

HQIP Case Study:

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

This submission demonstrates:

PPI at all levels of the programme

Recruitment process to join the boards

Working with service users to raise awareness

Date: Autumn 2018

NCAPOP: National Diabetes Audit

Organisation: NHS Digital

Website address: <https://digital.nhs.uk/data-and-information/clinical-audits-and-registries/national-diabetes-audit>

Brief background of the project

The National Diabetes Audit integrates data from primary and secondary care electronic records in England and Wales. It is the most comprehensive audit of its kind. From its initial focus on core care processes, treatment targets and long term outcomes, the NDA has developed to include specific areas of diabetes care that are important to people with diabetes such as pregnancy, inpatient care foot care and transition from paediatric to adult care.

People with diabetes have been involved in every aspect of the National Diabetes Audit from the beginning and are engaged with each part of the audit cycle including planning, review and dissemination. The National Diabetes Audit is constantly evolving and much of the change is driven by patient representatives contributing to the strategic direction based on the elements of care and outcome that are most important to people with diabetes.

Aim

The National Diabetes Audit supports improvement in the quality of diabetes care by enabling NHS services and organisations to:

- assess local practice against NICE guidelines
- compare their care and care outcomes with similar services and organisations
- identify gaps or shortfalls that are priorities for improvement
- identify and share best practice
- provide comprehensive national pictures of diabetes care and outcomes in England and Wales

Through participation in the audit, local services are able to benchmark their performance so identifying where they are performing well and where are the priorities for improving the quality of treatment and care they provide. Involving people with diabetes is key to achieving the aim of improving the quality of diabetes care.

The patient representatives are recruited by Diabetes UK, which also manages clinician engagement. The patient representatives are passionate about diabetes care and improving outcomes for people with diabetes. Care is taken during recruitment to ensure that we have people with diabetes from a range of backgrounds so the audits have true representation of the people using diabetes health care services in England and Wales.

With lived experience of the care measured by the different audits, our patient representatives have real insight and understanding into diabetes health care. We encourage and support our patient representatives to engage with other people with diabetes via different means such as attending local Diabetes UK groups, speaking at events and through social media. This raises awareness of the audits, helps people to access and use data about their local services and provides the National Diabetes Audit with further feedback about the issues that people with diabetes care about.

Planning and delivery

The NDA programme is delivered by NHS Digital, in partnership with Diabetes UK, the principal representative organisation for people with diabetes in the UK. It is part of the National Clinical Audit programme commissioned by the Healthcare Quality Improvement Partnership (HQIP) and funded by NHS England.

Each of the audits under the National Diabetes Audit umbrella has an advisory board, consisting of people with diabetes, clinicians and representatives from NHS Digital and Diabetes UK. The advisory boards drive the operational side of the audits and feed into the analysis of the data, the writing of reports and their dissemination. The National Diabetes Audit Partnership Board, the main national stakeholder forum for the NDA, includes people with diabetes who contribute to the overall strategic planning and direction.

Patients, in partnership with Diabetes UK, developed the cases ten years ago for expanding the NDA into inpatient care, pregnancy and foot-care. They have more recently petitioned successfully for inclusion of transition care and the mental health/diabetes interface and continue to press for a patient experience survey to complement the biomedical measures.

Impact - the patient view

Our patient representatives feel that their involvement on the National Diabetes Audit has worked by addressing diabetes care delivery issues locally and nationally, working alongside healthcare services to ensure that real change is effected. From speaking to other people with diabetes, the patient representatives feel there is often a strong disinclination to challenge the healthcare they receive due to a fear of being perceived as 'just patients'. The role helps to break down potential barriers both on the part of the patient representatives and of the healthcare professionals working collaboratively with them. It informs and educates the patient representatives so that they understand what care they should expect to receive and can then share that learning with other people with diabetes with whom they network across the country. The experience of being treated as valued members of the team and the confidence that brings, has enabled these people with diabetes to become actively involved in the wider healthcare landscape, whether in highlighting issues of concern, sharing evidence of good practice and/or contributing to future planning developments

Their work is helped by the patient-focused summary and at-a-glance reports (presenting the complex audit data in an accessible way), which are produced in collaboration with the DUK NDA engagement manager. They state their views in national reports and campaign locally for improvements identified as priorities by benchmarking. For example patient representatives have contributed to national diabetes network steering groups and led local campaigns for foot-care reform. The patient representatives feel that their role has been crucial to ensuring the results from the audits are used to shape treatment paradigms and assist patients with diabetes to live longer and fuller lives.

The National Diabetes Audit represents true co-production of design and delivery. We, as patient representatives, are involved in discussions and decisions about how to ensure the audit provides the most important data and therefore has the biggest impact for service users. We are supported by each other, Diabetes UK and the clinicians and other professionals on the audit to proactively contribute, as well as using the data to influence local commissioners in our own areas. We couldn't feel prouder to work as part of such a world-leading audit with world-leading patient involvement to match.

Contact Details

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Project: National Diabetes Audit

Team involved: Diabetes UK, NHS Digital, patient and clinical representatives