

The monthly update for NHS organisations in the West Midlands



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2014/15 Review Programme Update

The next three months look set to be a busy time with 10 West Midlands peer review visits between January to March in addition to seven commissioned haemoglobin disorders reviews. Key areas of work are:

Transfer from Acute Hospital Care and Intermediate Care (TACIC): Several quality review visits are taking place utilising the Quality Standards available on www.wmQRS.nhs.uk. For further details or any queries, contact: Jane Smith, 07884 342655 jane.smith72@nhs.net

Frail Older People: Work on development of Quality Standards is now starting. WMQRS has received a great deal of interest from across the West Midlands in participating in this work and many thanks to everyone who has been in touch. The first Steering Group meeting is being held in January. For further details or any queries, contact: Sarah Broomhead, 0121 507 2891 sarahbroomhead@nhs.net

Problem Alcohol Use pathway: Quality Standards are being developed as a response to requests from two health economies. A Steering Group has now been formed and the first meeting took place in December. For further detail or any queries contact: Jane Eminson, 07788 413480 jane.eminson@nhs.net

CAMHS: Several visits are taking place using the 'Towards Children and Young People's Emotional Health and Well-Being Quality Standards available on www.wmQRS.nhs.uk. For further details or any queries, contact: Sarah Broomhead, 0121 507 2891 sarahbroomhead@nhs.net

Eye Care: Quality Standards are being developed for the eye care pathway. If you would like to be involved in this work, please contact: Jane Eminson, 07788 413480 jane.eminson@nhs.net

Further detail on work with each health economy is shown overleaf



Looking ahead: Key deadlines for agreeing 2015/16 reviews

WMQRS is looking ahead to next year's review programme. A 'flier' has been circulated to WMQRS lead contacts setting out proposals for agreeing the 2015/16 work programme. Visit www.wmQRS.nhs.uk for a copy if you haven't received one. Costs to CCGs have been reduced by 10% but the number of available 'credits' remains the same as this year.

The proposed work programme is split into topics which are 'ready to go', 'up and coming', local priorities or 'should do?'. Health economies may wish to choose a mixture.

Action now for WMQRS lead contacts: Please put 'WMQRS 2015/16 work programme' on Clinical Quality Review (or other) Meeting agendas in January and February. WMQRS will be in touch in the New Year to:

- ⇒ arrange a date in March for initial discussions with each CCG lead contact
- ⇒ arrange a date in late April/early May for a 'sign-off' telephone call with each health economy (provider and CCG lead contacts)

2014/15 Programme Update

Most health economies have now fully or partially agreed their review programme.

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| Key: TACIC: Transfer from Acute Hospital Care and Intermediate Care CIC: Care of critically ill and injured children | CAMHS: Emotional health & well-being for children & young people ABI: Acquired Brain Injury |
| North Staffordshire: Paediatric long-term ventilation service review visit (29th April). TACIC review visit (date still to be agreed). Theatres & Anaesthetics review visit (10th June). Outstanding query on services for people with learning disabilities. | Dudley: TACIC review visit (3rd & 4th March). Day case surgery review visit (13th February). |
| South Staffordshire West: TACIC review visit agreed by commissioners. Awaiting confirmation of provider support. Participation in Standards development work as time allows. | Walsall: TACIC review visit (3rd & 4th February). Chronic Pain: possible review visit in June. |
| East Staffordshire: TACIC review visit (20th & 21st January) | Wolverhampton: TACIC review visit (21st & 22nd April). |
| South East Staffs & Seisdon: Participation in Standards development work as time allows. Additional WMQRS capacity available if required. | North & East Birmingham (CrossCity): TACIC review visit. |
| Shropshire and Telford & Wrekin: CIC review visit (20th & 21st April). TACIC review visit (dates still to be agreed). Participation in Eye Care Quality Standards development work agreed. Support for Future Fit work also agreed. | South & Central Birmingham: TACIC review visit, chronic pain services review visit (dates to be confirmed). Alcohol Pathway Quality Standards development. |
| Herefordshire: CAMHS review visit (9th December). TACIC review visit (24th & 25th March) | Sandwell & West Birmingham: TACIC review visit (10th & 11th February), CIC review visit (28th & 29th January). Alcohol Pathway Quality Standards development. CAMHS review took place 8th July and report finalised. |
| Worcestershire: CAMHS review visit (23rd & 24th February). TACIC review visit (16th, 17th, 18th March). WMQRS awaiting confirmation regarding psychological services pathway. | Solihull: Enhanced Primary Care Quality Standards finalised. ABI review visit (10th March). TACIC review visit (revised date to be confirmed). Awaiting confirmation of further work on primary care services. |
| South Warwickshire: CAMHS review took place 15th & 16th July. Report finalised. CIC review took place 21st October. Eye Care Quality Standards first draft completed. | Coventry & Rugby and North Warwickshire: CAMHS review took place 15 & 16 July. Report finalised. Eye Care Quality Standards first draft completed. Community Mental Health Teams review visit (19th May). WMQRS awaiting confirmation regarding TACIC review visit. |

What did you think? Evaluation of the 2013/14 Programme

The evaluation report of the 2013/14 West Midlands review programme is now available. The results of the evaluation highlight some areas in which the WMQRS programme can be improved, for example;

- ⇒ Provision of additional pre-visit support by WMQRS, especially on 'reducing the burden of evidence preparation'.
- ⇒ Provision of more easily accessible support materials (for example videos)
- ⇒ Development of more innovative feedback mechanisms to improve response rates and the depth/quality of feedback eg. Interactive feedback sessions, telephone call 'topic' evaluations.
- ⇒ Improvement of training materials
- ⇒ Use of video clips on the website to promote recruitment of reviewers.



Become a reviewer? WMQRS is still actively recruiting reviewers for the 'Transfer from Acute Hospital Care and Intermediate Care' review programme and for 'Towards Emotional Health and Well-Being for Children and Young People' (CAMHS). Being a reviewer is CPD for NHS staff and over 80% reviewers make improvements to their own services as a result of the learning gained on WMQRS visits. We are also actively recruiting patient and carer reviewers.

Please contact sue.mcildowie@nhs.net if you are interested in becoming a WMQRS reviewer.

Commissioned Reviews Providers and commissioners can commission additional work from WMQRS. ***If you are interested in commissioning work outside of the main West Midlands review programme, please contact claire.launders@nhs.net***

Trusts: This year West Midlands Trusts have commissioned reviews of theatres and anaesthetics and an additional review of care of critically ill children. WMQRS has also reviewed the Emergency Department at Southend University Hospital NHS Trust.

Renal Services: WMQRS has been asked to submit a proposal for peer review visits to renal services across London in 2015. The proposed scope of the programme includes transplantation services, in-patient units, satellite units and the renal network.

Haemoglobin Disorders: Commissioned by the UK Forum on Haemoglobin Disorders. The first visit to Barking, Havering & Redbridge NHS Trust took place in October. A further 34 visits will be taking place between January and December 2015.

Isle of Man Health Services: Four reviews have taken place since November 2013.