

# Introduction for speaker only

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- **Please see speaker notes below for details of format of this presentation and suggestions on how it might be used**

*Promoting quality for  
better health services*



# **Patient and Public Engagement (PPE) in clinical audit**

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**‘Clinical audit must include patients. They, as well as clinicians, are the true professionals in illness. The doctor may be highly qualified to diagnose and give treatment. However, only the patients truly know the pain, physical and psychological, and the stress of their illness. The patient’s voice is so valuable as part of audit’**

**Iain Thomas, MINAP Representative**

**Member of SW London Cardiac & Stroke network**

**Member of HQIP’s Patient Network**



# Patient & Public Engagement in clinical audit

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**Guidance produced by HQIP to encourage and facilitate Patient and Public Engagement (PPE) in clinical audit**

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- Part 2 Why involve patients?
- Part 3 Measuring outcomes and experience
- Part 4 Clinical audit
- Part 5 How to involve and engage patients and public in clinical audit
- Case studies
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# Introduction

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## Why do PPE?

- Legal requirement
- Beneficial to quality and outcomes of clinical audit

## How do you do PPE?

- 6 organisational standards

## How do other organisations do it?

- Case studies with examples

# Why involve patients in clinical audit?

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- Benefits
  - ‘Expert’ who lives with, or cares for someone, with specific condition
  - Different perspectives
  - Create desired service through successful clinical audit attuned to patient interest/needs
  - Informed choices by having more knowledge
  - Improving health through participation
  - Engaging new people
  - Responsive to local needs
  - Develop improved quality of care

# Measuring outcomes & experience

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Two main aspects to quality of care:

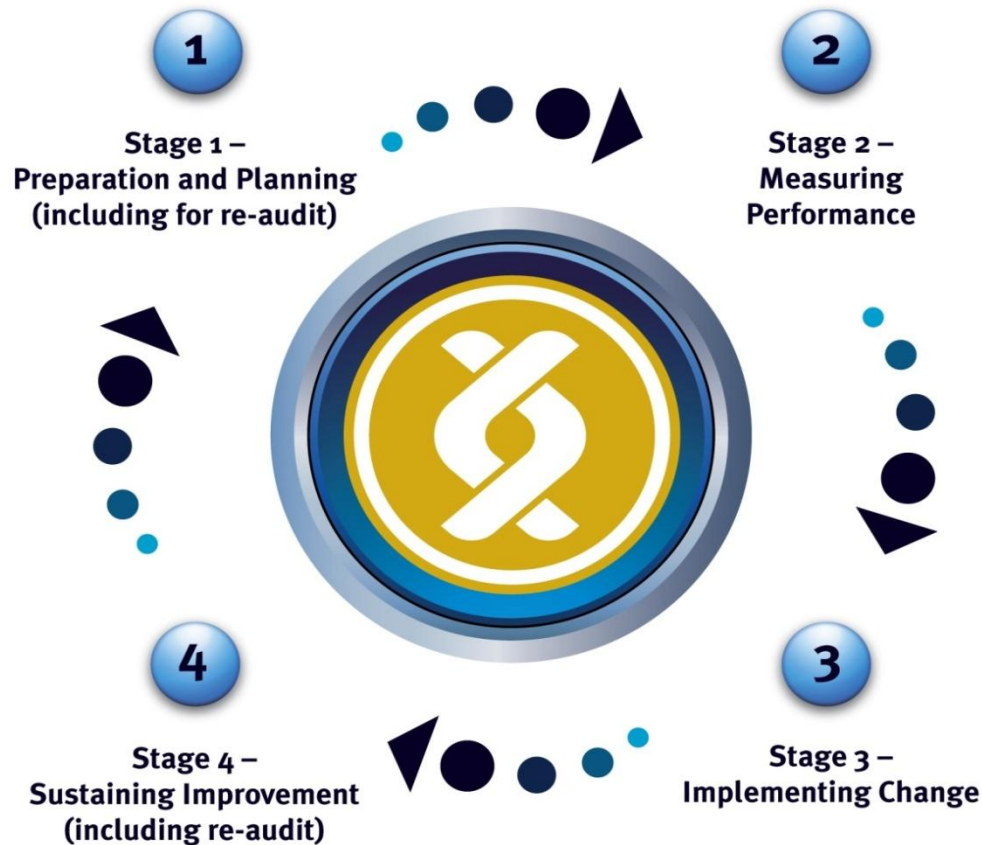
1. Effectiveness of care = **outcome**

(e.g. Patient Reported Outcome Measures  
PROMs)

2. Humanity = **experience**

(e.g. Patient Reported Experience  
Measures PREMs)

# Clinical audit cycle



# Standard 1

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- **People:** roles & responsibilities for PPE are clearly defined, visible and effective throughout organisation including leadership at all levels
- **Criteria**
  - PPE is managed and led by staff & clinicians aware of benefits of patient engagement
  - Patients who are involved are aware of what is expected including participation, commitment and workload
  - Patient group to whom clinical audit standards apply is clearly defined
  - If required, basic training is given to patients to enable effective contribution to process

# Standard 1 cont.

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- **How?**

- Organisation has named individuals responsible for PPE in clinical audit
- All staff and volunteers working on clinical audit know their responsibility for PPE
- Patients and carers with formal PPE links to organisation have role descriptions covering their engagement in clinical audit
- Policies in place to support all PPE activity e.g. reimbursement, information governance etc
- Training programme to support PPE e.g. Inclusion in induction training, training for patients and volunteers

# Standard 2

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- **PPE strategy and vision:** there is explicit strategic framework that makes clear organisation's commitment to PPE
- **Criteria**
  - PPE is owned at board or senior management level
  - Explicit link between organisation's clinical audit strategy and PPE strategy

# Standard 2 cont.

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- **How?**

- Publicly available document approved at senior level that sets out vision for PPE and also covers clinical audit
- Organisation has defined set of objectives for PPE activity which covers clinical audit

# Standard 3

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- **PPE structures:** in place at all levels of organisation that facilitate dialogue and communication with patients, carers, wider community and the public
- **Criteria**
  - Patients are kept informed and supported throughout clinical audit process about timescales, progress, results and actions
  - All communication should use simple language and avoid jargon and acronyms

# Standard 3 cont.

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- **How?**
  - Organisation's clinical audit programme and results are proactively communicated to patients and public via range of communication channels. Should include results whether they are positive or negative.
  - Greater understanding of clinical audit process and patients/carers role within it, is likely to increase support for it
  - Updates and results are shared with patients in accessible format
  - National clinical audits should have data that are useable, be timely and help promote change at local level

# Standard 4

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- **PPE processes:** in place at all levels of organisation that enable patients and public to effectively influence planning, delivery, development, review and decision-making about changing and improving healthcare services
- **Criteria**
  - Organisation ensures patient and public involvement in setting of clinical audit priorities and in development of annual clinical audit programme
  - Patients involved in helping to plan implementation of changes arising from clinical audit and to monitor results
  - Must have systems to ensure no breaches of Caldicott guidelines
  - Clinical audit standards take account of patient priorities/outcomes e.g. PROMs

# Standard 4 cont.

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- **How?**

- Organisation can demonstrate that it evaluates both experience and outcomes of PPE activity and impact on staff, patients and public
- Results of clinical audits & action plans are openly shared and communicated
- Patients are involved in both conduct and governance of clinical audit
- Patient groups are advised of organisations clinical audit programme and given results
- Quality Accounts should show how patients have been involved in clinical audit
- Patients are involved in selection of standards to be audited



**HQIP**

Healthcare Quality  
Improvement Partnership

# Standard 5

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- **Partnership working:** organisation has clearly defined structures and processes that enable effective dialogue with partner organisations at national, regional and local levels
- **Criteria**
  - Patients/carers are recognised as key stakeholders in clinical audit process and, if appropriate, patient representatives/patient organisations are involved in all stages of clinical audit cycle as equal members of clinical audit team

# Standard 5 cont.

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- **How?**

- Organisation has defined pathways mapping how it works with patient groups and other health and social care partners e.g.
  - LINKs, voluntary/community organisations, disease/condition specific groups, hard-to-reach/seldom heard individuals/groups, Overview and scrutiny committees, SHAs, social care providers, advocacy agencies
- Patients who may be affected by changes in practice resulting from clinical audit should be consulted, advised and involved in those audits
- Patients should be encouraged to request clinical audit results
- Carers/relatives should be involved where patient can make limited contribution
- Informal and ad hoc systems of engaging patients can have role in engagement strategy

# Standard 6

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- **PPE monitoring and evaluation of effectiveness:** systems are in place that monitor PPE activity and evaluate effectiveness and impact, and influence future PPE planning.
- **Criteria**
  - PPE activity needs to monitored, evaluated and reported

# Standard 6 cont.

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- **How?**
  - Organisation accurately maps and records all PPE activity on continuous basis and this is reported and managed at senior/board level
  - PPE is fully documented in all clinical audit reports

# Summary

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Patient & Public Engagement in clinical audit must involve:

- Engagement in **governance and strategic direction** of clinical audit
- **Consultation** around standards and outcomes (where appropriate) to be audited
- **Active participation** in collection and analysis of clinical audit data
- Engaging public in **communication** about clinical audit, partly as patients and through involvement in governance

# New HQIP website

The screenshot displays the homepage of the Healthcare Quality Improvement Partnership (HQIP). At the top right, there is a 'Log in to My HQIP' section with fields for 'Username', 'Password', and a 'GO' button, along with links for 'Forgot your password?' and 'Register'. Below this is a search bar with a 'GO' button. The main navigation menu includes 'Home', 'About us', 'National Clinical Audit & Registries', 'Local Audit Support', 'Guidance & Support', 'NCA Forum', 'News & Events', and 'Other Q.I. initiatives'. The central banner features a 'Latest news' section with a headline: 'HQIP announces expression of interest for national clinical audit of neonatal intensive care', a 'Full details' link, and three 'Latest news' buttons. To the right of the banner is an image of a newborn baby. Below the banner are three main content columns: 'NEWS' with an ambulance image and links to 'Expressions of Interest: National neonatal intensive care audit', 'Expression of Interest: national clinical audit of Oesophago-Gastric Cancer', 'HQIP's NHS Boards & clinical audit survey results: real progress, much to be done', and 'First National Audit of Psychological Therapies for Anxiety and Depression'; 'GUIDANCE & SUPPORT' with a hand-holding image and links to 'NHS Boards guidance: Clinical Audit: A Simple Guide for NHS Boards', 'Get the guide that forms the cornerstone of HQIP's 2010 Boards engagement strategy', 'Patient & Public Engagement in Clinical Audit: see the full guide', and 'Comprehensive guide to drive PPE engagement Engaging Clinicians'; and 'HQIP EBULLETIN' with an HQIP eBulletin logo and links to 'Get all the latest healthcare quality improvement news, events, jobs, guidance and much more, direct to your inbox every month, with HQIP's monthly eBulletin.', 'Sign up', 'eBulletin archive', and 'Latest eBulletin'. At the bottom, there are three more sections: 'NATIONAL AUDIT SUPPORT' with an image of a patient in a hospital bed, 'LOCAL AUDIT SUPPORT' with an image of hands holding a stethoscope, and 'MY HQIP' with an image of a woman looking through a microscope.

# New HQIP website

The screenshot displays the homepage of the Healthcare Quality Improvement Partnership (HQIP). At the top left is the HQIP logo, a stylized 'H' inside a circle, followed by the text 'HQIP Healthcare Quality Improvement Partnership'. To the right is a login section titled 'Log in to My HQIP' with fields for 'Username', 'Password', and a 'GO' button. Below the login fields is a search bar with a 'GO' button. A navigation menu includes links for 'Home', 'About us', 'National Clinical Audit & Registries', 'Local Audit Support', 'Guidance & Support', 'NCA Forum', 'News & Events', and 'Other Q.I. initiatives'. The main content area features a 'Latest news' section with a headline: 'HQIP announces expression of interest for national clinical audit of neonatal intensive care' and a link for 'Full details'. Below this is a 'NEWS' section with a sub-header 'NEWS' and a thumbnail image of an ambulance. To the right is a 'GUIDANCE & SUPPORT' section with a sub-header 'GUIDANCE & SUPPORT' and a thumbnail image of hands holding a document. Further right is an 'HQIP EBULLETIN' section with a sub-header 'HQIP EBULLETIN' and a thumbnail image of the HQIP logo. Below these sections are several news items with links, such as 'Expressions of Interest: National neonatal intensive care audit' and 'NHS Boards guidance: Clinical Audit: A Simple Guide for NHS Boards'. At the bottom, there are three more sections: 'NATIONAL AUDIT SUPPORT', 'LOCAL AUDIT SUPPORT', and 'MY HQIP', each with a corresponding thumbnail image.

**Contact us**

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# **Healthcare Quality Improvement Partnership**

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***Promoting quality improvement for better healthcare***

