

NICE Audit Support **- *responding to you!***

Julie Royce - Associate Director (Implementation)

Phil Higham - Audit Development Analyst

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This session.....

- *‘What we have heard from users of NICE audit support and what they would like to see’*
- *‘How we have developed our audit support to address user issues’*

Audit Support @ NICE

- **Background**

- Production of audit support began from Apr 2006
- ‘Ready-to-use’ set of criteria & data collection tool
- From Apr 2008 production of the audit support was brought ‘in-house’
 - Develop support tools
 - Improve quality
 - Increase promotion of products
 - Available internal resource for NICE

What we heard from users!

- More comprehensive/detailed audit support
- 'Sector specific' audit support
- Combine related 'condition' guidance audit tools
- Grouping a number of related drug guidance audits
- Excel & Access data storage & analysis tools
- Revise organisational criteria/data collection
- Patient questionnaires
- More audit support for public health

Some of our response.....

- More comprehensive / 'sector specific'



• Revise ‘organisational criteria’

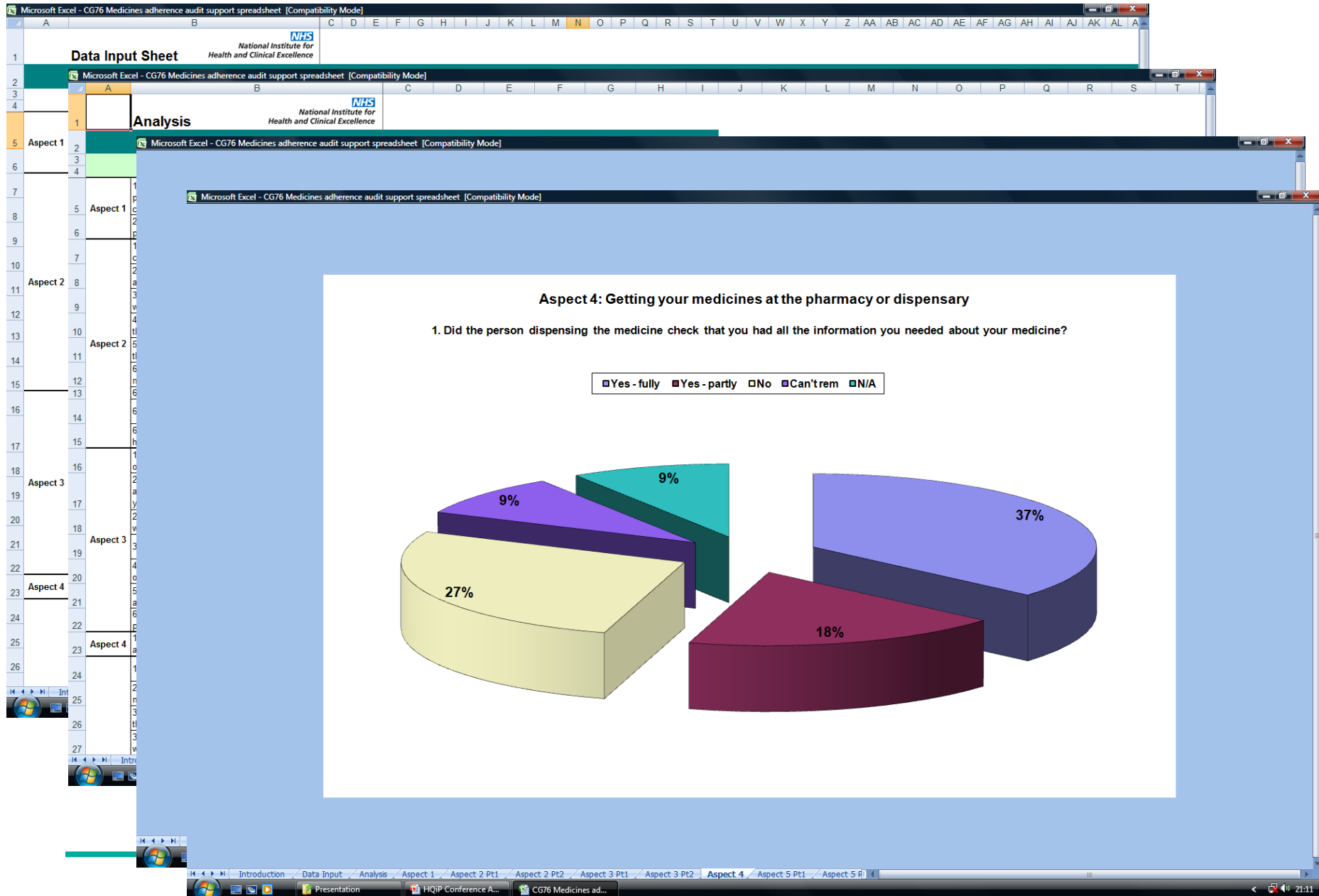
Organisation data collection tool for ‘Antisocial personality disorder’

RED	Not in place or not at standard required and significant needs/improvements identified				
AMBER	Progress being made but further work/investment required to meet identified need/standard				
GREEN	Provision in place and/or good progress being made against assessed need and required standards				
Criterion no.	Criterion	Data source/s	Current (RAG) status	Issues/comments/actions	NICE guideline reference
Access and engagement					
1	Organisations should ensure that healthcare professionals working with people with schizophrenia are competent in: <ul style="list-style-type: none"> assessment skills for people from diverse ethnic and cultural backgrounds. using explanatory models of illness for people from diverse ethnic and cultural backgrounds. explaining the causes of schizophrenia and treatment options . addressing cultural and ethnic differences in treatment expectations and adherence. addressing cultural and ethnic differences in beliefs regarding biological, social and family influences on the causes of abnormal mental states. negotiating skills for working with families of people with schizophrenia. conflict management and conflict resolution. 	Staff training records			1.2.1.1
2	Mental health services should work with local voluntary BME groups to jointly ensure that culturally appropriate psychological and psychosocial treatment is provided to people from diverse ethnic and cultural backgrounds.	Operational policies and procedures.			

• Revised 'organisational criteria' in Excel format

Microsoft Excel - Promoting physical activity for children - audit support for schools [Compatibility Mode]															
Data Input Sheet			National Institute for Health and Clinical Excellence												
Rec. ref.	D I A T E A M	Criterion	Date of assessment: / /		Date of reassessment: / /		Date of reassessment: / /		Date of reassessment: / /						
			Status	Comments	Status	Comments	Status	Comments	Status	Comments					
			Not met	Criterion not met and significant needs/actions required.											
			Part met	Criterion partially met but further work/action required.											
			Fully met	Criterion met with provision in place and good progress being made.											
		Promoting active travel													
		1.1 Develop a school travel plan which has physical activity as a key aim, in line with existing guidance	Fully met												
		1.2 Integrate the school travel plan with the travel plans of other local schools and the local community	Part met												
		1.3 Involve children and young people, their parents and carers, the local community and external agencies in implementing the school travel plan	Part met												
		1.4 Encourage children and young people, especially those who live within a 2-mile radius of their school, to walk, cycle or use another mode of physically active travel to get there	Part met												
		1.5 Provide suitable cycle and road safety training for all pupils in schools	Not met												
		1.6 Work with local authorities to map safe routes to school and promote them to parents and carers	Fully met												
		1.7 Develop parents and carers awareness of the wider benefits of walking and cycling and other physically active modes of travel	Fully met												
		1.8 Set performance targets for school travel plans which are audited annually	Fully met												
		Promoting activity in the curriculum													
		2.1 Provide a range of indoor and outdoor physical activities for children (aged up to 11) on a daily basis, including opportunities for unstructured, spontaneous play	Part met												
		2.2 Tailor activities according to the children's developmental age and physical ability	Fully met												
		2.3 Provide opportunities at intervals throughout the day in pre-school establishments, during playtimes and lunch breaks at school, and as part of extra-curricular and extended school provision	Part met												
		2.4 Help children identify activities they can enjoy by themselves and those they can enjoy with their family and friends	Not met												
		2.5 Offer girls and young women school-based physical activities, including extra-curricular ones	Not met												
		2.6 Support girls and young women of all abilities in a non-judgmental and inclusive way. Emphasise the opportunities for participation, enjoyment and personal development, rather than focusing on the evaluation of performance	Fully met												
		2.7 Courage those girls and young women who initially choose not to participate to be involved with physical activities in other ways	Fully met												
		2.8 Does your institution deliver (or willing to deliver) multi-component physical activity programmes involving school, family and community based activities	Part met												
		2.9 Does your multi-component physical activity programmes include: education and advice to increase awareness of benefits, policy and environmental changes, the family, and the community	Part met												
		Consultation with and involvement of children													
		3.1 Identify local factors that may affect whether or not children and young people are physically active by regularly consulting with them.	Fully met												

• Excel/Access data storage & analysis'



Usable patient questionnaires

Sample Patient Questionnaire

SAMPLE COVER LETTER - Notes

It is important to send a clear and concise cover letter with any patient survey. This letter should include:

- why the organisation is undertaking the survey and what they are trying to achieve
- how and when the patient should complete and return the survey
- whether completion is compulsory or voluntary
- reassurance about patient confidentiality
- contact details of someone within the organisation who the patient can get in touch with if they have any questions about the survey

The importance of a well designed cover letter should not be underestimated. Most organisations should have a standard format or template. If not, the following gives the basic structure of a cover letter that can be adapted for local use. However, this should be approved according to local clinical governance arrangements and in consultation with your department for patient and public involvement.

<Insert Trust Logo here>

<Insert Trust contact address/details>

Dear Sir/Madam,

Patient Survey – Prescribed Medicines

At <insert organisation name> we are committed to providing high quality care for all our patients. As a way of trying to make sure this happens we ask patients who use our services about their views.

We are trying to find out how much you were involved in deciding to take or carry on taking a medicine. We'd also like to know whether your condition and possible treatments were clearly explained and whether you were given information about a medicine before it was prescribed. If you've been taking a medicine for a long time we'd like to know whether you've had regular appointments with your healthcare professional (doctor, nurse or pharmacist) to talk about your medicines.

If you can, please spare a few minutes to complete this questionnaire and return it in the FREEPOST envelope. No stamp is needed.

Although we would very much appreciate your help, completion of this survey is voluntary. The information you provide will remain confidential and the questionnaire is anonymous. If you decide not to complete the questionnaire, this will not affect the care you receive from the NHS in any way.

We will use the results from the questionnaire to find out more about the care we deliver and about any areas where we can make improvements.

If you have any questions or would like more information about the survey, please contact <insert contact details here>

Thank you

Yours faithfully,

<Medical Director/Chief Executive>

Sample Patient Questionnaire

Please answer all the questions that apply to you by ticking the appropriate answer box.

In the NHS in England and Wales, medicines can be prescribed by doctors and by some nurses and pharmacists who have special training. Because of this, these questions talk about 'your healthcare professional', but this just means the person who has prescribed or reviewed your medicines.

Section 1: Communication					
	Yes – fully	Yes – partly	No	Can't remember	Doesn't apply
1	Did your healthcare professional check if you had any hearing or sight problems, if you could read speak and understand English, if you had a physical or learning disability, or if you had another problem which made it difficult for you to talk about your condition or treatment?				
2	Were you happy with the way that your healthcare professional explained your condition and possible treatments?				
Section 2: Explaining your condition and possible treatments					
Did your healthcare professional:					
	Yes – fully	Yes – partly	No	Can't remember	Doesn't apply
1	clearly explain your disease or condition?				
2	encourage you to ask questions about your condition and treatment?				
3	clearly explain how a medicine(s) will help you?				
4	talk to you about the pros and cons of the medicine(s)?				
5	ask what difference you hoped the medicine(s) would make?				
6	offer you information about each medicine before prescribing it to you?				
	If 'Yes':				
	• was the information clear and easy to understand?				
	• did they check you understood the information?				
	• did they suggest where you could find more information and help?				

Helping us....

We actively seek input into the development of our audit support and feedback from those who use it:

- Contribute to the development of our implementation work by joining our [external reference group](#)
- Comment on our implementation support materials by [sending your comments](#)
- Feedback on the experience of implementing NICE guidance by [Shared Learning](#)

In conclusion.....

- NICE is committed to production of audit support
- Will continue to strive to develop audit support based on needs of the 'users'
- Values and encourages your input and feedback

Contact details:

julie.royce@nice.org.uk

kirsty.macleansteel@nice.org.uk

philip.higham@nice.org.uk

Discussion & feedback

- Have we heard the issues/wants correctly?
- What other issues/wants should we be trying to address?
- Do the new tools address some of these issues?
- How could they be improved?