

WMQRS: Supporting NHS organisations in the West Midlands to improve quality



Possible Topics

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

Local priorities

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

'Ready to go'

- ◆ WMQRS is ready to run review visits where Quality Standards already exist (see pg4)

Do you need a review of any of these areas?

New Topics

New Standards include:

- ⇒ Problem alcohol use (NB. system-wide)
- ⇒ Care of older people living with frailty
- ⇒ Eye care
- ⇒ Gynaecology services
- ⇒ Musculo-skeletal services

These services may not have been reviewed previously. Would a review be helpful?

Benchmarking

Current region-wide themes are:

- ⇒ Theatres and anaesthetics
- ⇒ Care of critically ill children
- ⇒ Towards emotional health and well-being for children & young people (CAMHS)
- ⇒ Transfer from acute hospital care and intermediate care (Discharge)

Benchmarking information for these areas is available so you may want to choose these topics if your services haven't already been reviewed.

This flier:

- ◆ Outlines how Trusts and CCGs can agree their WMQRS work programme for 2016/17
- ◆ Gives CCG contributions and health economy 'credits' for 2016/17
- ◆ Explains how to 'get the best' from WMQRS

Key Points:

- ◆ Same CCG subscriptions as last year
- ◆ Same number of credits
- ◆ Work programmes agreed by end May please

Action Now!

Please put 'WMQRS 2016-17 work programme' on Clinical Quality Review (or other) Meeting agendas in Jan & Feb 2016

Timeline

NB. Assuming CCGs coordinate discussions with providers.

January & February 2016	Possible topics discussed at CQRMs (or other meetings)
March 2016	Initial WMQRS discussion with each CCG lead contact
18th April – 13th May 2016	'Sign off' telephone calls with WMQRS leads (provider and CCG) in each health economy
31st May 2016	Main programme agreed with each health economy: <ul style="list-style-type: none"> ◆ Some flexibility can be kept so long as main programme is agreed ◆ If not agreed: <ul style="list-style-type: none"> ⇒ WMQRS cannot guarantee to deliver by March 2017 ⇒ Provider proposals may be taken forward without health economy agreement

Importance of early agreement

WMQRS can only deliver when work programmes have been agreed, at least in part. Early agreement gives WMQRS a much better chance of meeting your needs.

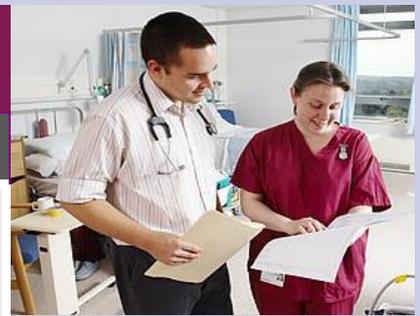
See over for:

- CQC preparation & action plans..... WMQRS can help!
- We needWMQRS offers.....
- What is a 'Credit'?
- Types of WMQRS review
- Commissioned reviews
- CCG costs & 'Credits'
- Getting the best from WMQRS

We need WMQRS offers.....

These are some of the questions to which WMQRS has responded over the last year:

Local issue....	WMQRS response
<ul style="list-style-type: none"> Several problems have been identified with theatres and the CQC has become aware of them. Can you help? 	<ul style="list-style-type: none"> Facilitated self-assessment of compliance with theatre Quality Standards Report produced quickly for the Trust - who gave it to the CQC New theatre manager learnt about the Standards and the information the CQC needed
<ul style="list-style-type: none"> We are having some difficulty getting our new strategy agreed by local partners. Can you help? 	<ul style="list-style-type: none"> Formative review undertaken to quality assure the local strategy Report used in discussions with local partners
<ul style="list-style-type: none"> We have an independent provider and are not sure that their governance arrangements are good enough? Can you help? 	<ul style="list-style-type: none"> WMQRS Quality and Clinical Governance Quality Standards built into service specification. Possible review visit next year.
<ul style="list-style-type: none"> We are worried about our learning disability services. Could we have a review? 	<ul style="list-style-type: none"> Peer review visit undertaken Report used as the basis for taking forward the services
<ul style="list-style-type: none"> Many of our re-admissions have alcohol-related problems. Can you help? 	<ul style="list-style-type: none"> Quality Standards for Problem Alcohol Use Pathway developed
<ul style="list-style-type: none"> We have had several 'never events' in out-patients. Can you help? 	<ul style="list-style-type: none"> Out-patient Procedures Quality Standards developed including an audit tool



CQC preparation and action plans WMQRS can help!

Some Trusts actively use WMQRS as part of their CQC preparation and action plans.....

- ◆ "We are a bit worried about Could you come and do a review? We need to know if we have a problem."
- ◆ "The CQC picked us up on We think we've sorted the problem but could just do with some external assurance. The report will show that we have taken the issue seriously and will provide evidence to give to the CQC."

Sustainability and Transformation Plans; Operational Plans WMQRS can help!

Work with WMQRS can help to drive transformation and close the care and quality gap:

- ◆ Embedding patient and carer involvement (3)
- ◆ Implementation of new models of care (4)
- ◆ Implementation of best practice (5)
- ◆ Improving mental health, dementia and learning disability services (8-10)
- ◆ Improving quality of care and safety (11)
- ◆ Embedding open, learning and safety culture (12)
- ◆ Improving child and adolescent mental health services (16)
- ◆ Improving commissioning (19)

(Numbers in brackets refer to questions in 'Delivering the Forward View: NHS planning guidance 2016/17' pages 18-20)

What is a 'Credit'?

Credits are units of WMQRS capacity. Credits may be shared across health economies.

Pathway development	1 Credit
Formative or peer review visit covering 1 or 2 pathways	1 Credit
Set of Quality Standards	1.5 Credits
Set of complex, multi-topic Quality Standards	2 Credits
Peer review visit covering 3 or 4 pathways	2 Credits

Types of WMQRS review	Benefits
<p>Peer Review Visits:</p> <p>Multi-disciplinary teams of service users and carers, clinical staff, managers and commissioners review a service or pathway against agreed Quality Standards.</p>	<ul style="list-style-type: none"> ◆ Preparation for review is often a catalyst for service improvement ◆ Provides robust external quality assurance ◆ Formal report details key issues and compliance with individual Quality Standards ◆ Over 80% of reviewers make improvements to their own services ◆ Acting as reviewer is CPD and can be used for revalidation
<p>Strategic Reviews:</p> <p>Panel of key stakeholders meets ('takes evidence from') local service users and carers, local services, clinical staff and managers and, if appropriate, external experts and other services where innovative models have been explored.</p>	<ul style="list-style-type: none"> ◆ Formal report details main conclusions and recommendations ◆ Individuals who are key to implementing recommendations are part of the review panel and therefore committed to them ◆ External experts bring challenge and specialist knowledge ◆ Improves networking and coordination between local services ◆ Suitable for 'big questions' where the way forward is not clear
<p>Formative Reviews:</p> <p>Small visiting team meet some staff and patients to discuss a particular issue or to explore specific</p>	<ul style="list-style-type: none"> ◆ Involve less preparatory work for health economies ◆ May be followed up by full peer review visits at a later stage ◆ Useful for answering specific questions
<p>Facilitated self-assessment:</p> <p>WMQRS staff meet with a clinical team to work through the Quality Standards and evidence to</p>	<ul style="list-style-type: none"> ◆ Can be used to prepare for peer review visit ◆ Helps staff to understand the standards and show they are being met



Commissioned Reviews

Providers and commissioners can commission additional work from WMQRS. Commissioned reviews undertaken to date: Emergency Departments, Theatres and Anaesthetic Services, Neonatal Surgery.

Queries?

Any queries about your 2016/17 work programme, please contact:

claire.launders@nhs.net; 0121 507 2891

www.wmQRS.nhs.uk

- WMQRS is a collaborative venture between West Midlands Trust and CCGs.
- WMQRS works in partnership with the West Midlands Clinical Senate and Strategic Clinical Networks, and with NHS England specialist commissioners. These organisations are represented on the WMQRS Board.



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How to get the best from WMQRS:

- Choose topics where providers **and** commissioners have concerns about quality or have limited information on service quality
- Engage clinical staff in planning the work from the beginning
- Having chosen a topic, do not commission separate, un-coordinated work on the same subject
- For peer review visits: Follow WMQRS advice on 'reducing the burden'. Consider 'no folder' approaches!
- Encourage your staff to become reviewers. It's highly effective CPD!
- Link WMQRS work with your other quality improvement initiatives



Costs and 'Credits' 2016/17

CCG area	Estimated Population	Funding (£)	Credits
NHS Birmingham CrossCity	751,732	43,012	8.0
NHS Birmingham South and Central	251,304	14,379	3.0
NHS Cannock Chase	133,935	7,663	1.5
NHS Coventry and Rugby	488,014	27,922	5.0
NHS Dudley	315,388	18,045	3.5
NHS East Staffordshire	138,412	7,919	1.5
NHS Herefordshire	185,763	10,629	2.0
NHS North Staffordshire	215,386	12,324	2.5
NHS Redditch and Bromsgrove	174,236	9,969	2.0
NHS Sandwell and West Birmingham	552,032	31,585	6.0
NHS Shropshire	302,875	17,329	3.5
NHS Solihull	242,266	13,862	2.5
NHS SE Staffs & Seisdon Peninsular	215,190	12,312	2.5
NHS South Warwickshire	279,658	16,001	3.0
NHS South Worcestershire	298,362	17,071	3.5
NHS Stafford and Surrounds	147,144	8,419	1.5
NHS Stoke on Trent	284,342	16,269	3.0
NHS Telford & Wrekin	176,815	10,117	2.0
NHS Walsall	277,686	15,888	3.0
NHS Warwickshire North	186,765	10,686	2.0
NHS Wolverhampton	263,828	15,095	3.0
NHS Wyre Forest	113,458	6,492	1.5
Total	5,994,591	342,990	66.0
£ per head		0.06	

Quality Standards available

Acquired Brain Injury
Acute Medical Units (AMUs)
Children and Young People's Palliative Care
Chronic Pain
Clinical & Quality Governance
Critical Care Services
Critically Ill Children
Dementia Services
Enhanced Primary Care Services
Generic Patient Pathway
Haemoglobin Disorders
Health Services for People with Learning Disabilities
Imaging
Long-Term Conditions
Long-Term Ventilation for Children and Young People
Mental Health Services
Older People living with Frailty
Outpatient Procedures
Problem Alcohol Use Pathway
Progressive & Advanced Chronic Kidney Disease
Stroke & Transient Ischaemic Attack
Theatres and Anaesthetics
Towards Children and Young People's Emotional Health & Well Being (CAMHS)
Transfer from Acute Hospital Care and Intermediate Care (Discharge)
Transition Between Services
Urgent Care
Vascular Disease

CANCELLATIONS...

Sometimes topics which have been scoped and planned are then cancelled. Significant WMQRS work has often already taken place. Cancellations and 'changing your mind' will in future involve a credit charge.