

# CAPRI: a Beacon for User Involvement

## What is CAPRI?

Clinical Audit  
Patient  
Representative  
Initiative

*A patient initiative to involve service users in the day to day running of clinical audit projects to facilitate change*

### How are patients involved?

CAPRI has 7 members. Their involvement in clinical audit projects ranges from face to face interviews with patients to case note data collection.

### Does it make a difference to patients?

In 2007, over 60 patients/carers attended a feedback day organised by our Clinical Audit Department. We presented the results of recent clinical audit projects around services and the subsequent changes/improvements made. A number of the projects presented had CAPRI involvement. This gave both CAPRI members and those patients who had been involved through giving their opinions, the opportunity to see what impact and changes in practice their views and input had made through Clinical Audit.

### What about confidentiality?

CAPRI members come across pieces of information pertaining to staff, patients and the hospital. Therefore they are asked to sign a confidentiality form and volunteer agreement and undergo Clinical Audit training. All members are subject to a CRB check before they could take part in clinical audit projects.

### Is this a new approach?

Most NHS Trust Clinical Audit Departments have tried to incorporate service users into their Clinical Audit Programme. This seems to be limited to patient satisfaction surveys. A handful of Trusts, however, have tried to take user involvement to another level by involving service users in the day to day running of audits. As there are currently very few NHS organisations incorporating a Patient Panel into their audit departments, this gives our Trust a real opportunity to be proactive and set a high standard of clinical audit that other Trusts nationwide can observe and follow.

### Do CAPRI members feel they have contributed, been listened to and made a difference?

At the Patient Feedback Day, one of the CAPRI members gave a short presentation on behalf of the rest of the panel, outlining their own involvement, what they had gained from the experience and how they felt a valued member of the project team. This in turn led to members of the audience coming forward and seeking further information on how they could be become involved.

### Is there any partnership working?

The CAPRI group has close links with various local and regional support groups. This has enabled the audit department to highlight areas of services that require auditing and also to be an advisory body for regional clinical audits which require PPI.

Members of the Clinical Audit Department alongside a CAPRI representative will be attending the National Clinical Audit Conference in February to give an oral presentation on how to get PPI within clinical audit. This will give our Trust the opportunity to share our PPI experience on a national level.

### Is it sustainable?

CAPRI has the backing of the Trust. There is a central database for Trust Foundation members, from which the whole organisation can select service users for PPI work. The service users on the database are asked what their interests are in relation to the work they would like to do. All CAPRI members are Foundation Trust members and are on the database. This enables recruitment of new CAPRI members when an existing member leaves.

### Are there mechanisms for involvement to result in change?

All CAPRI projects will be identified from the project proposal forms submitted to the annual clinical audit programme. The CAPRI co-ordinator (NHS staff member) ensures that there is a sustainable amount of projects requiring CAPRI involvement. CAPRI members will also be involved in the Safer Patient Initiative.

**CAPRI (Clinical Audit Patient Representative Initiative)**

**9. Future / Sustainability**

- Planing a Study Symposium
- Increase members
- Use FT database
- Trust backing
- Presenting CAPRI to all directorates
- CAPRI Group meetings



**8. Projects CAPRI Involved In**

- SPI Project - Surgical Site Infections
- Orthopaedic Meal Times Observation
- Chemotherapy Consent Forms
- Chemo Info Pt Satisfaction
- Gynaecology Out-patients Pt Satisfaction
- Breast Histology Pt Satisfaction



**7. Recognition**

- Celebrating Success - 2008
- Trust News
- PPI Lead
- Impact Awards High
- Short-listed in the top 5
- National Impact to Involvement Awards - London 2007



**6. Sharing Our Practice**

- National Clinical Audit Conference - Feb 2008
- London 2008



**5. Transferability**

- Regional Clinical Audit Conference - Nov 07
- Potential for CAPRI members to assist in research projects
- Research & Development

**1. Background & Inspiration**

- CHI Review 2003
- National Clinical Audit Conference 2004
- Bristol PPI Presentation
- Establish working party

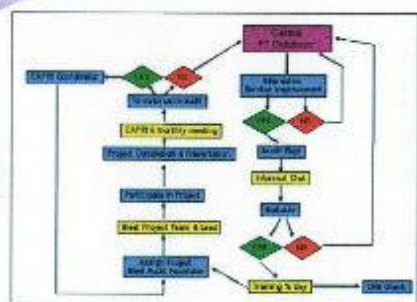


**2. Planning & Research**

- Who can we learn from?
- Who is doing this already?
- Visits & phone calls to other trusts
- Submit report Dec 06
- Approval from Trust Audit Committee & Organisational Development



**3. Structure**



**4. Practicalities**

- Confidentiality
- Contracts
- Terms of Reference
- CRB Check
- Expenses & time
- Parking
- Hurdles
- Not representative of diverse community
- Age bias



**Training**

- What is Clinical Audit?
- Structure of Trust
- Their role
- Projects

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CAPRI Co-ordinator  
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# CLINICAL AUDIT PATIENT REPRESENTATIVE INITIATIVE- CAPRI

## What is Clinical Audit?

Clinical Audit monitors the Trust/Hospital's practice against local/national standards and guidelines. In simple terms:

*"Are we doing what we should be doing!"*

Clinical Audit identifies what best practice should be and in doing so, helps to influence changes to patient care.

## Why do we want to involve You, the service user?

Involving patients and service users is key to developing services within the Trust. Your input is vital to future improvements in healthcare.

## How would You, the service user, become involved?

Through CAPRI!

By becoming a member of our service user/patient panel, you could become involved in...

- Clinical Audit Project Design & Planning!
- Patient & Staff Questionnaire Design!
- Telephone Interviews with patients/staff!
- Face to Face Interviews with patients/staff!
- Presentation & Poster Design!

And much, much MORE!

*We need Your inspiration, ideas and experience to assist in the improvements & changes being made to our Healthcare Services.*

## Who can become a member of CAPRI?

Anyone can! As long as you live within the Huddersfield and Halifax area. You don't have to be a former or current patient.

## How much time do I have to commit?

As little or as much as you would like. It depends on the individual project. Some projects have taken one hour once a month, others have been 1/2 day sessions once a week for 2 months.

## What's in it for me?

- Involvement is voluntary, but travel expenses are paid
- A chance to get involved and make a difference to your healthcare services
- An opportunity to meet the staff and healthcare professionals working within the Trust
- Great for your CV (if required)

## What about confidentiality?

CAPRI members will come across information relating to patients, staff and the hospital. We would, therefore, ask you to sign a confidentiality form, volunteer agreement and undergo Clinical Audit Training. All CAPRI members will be subject to a CRB check.



## WHAT DO OUR CAPRI MEMBERS THINK?

"I joined CAPRI because I thought it important that the Health Service should take into account patients' views about how the service could be improved. As a CAPRI member I have been involved in audits from their early stages to final completion; all have been very professionally conducted, and involved contact with patients and staff. Real improvements in the service have been achieved, and this makes it all worthwhile."

**Bill Ellis, CAPRI Member**

"Working with the Clinical Audit team has proved to be interesting and at times challenging, but the support given by the professional team and my colleagues means that the experience gained is positive and you feel that you are making a worthwhile contribution to the development of patient care within the Trust."

**Jan Roberts, CAPRI Member**

"With careful guidance from professionals I feel I have made a valuable contribution to the audit department. A useful and informative way of giving something back to the Healthcare Service which gave me excellent treatment when I needed it."

**Madge Parker, CAPRI Member**



Winners of Celebrating Success Innovation Award 2009

## Are you interested in working in the NHS?

### Get involved in CAPRI!

#### Clinical Audit Patient Representative Initiative

- Get involved in Service Improvement Projects
- Training given
- No past experience required
- Voluntary—but travel expenses paid
- Commit to as little or as much time as you wish
- Great for your CV!

If you would like more information, please contact:

Liesl Skelding-Millar Tel: 01484 342859 E-mail: Liesl.Skelding-Millar@cht.nhs.uk  
Jacky Mason Tel: 01422 224181 E-mail: Jacky.Mason@cht.nhs.uk

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