

The monthly update for NHS organisations in the West Midlands



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2015/16 Reviews: Initial discussions being arranged with WMQRS CCG Lead Contacts

Hopefully discussions have been taking place at Clinical Quality Review (or other) Meetings about your health economy's plans for next year's reviews. This was the first stage in what we hope will be a quicker process for agreeing the 2015/16 WMQRS work programme.

The next stage is for WMQRS to arrange an initial telephone discussion in March with each CCG lead contact. WMQRS has emailed all CCG lead contacts about this and is now trying to firm up dates. If you haven't yet responded to Claire's email, please could you get in touch as soon as possible to agree a date for your telephone call: claire.launders@nhs.net 0121 507 2893. The call should take no more than half an hour.

Following this, WMQRS will be in touch again to arrange a telephone conference with each health economy (provider and CCG lead contacts) in late April/early May to 'sign-off' your review programme for next year.

The 2015/16 Work Programme 'flier' which was circulated prior to Christmas contains more information about the 2015/16 work programme. You can view a copy at www.wmqs.nhs.uk (Review Programmes page).

Some of the information about possible topics is detailed over the page for ease of reference.

Service and user views:

Soon to be invited on draft Quality Standards for the Care of Frail Older People

WMQRS together with the Frail Older People Steering Group are working on draft Quality Standards for the Care of Frail Older People. **From 20th April to 8th May** we will be seeking the views of frail older people and services working with frail older people on these draft Quality Standards. The draft Quality Standards will be circulated to WMQRS lead contacts in CCGs and Trusts and to Healthwatch contacts.

We are very keen that the Quality Standards are discussed with frail older people and their carers, HealthWatch, relevant local voluntary organisations and staff providing services for frail older people. For further details or any queries, contact: Sarah Broomhead, 0121 507 2891 sarahbroomhead@nhs.net



Now invited on Draft Quality Standards for Problem Alcohol Use

The draft Quality Standards for the Problem Alcohol Use Pathway have gone out for discussion with service users and providers across the Birmingham and Sandwell areas. The scope of the Standards includes treatment, care and secondary prevention across a wide range of health services including primary and secondary care, mental health services, ambulance services, school health services and sexual health services (but excluding specialist alcohol services).

We are very keen to hear from service users as well as those who provide relevant services.

Comments should be sent to swb-tr.SWBH-GM-WMQRS@nhs.net **by 13th March**. If you would like further information then please contact Jane Eminson, 07788 413480 jane.eminson@nhs.net



Possible Topics for 2015/16

Work programmes may be easier to agree if you choose a mixture of the following:



Ready to go'

- ◆ WMQRS is ready to run review visits where Quality Standards already exist (visit www.wmqrs.nhs.uk/Quality Standards page)
- ◆ Current region-wide themes are:
 - ⇒ Transfer from acute care and intermediate care
 - ⇒ Children and young people's emotional health and well-being (CAMHS)
 - ⇒ Care of critically ill and injured children

Suggestion: Choose these if not reviewed in 2014/15

'Up and coming'

The following Quality Standards are being developed in 2014/15:

- ◆ Eye care
- ◆ Problem alcohol use (NB. System-wide)
- ◆ Care of frail older people

Suggestion: Use these for a peer review visit in 2015/16.

Local priorities

WMQRS will work with you on any locally identified topics. Please identify and brief a lead contact from each provider and commissioner who we can meet to plan the work.

'Should do?'

Are there services or pathways which have not received enough attention in the past? Possible examples are care of people with:

- ◆ Musculo-skeletal problems
- ◆ Hearing loss

More Reviewer Training sessions available!

If you would like to become a reviewer, we now have more training sessions available. We are recruiting reviewers from chronic pain services for reviews in early summer and would also welcome colleagues from community services to join our Transfer from Acute Hospital Care and Intermediate Care reviews.

Being a reviewer is CPD for NHS staff and over 80% of reviewers make improvements to their own services as a result of the learning gained on WMQRS visits.

Forthcoming training dates: Thursday 30th April Tuesday 26th May Thursday 25th June

All sessions will 12.30pm—5.30pm at City Hospital, Birmingham. For more information contact: sue.mcildowie@nhs.net 0121 507 2893



East Staffordshire TACIC review

Many thanks to East Staffordshire for all the work involved in co-ordinating the recent Transfer from Acute Hospital Care and Intermediate Care review.

This was the first of the West Midlands peer review visits looking at this topic and took place soon after a very pressured Christmas and New Year period for acute hospital staff. The health and social care economy should be commended for having managed the visit in these circumstances. Initial health economy feedback was that the visit had gone well and had been a useful process.

The review involved meeting staff from Queen's Hospital, Sir Robert Peel and Samuel Johnson Community Hospitals (Burton NHS Foundation Trust), commissioned intermediate care in residential homes, and the Community Intervention Service (CIS) provided by Staffordshire & Stoke on Trent Partnership NHS Trust. Reviewers were particularly impressed with several aspects of care including medicines reconciliation, work on caring for the frail older person, use of board rounds, and the integrated approach to health and social care by the CIS.



WMQRS is being reviewed

WMQRS is busy with final preparations for a pre-assessment by the UK Accreditation Service (UKAS), the national body with responsibility for standards and accreditation. The pre-assessment is the first part of the UKAS accreditation process which, if achieved in full, will give assurance of the quality of the work we undertake.

On 9th March, the UKAS pre-assessment team will be spending the day with WMQRS to look at how well we are meeting standards and what areas still need work in advance of a potential full assessment later in the summer.

