



Promoting quality for better health services

HQIP Conference 2011:

Quality Improvement in a Time of Change

Future Forum Listening Exercise (no slides)

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Question Time

Robin Burgess (Chair)

John Lynch

Dr Graham Russell

Colin Bryant

National Audit

- I would like to ask the panel if there are plans to merge the Quality Accounts List and NCAPOP
- National audits are not all 'audits' by the definition nor do they follow best practice. Is there any way this can be effectively addressed?

Audit Process

- How to conduct a useful clinical audit?
What are the main points to take into consideration?
- What is the most effective way of communicating very poor performances of consultants? How and to whom, and the possible consequences etc.

Patient Involvement

- In support of patient and public engagement we regularly ask patients for their views using postal surveys. Local pressure is being applied to gain patient feedback whilst still in hospital but clearly this brings with it issues of bias and unwarranted patient pressure. What view would the panel take?

Patient involvement

- Is it realistic to expect all clinical audit projects to have active patient involvement? Can panel members advise on how they have engaged patients in audit projects effectively (not just via a patient survey)

- With the current financial situation within the NHS, do the panel think that the failure to achieve CQUIN indicators should continue to incur financial penalties, or would a 'rewards based' system be more likely to lead to improvements in the quality of patient care?

Future

- How do you see Clinical Audit in the new world of Clinical Commissioning Groups? And how do you suggest Clinical audit staff in these organisations ensure that it is identified and recognised in the new structures?
- How can effective communications with patients and colleagues be achieved?

The Future

- Can panel members predict where clinical audit will be in 5 years time?



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SOCIAL CARE ASSOCIATION

www.socialcareassociation.co.uk



Creating a professional body for clinical auditors

Role of Social Care Association

Report on the potential for setting up a UK membership body for those who work in quality improvement activity within health and social care

Questionnaire on Health Quality Improvement Partnership web site www.hqip.org.uk in 2 days time

1/ Potential coverage is the 4 administrations of the United Kingdom

2/ Organisational coverage is quality improvement health and social care

3/ Variety of audit and quality improvement models (and resources provided)

4/ Position of a professional body

5/ Relationship with people who use and experience the services

Questionnaire

1. Some respondent information and to provide a picture of the variety of respondents
2. Membership benefits
3. Professional benefits
4. Who and how members identified and selected
5. Links with other professional bodies
6. Desire for a professional body