN Action Notes – 15th June 2021 meeting (Actions RAG updated as at 06/07/21)

Action Ref	ITEM / ACTION	BY WHOM	BY WHEN	RAG
1	Networking Chair's Welcome		Revised date	
	<p>CW welcomed everyone to the meeting and extended welcome to Bob Nicholls, Deputy Chair for SWANs, attending on behalf of LLK.</p> <p>CW thanked Janette Mills for her input on regional and national level as a co-opted member of N-QI-CAN, also noted that she will still be eligible for upcoming N-QI-CAN officer elections.</p> <p>CW noted that it was excellent to have all 12 regional networks in attendance.</p>			

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2	Matters arising – Update on ongoing actions carried over from previous meetings unless superseded.				
	<p>Matters of accuracy for minutes of previous meeting 4th March 2021: the version sent out with the agenda was agreed as accurate.</p> <p>CW presented on Paper A, stating that as action log was looked at outside the meeting by N-QI-CAN officers that only significant actions will be brought up and discussed in the meeting, and asked members to flag any matters arising if they feel it would be pertinent to discuss during meeting.</p> <p>N-QI-CAN Regional Network Mailing List (previous action): CW has explored queries around IG and resolved – no issues sharing list of members and can have ‘opt out’ mailing list rather than opt in. Now looking at creating a master mailing list on N-QI-CAN Teams to be updated by all regional network leads. CW has checked with IG, and it is approved on the understanding that the regional chairs will have access for purposes of updating their own list, but not for than downloading the entire list and sending out emails or sharing with a third party. Agreed that this needs to be added to the governance arrangements for N-QI-CAN. No objections from members as long as governance put in place. RS still working on public mailing list with general inboxes.</p>				
(06.21 .01)	06/21 ACTION MS Teams Training: Plan for a short session on how to use Teams and how this is set up to be led by SC and supported by RS.	SC/RS	Jul-21	1	
(06.21 .02)	06/21 ACTION Governance Update: Guidance on use of the shared email list to be added to the N-QI-CAN Governance document	CW/SC	Jul-21	1	
3	Officers Update (Paper B):				
3.1	<p>General Secretary Update</p> <p>Matters arising outside core meeting</p> <ul style="list-style-type: none"> • NACEL – Escalated urgent concern of national audit due to not clinically ethical at this time. Meeting with Tina Strack and Caroline Rogers, HQIP agreed adjustments to audit. • NICOR – Escalated concern, lack response NICOR team. Actions taken by NICOR: <ul style="list-style-type: none"> – Identification queries (three) who let N-QI-CAN know hadn’t had response. NICOR team resolved and apologised for the lack of timely response. – Helpdesk enquiries - offered assurance no backlog and correspondence actioned within a timely manner. – Website home page telephone number removed: switched to email only queries during pandemic. – Quality Accounts – request South Central regional network could HQIP “provide trusts with the figures and participation they have had in national audits to use for their quality accounts”. Discussed with HQIP, not feasible as information held by organisations. • N-QI-CAN Webinar - Measuring success in our local Clinical Audit & other QI programmes. Supported event and presented - Overview 				

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of our New Governance and forward plan

- **N-QI-CAN blog** - Bonkers: reflections on time, creativity, and opportunities. Published.
- **CASC meetings.** Confirmed under new governance that CASC remain are non-voting member of EMCAIN. Positive discussions and agreement we are working in the same space respectfully and working towards our (N-QI-CAN) common purpose under our new governance. N-QI-CAN currently discussing with HQIP feedback received from delegates at the HCUK/CASC auditorium regarding HQIP involvement with local clinical audit community.
- **General Secretary.** SC has successful in receiving funding for a national project (subject to press embargo currently. SC has provided notice that she will finish in her role as GS on the 30th September.
- **Therefore/... Upcoming election of officers:**
 - **Priority - election of chair.** Expression of Interest (EOI) from the June N-QI-CAN meeting. Email will be sent by N-QI-CAN Comms lead to eligible members requesting call out for EOIs. Deadline for EOI is Tuesday 26th July 2021.
 - HQIP in an independent supportive role will check eligibility of EOIs against criteria from the Governance arrangements
 - N-QI-CAN Comms lead will circulate the eligible EOIs to the regional chair for regional network vote.
 - Expressions of interest should be written knowing they will be publicly available.
 - Election of chair final vote to be undertaken in September meeting.
 - New chair in December meeting will oversee the election of the general secretary.
 - Will be undertaken in line with our approved Governance which includes call for EOIs
 - HQIP have agreed to independently oversee the election process.
 - Elections due to take place in December which is when both the Chair and the General Secretary terms have been served.

Declaration of Interests

- **2020/21 Q3** (1st Oct – 31st December) in progress, thank you. 15 core members (14*/15 – 93%), 2 co-opted (100%) *Awaited – Please send into SC ASAP:
 - London Quality Improvement (inc Clinical Audit) Network (L-QI-CAN)
- **2020/21 Q4** (1st Jan – 31st March). 15 core members (11*/15 – 73%), 2 co-opted (50%) *Awaited but recognise only requested last week.
- **2021/22 Q1** (1st April to 30th June). SC to request shortly (via Microsoft form).

N-QI-CAN re-imburements

- Finance discussed at bi-monthly Officers meetings with HQIP
- 2020/21 reimbursements. Support to regional chairs regarding invoicing with supporting evidence
- Finance 2021/22 capped at £35k for re-imburements. Model approved March
- Please ensure you send in your regional plan of re-imburements for your chair role and regional training / events

CW and SC will still be able to attend as a co-opted member for another year. CW congratulated SC and thanked for support in work so far. Members thanked SC for support. LW asked why the elections are being overseen by HQIP rather than NHS England – HQIP more directly

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	involved with N-QI-CAN.			
	Reimbursements – asking for plans to be sent. SC plans to go through how to do re-imburement requests properly at the same session as looking at Teams. EL and SC to look at her finances outside of meeting. CW asked for the wording of ‘Consultancy work’ to be changed prior to slides being added to the forum and changed to Task and Finish groups. Training should be checked with officers before going forward if they intend to apply for reimbursement from N-QI-CAN. An objective for all members should be to try to use the allotted amount of funding for the year. LG asked if anyone had received any good virtual training that they could recommend. LW asked if training could be done nationally, or if regional networks could share training, SC reminded that it should only be if the trainer is happy to allow potentially larger numbers of people to attend.			
(06.21 .03)	06/21 ACTION N-QI-CAN Officer Elections: RS to send out request for EOI for officer positions to all eligible members	RS	Jun-21	5
(06.21 .04)	06/21 ACTION Reimbursement training: SC to add 10-15 mins to talk about this to the planned session training on how to use MS Teams	SC/RS	Jun-21	1
(06.21 .05)	06/21 ACTION Reimbursement 2021/22: ALL Regional Network Chairs to send 2021/22 reimbursement plans to SC by end of July – dates of meetings and training for planning purposes.	ALL	Aug-21	1
3.2	<p>Chair Update (Paper B, also includes summary of Paper C)</p> <p>All members should be able to add to the forward plan on Teams.</p> <p>Following update to website – visits to the site have increased significantly, breakdown per page is available if any chairs want to know how many people are looking at the page for their network. 5 of the networks have more than 40% of members that have posted on the forum in line with our improvement target. RS in process of cross referencing the list of members and the members of the forum. CW has updated method of creating the newsletters to include links to larger number of individual posts, this has increased the number of people logging on to the Forum on the day that the newsletter is sent out. CW to follow-up with IT silent partners in regards to improvements requested to forum.</p> <p>National Diabetes Audit meeting 05/07/2021: CW asked members to contact him if they would like to attend – CW attending but SC is on AL.</p> <p>Request for collaboration by National Ophthalmology Database Cataract Audit (Paper D) has been created – steering group members to be decided by officers, and then they will be asked to update the N-QI-CAN meeting either by presenting or sending a paper. There were also no objections to the “National Quality Improvement (incl. Clinical Audit) Network (N-QI-CAN) Contact/Proposal form”, and as such this will be uploaded to the N-QI-CAN website for use going forward.</p>			

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	<p>Infographics – CW stated that our infographics accounts are not being utilised optimally at present, CW/RS plan to write to all current users and check if they are still using log-ins. Members state that they would like to use but have not used the software previously and so are not confident to use log-in, CW will arrange training on how to use Infographic software for members.</p> <p>Clinical Audit Awareness Week (CAAW) may be moved from November due to clinical pressures, a possible 3rd wave of COVID and also to allow for better planning with new officers and HQIP comms team. Most members in favour of delay, and for the date to be moved to earlier in year (rather than November) in future – possibly in the spring or September. Some trusts plan to go ahead with a local smaller events and celebrate COVID heroes and this was approved and encouraged by N-QI-CAN and HQIP. SC still planning possible large scale training event. CR to take this back to HQIP to make a decision, and joint communications with NHS England Improvement to be sent out as soon as possible. Also scope out best date to move to.</p> <p>CW attended the successful Clinical Auditorium organised by HCUK and CASC as UHL representative rather than in role as chair of N-QI-CAN but some delegates queried why HQIP weren't at the event. CW agreed to feedback to HQIP that their absence was noted and offered them a 'right to respond'. CR stated that HQIP as a rule don't support events organised by commercial companies. CW to send HQIP response to organisers and post on forum.</p> <p>CW updated on forward plan Paper C – lots of progress being made despite continued pressures on us all with impact of pandemic. LC / CD and CALCaN agreed to take lead on options appraisal for IT solutions to support Clinical Audit, other QI and NICE / Clinical Effectiveness.</p> <p>CW reviewed co-opted membership to see where we have gaps in our membership. Agreed CW will put out a call to CA networks members for co-opted members to represent Ambulance trusts, Primary care, Care homes, Hospice, and Prison Service.</p>			
(06.21.06)	06/21 ACTION National Diabetes Audit meeting 05/07/2021: CW asked members to contact him if they would like to attend	ALL	Jun-21	5
(06.21.07)	06/21 ACTION N-QI-CAN Contact/Proposal form: New collaboration form agreed – webmaster to upload to contact page of website.	Webmaster	Jun-21	1
(06.21.08)	06/21 ACTION Collaboration with Royal College of Ophthalmologists: CW to contact Royal College of Ophthalmologists to support colleagues sitting on their board.	CW	Jun-21	1
(06.21.09)	06/21 ACTION Infographics Users: CW/RS plan to write to all current users and check if they are using Infographics login.	CW/RS	Jul-21	1
(06.21.10)	06/21 ACTION Infographics Training: CW to arrange training on how to use Infographics software for members.	CW	Jun-21	1
(06.21.11)	06/21 ACTION CAAW Date: Caroline Rogers to take discussion on CAAW back to HQIP to make a decision, and joint communications with NHS England to be sent out as soon as possible	CR	Jun-21	5

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(06.21.12)	06/21 ACTION Co-opted members: Agreed CW will put out a call to CA networks members for co-opted members to represent Ambulance trusts, Primary care, Care homes, Hospice, and Prison Service.	CW	Jun-21	4
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).</p> <p>AA gave a verbal update from EECAN – RS to add emailed information to slide and add to Powerpoint set after meeting. National clinical audit of psychosis query sent by one of their members.</p> <p>MEAN hoping to meeting again soon</p> <p>Query from SCCAN regarding national data opt out – HQIP confirmed that DPIA is done for each of the national projects. HQIP guidance and also information on the forum. https://www.hqip.org.uk/resource/information-governance-in-local-quality-improvement/#.YMiMhqhKi71</p> <p>CW thanked chairs for all their continued efforts and that it was excellent to see our networks growing despite pandemic pressures.</p>			
(06.21.13)	06/21 ACTION LQICAN Members-only NNSF area: LG requested a members area on the NNSF forum, CW to raise with the external IT support	CW	Jul-21	1
(06.21.14)	06/21 ACTION SECEN Chair: CW/SC to contact GW offer guidance on procedure for election of new chair for SECEN	CW/SC/ GW	Jun-21	1
6	Lunch break			
7	Presentation – Update from the CQC – Mr Mike Zeiderman			
7.1	<p>Presentation by Mr Mike Zeiderman; CQC National Professional Advisor (Surgery). (Paper F)</p> <p>Mr Mike Zeiderman, consultant colorectal surgeon, gave permission for presentation to be recorded and posted for viewing by network members. All providers in the country were inspected by 2019, but with no subspecialty focus, which meant that ‘surgery’ would be inspected as a whole with no breakdown of separate services. Presentation described a number of changes due to COVID, as CQC looked for different ways of working to try to avoid putting providers under pressure. Now looking more specifically at breakdown of areas. Data sources used by the CQC were described, and examples of key clinical metrics for an inspection in surgery given including national audit results. Reactions to outliers requested from providers. It was highlighted that the CQC are looking at data as a way to start conversations, but organisations need to show awareness of their data and outcomes. MZ confirmed that PIR will no longer be used as part of the inspections.</p>			

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	<p>SC Commented regarding validity of data being seen as out of date due to reporting on a cohort sometimes years in the past and needing to change the culture in organisations in their responses. MZ: importance of clinical buy in, possibility of including data as part of clinician appraisals, highlighted that this is for starting conversations</p> <p>LC commented it would be preferable to use targets/benchmarks rather than 3 standard deviations to measure performance, as has seen examples in audit where a result has shown significant improvement but due to all other Trusts showing improvement they have remained an outlier. MZ agrees with importance of using thresholds to show improvement.</p> <p>SB Participation and case ascertainment is important to ensure data reflects performance accurately. Problem of consultant level data only being available to consultants</p> <p>DL Are local audits going to be included in data examined for the CQC inspections as well as national? MZ: The local audits can be used as evidence during inspections ie if a National audit has highlighted a problem, a subsequent local audit into why could be submitted to inspectors. Good examples of Trusts are normally aware of their data and results.</p> <p>CR Good regular contact between HQIP and the CQC. MZ: CQC now trying to look at data via Model Hospital</p> <p>CW asked how long it was likely to be for the CQC to move from using standard deviations to benchmarking, MZ responded that is still in progress</p> <p>DL asked if monthly Paper insight report from CQC will become electronic – MZ agreed to check. MZ confirmed that PIR will no longer be used as part of the inspections.</p>			
(06.21.15)	06/21 ACTION CQC Presentation Recording: CW/RS to add recording of presentation to N-QI-CAN YouTube and make link available for N-QI-CAN members to view.	CW/RS	Jun-21	5
(06.21.16)	06/21 ACTION CQC Insight Report: DL asked if monthly Paper insight report from CQC will become electronic – MZ agreed to check – CW to follow-up.	CW	Jul-21	1
8	Updates from National Bodies			
8.1	NHSE/I Verbal update – no availability from NHS England Improvement to give an update at this meeting			
8.2	<p>HQIP update from Caroline Rogers and Kim Rezel (Paper G)</p> <ul style="list-style-type: none"> - Lorna will be updating the directory - Highlighted NHS Trust page as a resource– gives links to all reports / recommendations for that particular Trust - New member of comms team in post - National Clinical Audit Benchmarking moving forward for this year - SB asked if previous version are available as currently can only see most recent updates: KR to follow that up, and also to check frequency of updates - PPI – offer for anyone to contribute into the process or submit any questions to Kim - NCAPOP data submission now going back to mandatory – letter was sent round from NHS England and Improvement, on the quality accounts page on HQIP website, members indicated that this needs some clarification as to when data submission is mandatory from. HQIP have assumed that this is with immediate effect, and the letter was sent to be distributed by the audit providers. - SB question on data cleansing for audit of psychosis – CR/HQIP are aware and are in communication with the audit 			
(06.21.)	06/21 ACTION HQIP NCAB Update: KR to follow up on whether previous versions of results are available and can be	KR	Jun-21	5

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17)	added to NCAB on HQIP website, and also to check frequency of updates Post meeting update sent by KR: 1. When we update slides with the newly published reports do we remove the slides using the older data? A member asked if there is access to historical slides as they find this useful? Historical data are shown as a line graph for each metric. 2. How frequently is the information updated? How long is the delay from the report being published to this being added to NCAB? Annual update. Delay varies from 1 to 3 months depending on how quickly the audit provider respond to CQC queries on the data			
(06.21.18)	06/21 ACTION National data collection CR to confirm timings for Trusts as to when they need to restart NCAPOP programme if they have not already re-started.	CR	Jun-21	1
9	Discussion: Measuring Successes			
	Over 100 attendees at the Webinar 'Measuring success in our local programmes' 28/04/2021, with positive feedback on the 3 presentations. CW planning to send thanks to managers of all the regional chairs with the publication of the annual report – to send name/ emails of relevant line managers to RS. How we are delivering common purpose with improvement of quality locally? CW planning to send out a self assessment that people can complete per network / organisation with number of projects and number of projects where there is evidence to show improvement, to show how audits have made a difference. Members agreed that this is a good plan, with the caveat that the project is likely not to have publishable data until around 3 years in. CW to work-up and share for comments. T&F if required.			
(06.21.19)	06/21 ACTION Annual Report Letter of thanks: ALL to send name/ emails of relevant line managers to RS if would like to receive letter from CW.	ALL	Jun-21	1
10	AOB / Close			
	AOB items raised: Emma Lofthouse – Clinical Auditorium going to be run on the same date of the meeting in September, CW and SC have been in contact with them regarding this. Guy Whalley – Sam Riley running Making Data Count plot the dots via Teams. GW raised for awareness of all members. Sarah Chessell – SC has sent flowers and card to Sue Venables on behalf of N-QI-CAN members.			
(06.21.20)	06/21 Action Clinical Auditorium: CW to ask organisers if they can move event so N-QI-CAN members can attend.	CW	Jun-21	5
11	Date and Time of next meeting – 2nd September 2021 10am – 2pm (via Microsoft Teams) Future meetings: 2nd December 2021			