

## The monthly update for NHS organisations in the West Midlands

### 2016/17 Reviews: 'Sign-off' telephone conferences

The process for agreeing the 2016/17 work programme is well underway.

- ◆ Initial telephone discussions took place in March with WMQRS lead contacts in each CCG.
- ◆ **Next stage:** WMQRS is now arranging a 'sign off' telephone conference with Trust and CCG WMQRS leads in each health economy to finalise review programmes. Most have now taken place—many thanks for your help in agreeing dates and times.
- ◆ Conference calls with South and Central Birmingham, South Warwickshire, Shropshire Telford & Wrekin, and Sandwell & West Birmingham health economies are proving very difficult to arrange. **Please can WMQRS leads in CCGs and Trusts email any proposed topics to [Claire.launders@nhs.net](mailto:claire.launders@nhs.net)** and we will try and agree a programme by email. This will help us to progress more quickly with the review programme and ensure better use of health economy 'credit' allocations.



If you would like to speak to us about your 2016/17 reviews, please do contact [claire.launders@nhs.net](mailto:claire.launders@nhs.net) 0121 507 2893.

### Did you know? WMQRS can help with:

#### Sustainability and Transformation Plans (STP)

Where STP priority areas have been identified WMQRS could offer:

- ◆ Identification of relevant evidence-based Quality Standards (WMQRS or other)
- ◆ Suggested approaches that would meet expected Quality Standards, based on WMQRS knowledge of the area and on learning from other areas
- ◆ Analysis of likely problems and issues, based on previous reviews and learning from other areas
- ◆ Comparison of existing or proposed Strategies with the evidence-based Quality Standards
- ◆ Revised Quality Standards suitable for use in local service specifications
- ◆ Reviews to give assurance of quality of new or reconfigured services



#### Mental Health expertise?

#### Interested in joining the WMQRS Quality Assurance Group?

WMQRS is looking for someone with mental health expertise, especially from the Coventry and Warwickshire area to be a member of the Group.

The Quality Assurance Group reviews reports and Quality Standards before they are finalised.

For more information contact [Sarah Broomhead](mailto:Sarah.Broomhead@nhs.net) on 0121 507 2891

### Did you know? As well as peer review, WMQRS offers the following types of review:

#### Strategic Reviews:

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.

#### Benefits:

- ◆ 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

#### Formative Reviews:

Small visiting team meet some staff and patients to discuss a particular issue or to explore specific questions.

#### Benefits:

- ◆ 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

#### Facilitated self-assessment:

WMQRS staff meet with a clinical team to work through the Quality Standards and evidence to identify gaps in compliance.

#### Benefits:

- ◆ Can be used to prepare for peer review visit
- ◆ Helps staff to understand the standards and show they are being met

#### Development Opportunities with WMQRS

#### Become a WMQRS Associate

We are looking for a range of people who would help WMQRS run quality review visits and support other areas of work on an occasional basis.

For more information contact: [Sarah Broomhead](mailto:Sarah.Broomhead@nhs.net) on 0121 507 2891

## Forthcoming Review Visits:

If you have any queries in connection with your forthcoming review, please do not hesitate to contact us on 0121 507 2891

### Urgent Care Centre

- ◆ Dudley: 15th June

### Critically Ill Children

- ◆ Herefordshire: 28th June
- ◆ County Hospital: 6th July
- ◆ Royal Orthopaedic Hospital: 27th Sept

### Sepsis Care Bundle

- ◆ Walsall: 12th July

### Theatres

- ◆ Birmingham Women's Hospital: 20th Sept

### Imaging

- ◆ Wolverhampton: possibly mid-Sept

### CAMHS

- ◆ North Staffordshire: 6th Oct

## Become a Reviewer

A great opportunity for learning and development.

Acting as a reviewer counts towards CPD.

### Available training sessions:

**13th June** 9am - 1pm

**18th July** 1- 5pm

**9th Sept** 9am - 1pm

**18th Oct** 9am-1pm

All at Sandwell Hospital

To book a place contact:  
[vidushy.auchoybur@nhs.net](mailto:vidushy.auchoybur@nhs.net) 0121 507 2891

## Urgent and Emergency Care Quality Standards and Designation

Thank you to everyone who attended the consultation workshop on 13th April to discuss the draft Urgent and Emergency Care quality standards! Over 70 delegates attended, including representatives from services in the East Midlands and East of England due to their interest in the approach being taken to the designation of Emergency Centres.

### West Midlands health economies now involved in this work:

Birmingham (all parts), Solihull, Sandwell and West Birmingham, Wolverhampton, Worcestershire, Dudley and Herefordshire.

### Action:

- ◆ Please will any Trusts and CCGs who have not notified WMQRS of their representatives attending the 17th June workshop please do so asap?
- ◆ Participating Emergency Centres should be sent to Vidushy (email below) by 3rd June:
  - ◆ Short background report
  - ◆ Self-assessment (Acute hospital-wide & Emergency Dept)
  - ◆ Short report on progress with concerns raised at latest critically ill children review visit
- ◆ Please look at the 'Guidance for Participants' for more detail.

### Urgent Care 'Share and Challenge' Workshop, 17th June

9am—1pm, Heartlands Education Centre

Being held to:

- ◆ Review Emergency Centres' self-assessments against the Quality Standards for Urgent and Emergency Care
- ◆ Share good practice in urgent and emergency care
- ◆ Make recommendations to the Urgent and Emergency Care Steering Group for either a) designation of urgent and emergency care services or b) for a further peer review visit.

If you have any queries regarding the workshop, please contact [vidushy.auchoybur@nhs.net](mailto:vidushy.auchoybur@nhs.net) 0121 507 2891



## Draft Eye Care Quality Standards

Now out for consultation: closing date for comments: 31st July 2016

Copies of the Quality Standards can be found on our website [www.wmqrs.nhs.uk](http://www.wmqrs.nhs.uk)



Consultation Workshop: 8th July, 2.00— 4.30pm

Don't miss the opportunity to discuss the draft standards. Who should attend?

- Clinical staff working in eye care services, community optometry, ophthalmology and low vision services
- Patient representatives
- Managers responsible for eye care services
- Commissioners of eye care services

Please send comments on the standards and workshop booking requests to: [vidushy.auchoybur@nhs.net](mailto:vidushy.auchoybur@nhs.net)

### Coming soon ..

Updated draft Quality Standards for:

- ◆ Renal
- ◆ Stroke

### Message from WMQRS Dementia Quality Standards Steering Group

Work has started on updating the Dementia Quality Standards and we will distribute a draft for comment soon. The Steering Group are really keen that your local Dementia Strategy Group get involved so please do let them know. If they wish to be involved, contact [sarahbroomhead@nhs.net](mailto:sarahbroomhead@nhs.net) 0121 507 2891

## WMQRS preparing for UKAS follow-up visit

Following our successful accreditation as an inspection body by the UK Accreditation Service (UKAS) in 2015, WMQRS is now preparing for its first annual follow-up review. The UKAS team will be visiting us in June/July to check whether we still comply with the UKAS international quality standards ISO/IEC 17020:2012. The visit will include witnessed peer reviews and an office assessment.

