

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

**Overview Reports:** Three Overview Reports have been published, identifying common themes across services and providing benchmarking information:

### Transfer from Acute Hospital Care and Intermediate Care (2015-16)

- Review visits to 11 health economies
- 200 reviewers
- Committed caring staff working very hard
- 118 areas of good practice identified
- Compliance with Quality Standards:
  - Care homes 3% - 73%
  - Community-based care 33% - 72%
  - Community hospitals 12% - 73%
  - Acute Trusts 17% - 57%
- Nearly all problems solved somewhere

#### Common problems:

- Capacity and assessment with sub-optimal use of resources
- Services available not understood & lack of integration between services
- Variable medical input in int. care
- Huge variation in number of community beds

### Child and Adolescent Mental Health Services (2014-16)

- Review visits to eight health economies
- 61 reviewers
- Committed caring staff
- Relatively low % Quality Standards met
- Several examples of good practice

#### Common problems:

- Care planning and risk assessments,
- Waiting lists and waiting times,
- Staffing levels,
- Crisis pathway,
- Availability of primary mental health care, targeted services and intensive home support

### Theatres and Anaesthetic Services (2012-17)

- 12 review visits to 10 Trusts
- 88 reviewers involved
- Compliance with Quality Standards range 29% - 83%
- Lots of examples of good practice
- More immediate risks, serious concerns & concerns than other WMQRS reviews

#### Common problems:

- WHO Safer Surgery process
- Equipment
- Medicines management
- Staffing levels and training
- Infection control
- Hospital capacity
- Facilities
- Theatre etiquette



Visit the WMQRS website [www.wmqs.nhs.uk](http://www.wmqs.nhs.uk) to view or download copies of Standards and self-assessments and for copies of the overview reports.

- [Theatres and Anaesthetic Services 2012-17](#)
- [Towards Children & Young People's Emotional Health & Well-being 2014-16](#)
- [Transfer from Acute Hospital and Intermediate Care 2015-16](#)



## Work for WMQRS?

WMQRS is currently recruiting for:

**Director: 0.6 wte Band 9 to replace Jane who will be retiring soon.**

Several people have asked if Sarah will be applying. Sarah's happy for everyone to know that she's looking forward to working with a new Director! **Closing date: 31st May 2017**

**Assistant Director: 1.0 wte Band 8c.**

This is a new post to work alongside Sarah because capacity and demand work showed we are very short of senior capacity for the work being delivered. **Closing date: 25th May 2017**

**Do look on NHS jobs for more details and contact Jane or Sarah if you would like to discuss these opportunities to support organisations in improving quality.**

## Eye Care Workshop, 6th June 2017

The West Midlands Local Eye Health Network and WMQRS will be hosting an Eye Care Pathway Quality Standards Workshop on 6th June 2017, 6.30 pm to 9.30 pm at Hallmark Hotel Birmingham Strathallan, Hagley Road, Birmingham.

The aim of the workshop is to help attendees understand more about the Eye Care Pathway Quality Standards, know how these Standards can improve service quality and be ready to start using the Standards to improve your own service

**To book a place:** please email [vidushy.auchoybur@nhs.net](mailto:vidushy.auchoybur@nhs.net) with your name, job title, organisation and email address or call 0121 612 2146



### WMQRS Staff Changes

- Claire Launders has taken voluntary redundancy after 15 years working with WMQRS and its predecessor organisations. We wish Claire all the best for the future.
- Charlotte Henderson has returned from maternity leave. Charlotte and Vidushy now share the Lead Administrator role with overlap on a Wednesday morning.



### 2017/18 WMQRS Work Programme

The 2017/18 work programme is currently under discussion in most areas.

Please get in touch if you would like WMQRS to work with you on a particular topic.

NB. We offer a range of options:

- Supported self-assessment
- Formative reviews
- Peer review visits
- Strategic reviews

See [WMQRS website](#) for more details

### Transfer from Acute Hospital and Intermediate Care—What would help?

#### Acute Trusts:

- Better management of Board rounds and actions
- Better discharge planning
- Fewer, more focussed bed management meetings and better use of technology
- 7/7 therapists
- Active rehabilitation of patients waiting for intermediate care – and ongoing review of discharge plan.
- More event-led discharge

#### Intermediate Care:

- More frequent active medical input
- More incentives to active management and discharge
- More consistent therapy input
- Better discharge planning

#### Social Care and Continuing Healthcare:

- Assessments starting earlier—fewer 'hurdles'
- Improved availability of domiciliary care

#### System - wide /Commissioning:

- Better communication - intermediate care acceptance criteria, type of care provided
- Intermediate care services accepting admissions into early evening
- Capacity management of intermediate care, coordinate availability
- More active commissioning of intermediate care and incentives to discharge

*Extracts from the Overview Report*

### Forthcoming Review Visits:

If you have any queries in connection with your forthcoming review, please do not hesitate to contact us on 0121 612 2146

#### Eye Care

- ◆ Dudley: 7th June

#### Critically Injured Children

- ◆ The Royal Orthopaedic Hospital NHS Foundation Trust: 21st June

### You might also be interested in ....

#### WMQRS is working with:

- ◆ Birmingham Community Healthcare NHS Foundation Trust to develop tailored Standards for community-based urgent care services.
- ◆ West Midlands Ambulance Service NHS Foundation Trust on the development of updated Quality Standards for ambulance services.

### Contacts Update

Don't forget our new contact details are:

0121 612 2146 / 1430

Email addresses remain unchanged

West Midlands Quality Review Service, 5th Floor,  
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West Bromwich, B70 9LD



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[www.wmqrns.nhs.uk](http://www.wmqrns.nhs.uk)



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