

# HQIP Case Study:

## PPI in national clinical audit – Submission to the Richard Driscoll Memorial Award 2018

### This submission demonstrates:

Embedding patients in the beginning of the process  
PPI in the governance  
Patient focus from the outset

**Date:** Autumn 2018

**NCAPOP:** The National Asthma and Chronic Obstructive Pulmonary Disease Audit Programme (NACAP)

**Organisation:** Royal College of Physicians (RCP)

**Website address:**

<https://www.rcplondon.ac.uk/projects/national-asthma-and-copd-audit-programme-nacap>

### Summary

The National Asthma and Chronic Obstructive Pulmonary Disease (COPD) Audit Programme (NACAP), commissioned from March 2018, will deliver audits of asthma and COPD care in England, Scotland and Wales. The programme will work across the whole care pathway, with a quality improvement focus. Outputs from NACAP are relevant to a large population. Approximately 1.2 million people in the UK live with a COPD diagnosis and 8 million people have a recorded diagnosis of asthma (BLF, 2018). It is therefore imperative that patients and carers are involved in the design and delivery of the programme.

NACAP has implemented a governance structure which includes patients and carers at its core and embeds patient and public involvement and engagement (PPIE) in all aspects of the audits. The NACAP Patient Panel (NPP) is a standalone governance group that works alongside two clinical advisory groups, and also reports to a NACAP Board.

There are patient representatives on all three governance groups. The NPP is unique as it brings together adults living with asthma and/or COPD and carers, as well as children and young people

(CYP) living with asthma and/or other long term health conditions. Members were identified by our patient charity partners, the British Lung Foundation (BLF) and the Royal College of Paediatrics and Child Health (RCPCH) to ensure that they were representative of all aforementioned relevant groups. NACAP also work closely with the BLF and the RCPCH to ensure that membership on the NPP is mutually beneficial and that patient representatives are offered any support they may need to be part of NACAP activities.

In order to ensure optimal engagement and communication, the NPP meet face-to-face once a year at a time and date that is suitable to members. Also, roughly every six weeks, separate adult and CYP groups will discuss topics or review relevant audit materials virtually (NACAP virtual information exchanges).\*

This application for the Richard Driscoll Memorial Award will detail the work undertaken by NACAP and the NPP to identify adult patient priorities for the programme and then to ensure that they shape audit activities, reports and quality improvement (QI) work.

\*Virtual information exchanges for adults have taken place since July 2018. CYP virtual information exchanges will take place after launch of the CYP patient priorities survey.

## Aims and Objectives

The overarching aim of identifying patient priorities and embedding them into the audit work is to ensure that outputs are not only engaging and informative, but are relevant to the wishes of patients and their families.

Working with patients and patient charities, NACAP has identified a number of key priorities for each workstream relevant to adults. This will enable the programme to tailor outputs, and ensure that local teams are working at improving areas that mean the most to patients and carers, as well showing improvements in relevant clinical areas as guided by national policy.

The survey results were presented at two patient/carer focus groups hosted by BLF in May 2018. The focus groups reviewed the results and nominated improvement priority areas to be taken to the NPP for further discussion.

At the NPP meeting in May 2018, the adult members reviewed the survey results alongside the focus group nominations. They voted for the improvement priorities that will be highlighted throughout the lifetime of the programme. Two NPP members then presented the adult improvement priorities at the NACAP Board in June.

## Innovation & Sustainability

NACAP worked with patients, carers and patient charities, and employed an innovative multi-layered methodology to identify adult patient priorities. The team is now also working with the NPP to plan how the priorities will be embedded into the programme and how messages are spread to support patients and the wider public to understand what good asthma and COPD care looks like and empower people to ask for better care.

During March 2018 the audit team at the RCP, with support from BLF and RCPCH, developed a survey for adults living with COPD and/or asthma and their carers. A CYP survey is being developed and will be released in winter 2018/19.

The adult survey was designed to find out which elements of COPD and asthma care in different settings were most important to patients and carers. The survey was launched online for 4 weeks in April 2018 by the BLF and also shared by a number of other organisations, to engage with as many patients/carers across the country as possible. Over 700 people participated in the survey.

## Communication

The team plans to disseminate the patient priorities in a number of ways, including;

- Creating infographics and slides to be hosted on the RCP/partner organisation websites,
- Using the NACAP and RCP social media accounts to inform people of the patient priorities and how we are embedding them in the programme,
- Working with stakeholders to disseminate this information to larger patient and professional groups,
- Embedding the patient priorities in all reports and coproducing patient reports to summarise findings in way that makes them useful and informative to patients and carers.

There are also plans to diversify the way we engage and communicate with patients more widely, including;

- Working with the NPP to make our social media channels more inviting to patients and carers,
- Presenting our PPIE work nationally and internationally,
- Supporting and teaching local COPD and asthma teams how to involve patient in quality improvement via workshops and collaboratives,
- Reporting on the impact of our PPIE work

### Contact Details

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**Project:** National Asthma and Chronic Obstructive Pulmonary Disease (COPD) Audit Programme

**Team involved:** NACAP team, Royal College of Physicians

### Impact

The hundreds of survey respondents, BLF focus group participants and NPP members have impacted the direction of the audit programme as follows:

Detailed information about the impact of the patient priorities, as well as other PPIE activities, can be found in an 'Impact Log' created by NACAP to review involvement activities and ensure they are positively impacting the programme.

To enhance our communications to patients and healthcare professionals about these improvement priorities, the audit team has begun working with the NPP members to create short videos about their importance. These will be shared online and used to compliment report launches.

By putting patients at the centre of our work, NACAP aim to promote changes and improvements in COPD and asthma care that really matter to patients.