

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.



What is WMQRS?

WMQRS was set up in 2009 in 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

More information about WMQRS:

www.wmqrs.nhs.uk
0121 612 2146

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.

What does WMQRS offer?

External quality assurance of health services through:

1. Integrated suite of Quality Standards
2. Pathway-based peer review visits
3. Support and development
4. Robust governance

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



Look at teams and teamwork

Pathway based

Involves patients and carers

Clinically led

Empowers clinical staff

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

Learning, sharing & development

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 or Mobile (07624) 301247

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Existing WMQRS Standards and Reviews

Chronic Pain
Critical Care
Critically Ill Children
Dementia Services
Discharge
Eye Care
Falls and Fragility Fractures
Frail elderly
Generic (for any clinical service)
Haemoglobin Disorders
Imaging
Learning Disability Services
Long-Term Conditions
Long-Term Ventilation
Mental Health
Outpatient Procedures
Paediatric Intensive Care
Palliative Care (Paediatric)
Renal Services
Stroke and TIA
Theatres & Anaesthetics
Urgent Care
Vascular Services
Vulnerable Adults in Acute
Hospitals
Others are in development!



More information about
WMQRS:

www.wmqrs.nhs.uk

When will my service be reviewed?

The overall programme of reviews for 2017/18 has now been agreed by the Department of Health and Social Care.

Meetings to plan and scope the visits are taking place on 27th April 2017.

Preparation for review visit training will be held on the 28th April 2017

Review 7 will be taking place 3rd –7th October 2017 covering:-

- Substance Misuse Services
- Sexual Health Services - Genito Urinary medicine and Contraception
- Screening -The organisation of health screening programmes (clinical aspects of screening have already been covered in relevant clinical pathway reviews).
- Orthopaedics -Elective and trauma including links with physiotherapy services and falls and fragility fractures pathway
- Chronic Pain Service

Review 8 will be taking place February 2018 (dates to be confirmed)

- Other medical specialities—Dermatology, Endocrine, Respiratory, Rheumatology, Clinical Haematology and Anticoagulation ,
- Allied to Health Services for adults
- Acute Cardiac Conditions
- Pharmacy: Acute, Mental Health and Community Service
- Care of People Living with Frailty

Will reviews be a lot of work?

Clinical staff and services will get out of the review what they put in. The benefits depend a lot on the way services approach the review. Services which see the visit as externally imposed and use language such as “We are doing this for peer review” will get little sustained change. Services which say “This is part of our ongoing work to improve our services” and “The review visit will give us useful external quality assurance” will find the whole process more constructive. If services are already meeting appropriate Quality Standards then preparing for the review will involve little extra work. WMQRS provides guidance on preparing for review visits which aims to make the process as easy as possible.

What are the Quality Standards?

WMQRS Quality Standards are based on evidence of best practice and clinical effectiveness. They translate relevant guidance into a form which can be used for self-assessments and peer review. They help to answer the question: “If I walk into a service, how will I know that best practice guidance has been implemented? Existing Quality Standards are available on the WMQRS website: www.wmqrs.nhs.uk

How will patients and carers be involved?

All WMQRS reviews include hearing the views of patients and carers. Each review visit will include the opportunity for questionnaires about patient and carer experience, a meeting with political representatives and a meeting with groups or individuals representing patients’ and carers’ views.