

What is WMQRS?

The West Midlands Quality Review Service (WMQRS) was set up on 1st April 2009 as a collaborative venture by NHS organisations in the West Midlands to help improve the quality of health services by:

- Developing evidence-based Quality Standards
- Carrying out developmental and supportive quality reviews – often through peer review visits
- Providing development and learning for all involved

Expected outcomes are:

- Improvements in the quality, safety and outcomes of services reviewed
- Increased organisational confidence and competence in clinical quality assurance across the West Midlands
- Organisations with better information about the quality of clinical services

www.wmqrs.nhs.uk

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Welcome!

2012/13 has been a busy year with reviews of the care of adults with long-term conditions and children with diabetes across the West Midlands, a national programme of adult haemoglobin disorders reviews, and commissioned reviews of imaging and theatres and anaesthetics.

Many thanks to everyone who helped to make these programmes such a success.



The overall evaluation of the Long-Term Conditions review programme showed that 79% of respondents found the peer review visit to their organisation was a helpful experience and 88% of reviewers said that the experience of being a reviewer had been useful in developing their own services.

Quality Review Visits

Programme	Re-views	Sponsoring Network or Care Pathway Group
Completed in 2012/13		
Long-Term Conditions	157	West Midlands Long-Term Conditions Care Pathway Groups
Paediatric Diabetes	14	West Midlands Paediatric Diabetes Network
Adults with Haemoglobin Disorders	28	UK Forum on Haemoglobin Disorders
Imaging	1	Commissioned by Trust
Theatres & Anaesthetics	1	Commissioned by Trust
Planned for 2013/14		
Adults with Haemoglobin Disorders (completion)	1	UK Forum on Haemoglobin Disorders
2013/14 Review Programme	CCGs & Providers are determining priority areas for collaborative work with WMQRS. Twenty-one different pathways have been identified so far.	
Commissioned Reviews	1	Guernsey Renal Services (August 2013) Other commissioned reviews are under discussion.

"I feel the whole process of peer review was robust and I was enthused by this."



*"It's so heartening to see things happening here which I've been told many times are not possible."
Patient reviewer*



"Staffing issues have been addressed and appointments are in progress."



"Extra funding [provided] for paediatric diabetes, nursing and dietetics."

Service	No. of reviews
Long-Term Conditions	
Primary care	16
Community LTC services	16
Specialist pathways	68
COPD	(18)
Heart failure	(17)
Diabetes	(16)
Chronic Neurological conditions	(17)
Rehabilitation services	26
Cardiac	(5)
Pulmonary	(9)
Neurological	(12)
Trust-wide	13
Commissioning	18
NB. Sometimes several teams reviewed together	
Paediatric Diabetes	
Primary Care	14
Acute Trust –wide	14
Paediatric Diabetes Services	14
Commissioning	14



"It was 'on top of' business as usual so was a challenge in terms of managing time and demands but still an overwhelmingly positive experience."

Quality Standards

Working with sponsoring clinical networks and Care Pathway Groups:

Finalised:

- Care of People with Long-Term Conditions, Version 1.1
- Care of Children & Young People with Diabetes, Version 1.2
- Children & Young People’s Palliative Care, Version 1
- Care of Critically Ill & Critically Injured Children in the West Midlands, Version 4
- Services for People with Progressive and Advances Chronic Kidney Disease, Version 2.1
- Health Services Caring for Adults with Haemoglobin Disorders, Version 1.1
- Acute Medical Units (AMUs), Version 2 (in association with Society for Acute Medicine)

In Progress:

- Long-Term Ventilation for Children & Young People
- Imaging Services
- Theatre & Anaesthetic Services
- Urgent Care Services, Version 2
- Critical Care Services, Version 3

“[The standards are] a great piece of work. I work in a Children’s Hospital...and will be sharing these with our local commissioners.”

Development and Learning

Review Programme	Trained	Took part in a review	Reviewer days ¹
Long-Term Conditions	233	170	411
Paediatric Diabetes	47	38	61
Adult Haemoglobin Disorders	16 ²	53	163
Imaging	6 ³	10 ⁴	10
Theatre & Anaesthetic Services	10	10	19

- 1 Reviewer days are greater than the number of reviewers because some people took part in more than one visit
- 2 The majority of reviewers for this programme had been trained in the January 2012
- 3 Some reviewers had been trained on a previous programme
- 4 As part of their work experience, two school children piloted the use of young people as reviewers.



“It helped to clarify the service we provide and areas in which we need to improve.”



Both training and participation in review visits contribute to Continuing Professional Development for NHS reviewers.

Evaluation of review programmes completed to date show that between 80% and 92% of reviewers found the experience of being a reviewer useful in developing their own services.

“An opportunity to benchmark practice and to look at what issues are preventing us from providing the quality of service we aspire to.”

“Great insight into how we can develop closer links between primary and secondary care”

What went well?

Good Practice

Lots of good practice was identified during the quality review visits and shared at two WMQRS Good Practice events.

Dr Martin McShane, National Director: Improving Quality of Life for People with Long-Term Conditions, attended the Long-Term Conditions event and was impressed with the work achieved by WMQRS and local health economies. Visit www.wmqrs.nhs.uk for more information about the Good Practice that was shared.

Research Projects

'Peer Review: A Tool to Improve Paediatric Diabetes Services'. Early analysis shows that there was a statistically significant positive correlation between the level of compliance with Quality Standards and the proportion of children with an HBA1c of <7.5%.

After a couple of years in the planning, we are now also engaged in two new research projects:

- The relationship between peer review and outcomes with the London School of Tropical Medicine
- The relationship between compliance with the Critical Care Quality Standards and ICNARC data



You said and we did

Reduce the preparation of evidence for review...

We introduced 'evidence light' reviews where we only wanted to see specific documents and reviewers would cover other elements in meetings and visits. Interestingly, some teams felt less secure with this process and still produced evidence folders. We will do more work on this and are now training reviewers on different ways of gaining information.

Review how we capture an overall assessment...

In September 2012 we ran a workshop with participants from across the West Midlands, led by Prof. Charles Vincent, Professor of Clinical Safety Research, Imperial College London, to develop a system that was useful to all.

Other news.....

- An HSJ reporter joined WMQRS and a review team on a cold autumn day. Read the resulting article on our website: www.wmqrs.nhs.uk
- Following publication of the Francis Report, WMQRS has been contacted by a range of other interested groups across the NHS to find out how we work.

"It forced time to reflect on processes and documentation and relationships with patients/service users."

What were our key challenges?

Topics in the 2012/13 review programme were first suggested by Chief Executives back in 2010. The last year was particularly challenging with the extensive organisational changes across the NHS:

- The scoping of the programme was difficult given the number of different long-term conditions.
- To meet local health economy requirements, there was a 'bunching' of reviews in early 2013, which resulted in delays to the production of reports.
- The configuration of local services was not always clear.
- We knew from the start that including care of people with Chronic Neurological Conditions within the portfolio would be complex. We are glad we did though and in several areas the reviews helped to bring focus onto these services.

Other challenges

- The LTC Steering Group did not achieve consistent membership and engagement throughout the process.
- We didn't always have enough user/carer reviewers on each visit, but those who felt able to undertake reviews were fantastic.
- It has been a challenge to maintain the continuity of communication across the West Midlands during this time of organisational change. Watch this space for future use of Twitter and other social media!

What did it cost?

Core Costs: WMQRS recurring annual budget is £594,000. In 2012/13 this was funded by West Midlands PCTs on a capitation basis.

Reviewers: Employing organisations fund reviewers' time and travel expenses. Acting as a reviewer is highly effective Continuing Professional Development.

Clinical Commissioning Groups (CCGs) have agreed to fund WMQRS core costs for 2013/14 at £381,100.

The Future

Peer Review and the Francis report

Executive Summary paragraph 1.184:

The creation of a caring culture would be greatly assisted if all those involved in the provision of healthcare are prepared to learn lessons from others and to offer up their own practices for peer review It has a fundamental role in changing behaviour to ensure a consistent and caring culture throughout the healthcare services. Peer review therefore needs to be a key part of the delivery and monitoring of any service or activity, and those involved need to demonstrate that this element of monitoring and learning is integral to the process of compliance with fundamental standards and of improvement."

2013/14 Review Programme

The programme of reviews for 2013/14 are being chosen by each health economy (CCG and provider organisations). Additional reviews can be commissioned by providers or commissioners.

WMQRS Core Team

Welcome to....

Sue McIlldowie joined the team as Long-Term Conditions Programme Support in April 2012.

Congratulations to....

Tolulope Majebi, Administrative Assistant, who welcomed her new baby boy, Jahdiel, into the world in November 2012.



Acknowledgements

Very many people contribute to the work of WMQRS, especially our Board Members, Steering Group members, reviewers and lead contacts within NHS organisations. Particular thanks go to Dr Richard Mendelsohn, Dr Chizo Agwu, Dr Jo Howard and Dr Kate Ryan for their commitment and leadership of Steering Groups. Thanks also to our host organisation, Sandwell and West Birmingham Hospitals NHS Trust. Images courtesy of NHS Photo Library.

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