

# External Quality Assurance of Isle of Man Health Services Guide to the Public

*WMQRS: Quality assurance for Isle of Man health services*

## Background

The Isle of Man Department of Health and Social Care has commissioned WMQRS in 2017-2018 to complete the programme of external independent quality assurance of health services which commenced in 2013.

WMQRS was set up in 2009 to help NHS organisations in the West Midlands to improve quality by undertaking reviews of clinical services, often through peer review.

Since 2009 WMQRS has run reviews of a wide range of health services, each covering most of the West Midlands. WMQRS runs some England-wide review programmes and several of the WMQRS Quality Standards have been adopted by national organisations.

WMQRS is the first (and to date only) organisation to achieve accreditation by the internationally recognised UK Accreditation Service as a health service inspection body, ISO/IEC 17020



## WMQRS

- ◇ Helps providers of healthcare to fulfil their duty of quality
- ◇ Helps to drive improvements in quality and efficiency, and to spread innovation and good practice

### The expected outcomes of all WMQRS's work are:

- ◇ Better quality, safety and outcomes
- ◇ Better patient and carer experience
- ◇ Organisations with better information about the quality of clinical services
- ◇ Organisations with more confidence and competence in reviewing the quality of clinical services

## How can I tell reviewers about my experiences?

### Questionnaires:

Each review visit will cover three or four services or pathways of care. A few weeks before the visit, questionnaires will be available in the relevant departments which patients and carers can use to tell the reviewers about their experiences. These questionnaires will also be available electronically.

### Meeting with patients' and carers' representatives:

As well as a meeting with political representatives, each review visit will include one meeting with groups or individuals who can represent the views of patients and carers who use the services being reviewed. If there are no such groups, reviewers will meet some individuals who have used the services recently.

Look at teams and teamwork

Involves patients and carers

Clinically led

Learning, sharing & development

Quality assurance for patients, clinicians and the Dept of Health and Social Care



## When will each service be reviewed?

**Review 7 3rd—6th October 2017:** Substance Misuse, Sexual Health, Health Screening Programmes, Orthopaedics, Falls and Fragility Fractures, Chronic Pain

**Review 8—February 2018** - Cardiac Conditions, Medical Specialities (Endocrine, Rheumatology, Haematology, Respiratory, Dermatology), Care of People Living with Frailty, Hospital Pharmacy

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### Complaints?

Meetings with WMQRS reviewers are not part of the Isle of Man Department of Health complaints procedure and action will not be taken on individual issues raised during these meetings or in questionnaires.

Reviewers will be looking for common themes emerging from the patient and carer feedback.



### Will I be named in the report?

Individuals' names will not appear in the report and reviewers will not tell Isle of Man staff about what you said. The report will include themes raised by patients' and carers' representatives.

### More information about WMQRS:

[www.wmqrs.nhs.uk](http://www.wmqrs.nhs.uk)

0121 612 2146

Email: [swb-tr.SWBH-GM-WMQRS@nhs.net](mailto:swb-tr.SWBH-GM-WMQRS@nhs.net)

## Review at a Glance



### Your contact on the Isle of Man:

If you have any queries about the WMQRS review programme, contact:

**David Sewell**

on [david.sewell@gov.im](mailto:david.sewell@gov.im) or

via Switchboard at Nobles Hospital 01624 650000