

WEST MIDLANDS QUALITY REVIEW SERVICE (WMQRS), is a UKAS accredited healthcare inspection body, focussed on supporting NHS organisations to improve clinical quality and patient outcomes through the development of evidence-based quality standards and undertaking peer reviews that are designed in collaboration with our clients using national guidance and best practice.

ALL CHANGE

In 2017/18 the West Midlands Quality Review Service saw significant changes to the team.

We said a big thank you and a fond farewell to Jane Eminson who led the team as Director since WMQRS was founded in 2009. Jane's vision and leadership developed WMQRS into the high quality organisation it is today. **Thank you Jane**



TIM COOPER joined the team as Director in January 2018.

Tim was previously Head of Hospital Inspection with CQC. Tim is a therapeutic radiographer and was National Lead for Radiotherapy.



RACHAEL BLACKBURN joined the team in November 2017 as Assistant Director along-side Sarah Broomhead.

Rachael has a strong background in Governance and was previously Head of Risk and Compliance at Heart of England NHS FT.

WHAT IS WMQRS:

SUPPORTING ORGANISATIONS TO IMPROVE QUALITY.

- Part of the NHS available nationally.
- A range of bespoke approaches driven by local need. (Strategic, Formative and Peer Review).
- Peer to Peer process with strong clinical and patient engagement.
- Provides high levels of assurance and governance for provider and system.
- Design informed by Providers & Commissioners – you choose what's important.
- Undertaken by Clinicians and patient/service users.
- Looks at Patient Pathway – not location.
- Evidence Based- Uses clinically developed published standards. (WMQRS have over 30 standards & self assessments published)
- Exchange of good practice, shared learning and CPD for all involved.
- Published reports with enough detail to drive improvement.
- UKAS accreditation (8831). The **only** organisation to achieve UKAS accreditation as a health service inspection body.
- Strong inbuilt Quality Assurance to process and reports.
- National and local programmes.
- Evidence used internationally.



8831

ORGANISATIONS USING WMQRS IN 2017/18

- **THE ROBERT JONES & AGNES HUNT ORTHOPAEDIC HOSPITAL NHS FOUNDATION TRUST**
Theatres and Anaesthetics
- **THE ROYAL ORTHOPAEDIC HOSPITAL NHS FOUNDATION TRUST**
Care of Critically Ill & Critically Injured Children.
- **THE ROYAL WOLVERHAMPTON NHS TRUST (x2)**
 - * Imaging Services
 - * Care of Critically Ill & Critically Injured Children
- **DUDLEY HEALTH AND SOCIAL CARE ECONOMY**
Eye Care Pathway
- **NHS SHROPSHIRE CCG**
Quality, Safety & Patient Experience Management
- **WORCESTERSHIRE ACUTE HOSPITALS NHS TRUST**
Review of Patient Care on In-Patient Wards
- **SPIRE PARKWAY HOSPITAL**
Theatre and Anaesthetics Quality Review
- **HEREFORDSHIRE CCG (X2)**
 - * Eye Care pathway
 - * Palliative Care Pathway
- **WALSALL HEALTHCARE NHS TRUST**
Imaging Services
- **ISLE OF MAN GOVERNMENT:**
 - * Seventh Review of Health Services (Oct 17)
 - * Eighth Review of Health Services (March 18)

2017/18 WMQRS WORK UNDERTAKEN

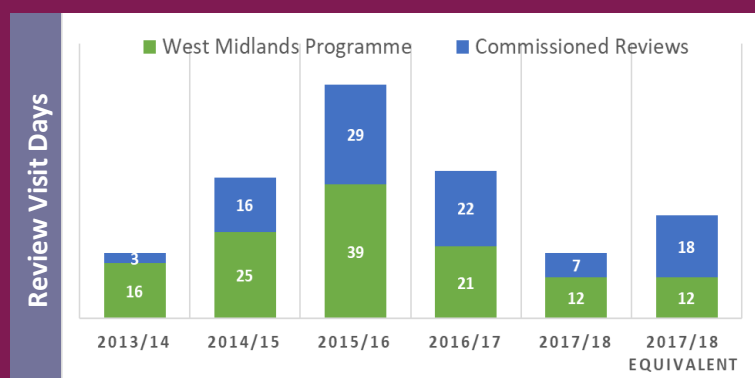
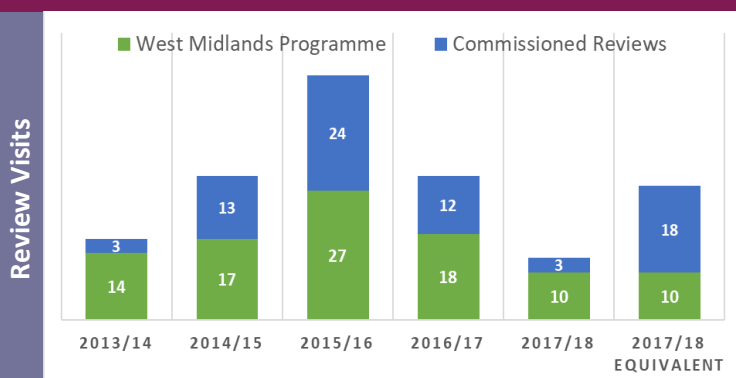


IN 2017/18 WMQRS:

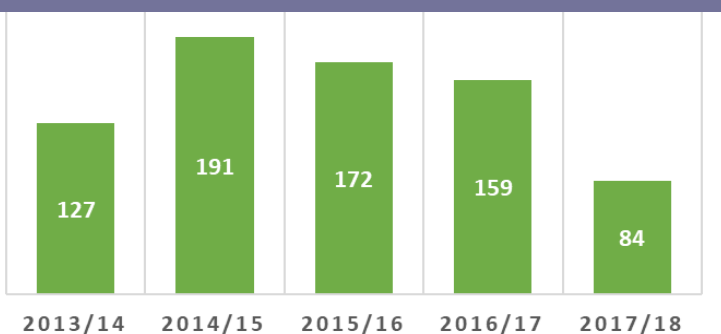
- Worked on 16 different care pathways.
- Delivered a wider range of work than in previous years. Future annual reports will monitor trends in types of work.
- Achieved higher rates of satisfaction and improved achievement of internal standards.
- Continued to help improve quality—evidence by ongoing evaluation of our work.
- Did not fully deliver for some health economies—because work programmes were not agreed early enough in the year

2017/18 WEST MIDLANDS PROGRAMME AND COMMISSIONED REVIEWS (FORMATIVE AND PEER REVIEW):

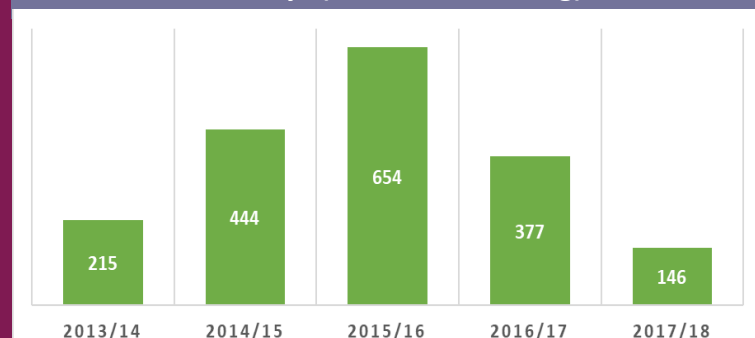
- Undertook fewer commissioned reviews. However:
 - ⇒ 2015/16 was an exceptionally busy with national reviews of the care of people with haemoglobin disorders, it is not an accurate comparator.
 - ⇒ Capacity in the team was significantly reduced during most of 2017/18.
- Some Health Economies were unable to commit to the work programmes in the 2017/18 plan which led to lost opportunities.
- Isle of Man Review-7 covered 3 services, Review-8 covered 14 services—so in effect delivering 17 reviews over 2 weeks. The equivalent impact of this is shown on the charts.



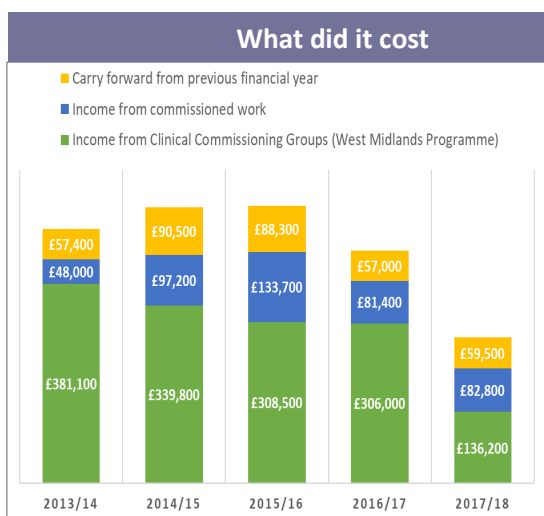
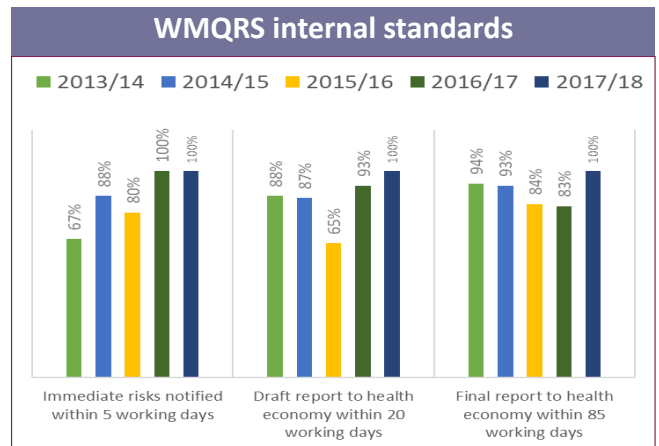
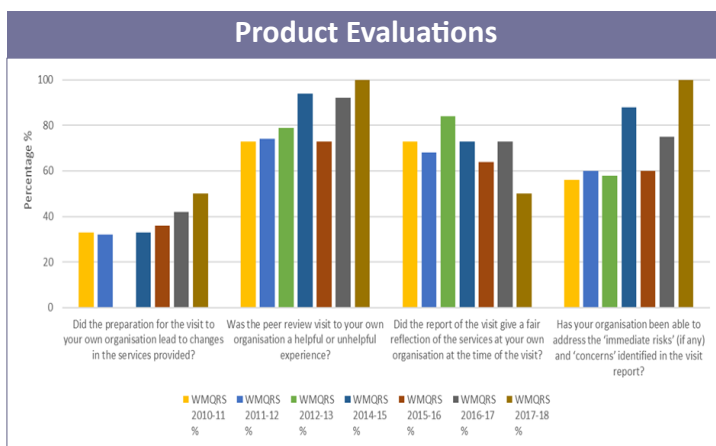
New Reviewers Trained



CPD Days (Visits and Training)



2017/18 WMQRS WORK UNDERTAKEN



- WMQRS met and often exceeded its internal standards for timeliness of reporting.
- 100% of reports met all three quality standards.
- Evaluations show that those being reviewed:
 - * All were able to address the immediate risks and concerns identified.
 - * 100% found the review a helpful process.
 - * An increasing number each year find the preparation leads in itself to improvement before the visit.
 - * Fewer people in 2017/18 felt the visit was a fair reflection of the service.
- WMQRS income reduced this year. Less credits were purchased in advance. The Board will be discussing in 2018/19 its operating model for the following year.

West Midlands Programme Topics	'Credits'			
	14/15	15/16	16/17	17/18
Alcohol	2			
Care homes			2	
Chronic pain	2	3.75		
Community beds			2	
Community services	2	4		
Critically ill children	4	1	1	2
Dementia care		2		
CAMHS	6	5.5	1	1
Eye Care			2	1
Imaging				2
Inpatient				2.5
Mental health services		2	1	
Musculoskeletal		4.5		
Older people living with frailty		5	6	
Other (<2 credits)	3.5	6	6	3
Support for STP			4	
Theatres and anaesthetics	2	7	5	2
Transfer from acute hospital care & intermediate care	25	5		
Urgent care		4	1.5	
Total	46.5	49.75	31.5	13.5

West Midlands programme 2017/18	'Credits'	
	No.	%
Delivered	13.5	64
Cancelled	2	10
Not used	5.5	26
Total	21	100

New and updated Quality Standards published

- ◆ Dementia Services
- ◆ Services for people with Haemoglobin Disorders
- ◆ Stroke and Transient Ischaemic Attack Patient Pathway
- ◆ Theatre and Anaesthetic Services
- ◆ Supplementary Standards for Respiratory, Cardiac, Gastroenterology, Endocrine and Dermatology

A full list of Quality Standards is available on the WMQRS website: wmqrs.nhs.net

WHAT WENT WELL?

- WMQRS delivered a significant programme of work in 2017/18 including an extended programme in the Isle of Man.
- Those who use WMQRS services show an increased satisfaction with the review. 100% positive satisfaction is reported in both how helpful it has been, and also how it has helped address risk and concern.
- During a time of significant change, WMQRS delivered on its programme of work.
- WMQRS kept its internationally recognised UKAS accreditation.
- WMQRS is now hosted by the Strategy Unit (within the CSU). This forms a strong partnership with a synergistic approach to quality improvement.
- Achievement of WMQRS internal reporting is now at 100%.
- WMQRS has secured an international contract to support a peer review programme in Canada.



WHAT COULD HAVE GONE BETTER?

- Some health economies did not use their WMQRS 'credits'. In some areas this was for legitimate operational reasons; but in others an earlier commitment would help.
- WMQRS capacity was challenged with a reduced team.
- Fewer credits were committed in 17/18 and this pattern is repeated in 18/19. The board will review the model.
- Areas that refuse to fund the work of WMQRS in the West Midlands are continuing to download and access standards and other documents. The board has agreed to restrict access only to those who fund WMQRS work.
- WMQRS has not managed to achieve its planned update of some standards. This is currently being rectified.

PLANNED IMPROVEMENTS

- Increased range and flexibility of WMQRS work.
- Greater use of formative reviews to answer the difficult service and system questions.
- Seek accreditation of the formative review process to the UKAS standard.
- Increase the profile of WMQRS Ensure that services and systems have a greater understanding of WMQRS and what it offers; especially at STP level.

WMQRS LEAD IN YOUR ORGANISATION

Each organisation has a WMQRS lead to:

- ◆ Ensure staff are aware of WMQRS and its work
- ◆ Lead on health economy discussions about your local WMQRS work programme
- ◆ Receive and act on monthly updates on work programme
- ◆ Distribute monthly WMQRS bulletins and other products
- ◆ Communicate with WMQRS about any problems or suggestions for improvement
- ◆ Sign off potential reviewers

You can find the WMQRS lead for your organisation on the WMQRS website

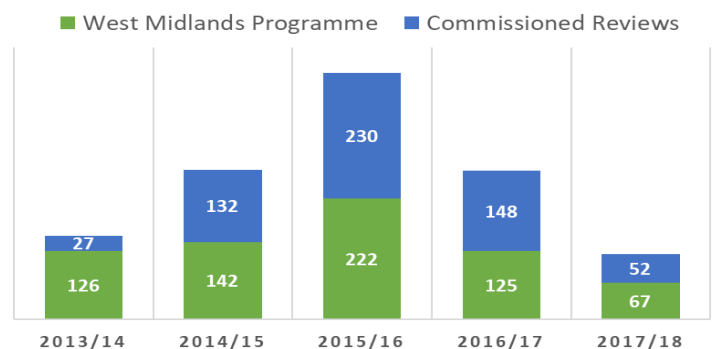
ACKNOWLEDGEMENTS

Very many people contribute to the work of WMQRS, especially our Board Members, Quality Assurance Group Members, Steering Group members, reviewers and lead contacts within NHS organisations.

Thanks also to our host organisation, NHS Midlands and Lancashire CSU.

SIGN UP TO BE A REVIEWER

Reviewers Involved 2017/18



- ◆ Acting as a reviewer is CPD for staff and can be used to support revalidation
 - * Spend time reviewing and reflecting on evidence based standards and guidance ahead of a review
 - * Spending a day in another clinicians service discussing practice and how others work
 - * Evaluating evidence and concerns/good practice
 - * Reflecting back at your own organisation how you implement standards.
- ◆ Half day training is run monthly at Kingston House, West Bromwich, an on-line training programme is being developed.
- ◆ Evaluations show that all reviewers use the experience to improve their own services
- ◆ Contact us on wmqrs@nhs.net if you want to become a reviewer.

GET INVOLVED

WANT TO FIND OUT MORE?

CONTACT WMQRS: 0121 612 2146; wmqrs@nhs.net

www.wmqrs.nhs.uk

FOLLOW US ON TWITTER [@WMQRS](https://twitter.com/WMQRS)