

**FINAL– including updates on actions as at 21<sup>st</sup> Feb 2020**



**Actions Arising from National Quality Improvement (inc Clinical Audit) Network (N-QI-CAN) meeting held on 4 December 2019 in Grange Fitzrovia Hotel, 20-28 Bolsover Street, London W1W 5NB**

**Present:**

Carl Walker (N-QI-CAN Chair)  
Donna Staples (EMCASNet)  
Victoria Patel (YEARN)  
Tracy Millar (MEAN)

Sarah Byrne (M-QI-CAN)  
Heather Pratt (LCCAN))  
Sue Venables (SECEN/General Secretary)  
Liz Cheal (SCCAN)

Sarah Chessell (SWANS)  
Catherine Dunn (NWMHN)  
Alka Anoop (EoECAN)  
Deborah Kershaw (GMCAN)

**Co-opted members**

Kim Rezel (HQIP)  
Linda Chadburn (Pennine Care/RcPsych Rep)

Lisa Cowie (NHS England / Improvement)  
Richard Arnold (NHSE/I) for item 4.2 only

Caroline Rodgers (HQIP)  
Sue Latchem (HQIP)

**In attendance**

Chris Dadson (HQIP)  
Kirsty MacLean Steel (RCP NACAP)

Sam Bartlett-Pestell (HQIP)  
Bonnie Wiles (RCP FFFAP)

Ian Woodhouse (HQIP)  
Mark de Belder (NICOR)

**Apologies**

Laylia Gregory, L-QI-CAN

Janette Mills

NECEN network

Supporting papers & presentations for the meeting are available to view on the NQICAN Networking & Sharing Forum (NNSF) - [link](#)

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**N-QI-CAN Action Notes – 4 December 2019 meeting (Actions RAG updated as at 21<sup>st</sup> February 2020)**

Ref	ITEM / ACTION	BY WHOM	BY WHEN	RAG
	<b>Welcome and minutes of the last meeting.</b>  CW welcomed everyone and SV was welcomed back. Thanks to NHSE/I for arranging venue.			
<b>2</b>	<b>Update on Unresolved actions from previous meeting (those not listed below from the previous meeting are now complete)</b>			
2.1	<b>06/19 ACTION:</b> CW/SV to advertise for volunteers to help with Forum administration and development.	<b>CW/SV</b>	Mar-20	<b>3</b>
2.2	<b>06/19 ACTION:</b> Agreed that published costs of National Clinical Audit's do not include the hidden costs to trusts to collect all the data. NQICAN to set up a T&F group to cost this out next year and review YEARN paper on NCAs. EMCASNet and MEAN to help with this. <b>Update:</b> YEARN to lead on this now and ask for volunteers across other networks via NNSF.	<b>CW / VP</b>	Jun-20	<b>3</b>
2.3	<b>06/19 ACTION:</b> CW to consider whether NQICAN can set up a template for the National Clinical Audit section of the 19/20 Quality Account. Agreed template to be set. No further guidance received from NHS England.	<b>CW</b>	Jan-20	<b>5</b>
2.4	<b>06/19 ACTION:</b> QSIR to include clinical audit in future course updates – SC/CW to review content once drafted. <b>Update:</b> SC updated the group, the training programmes has changed and templates for Clinical Audit to be agreed, an e-mail to be sent to NHSI to take this on board.	<b>L Hibbs, SC / CW</b>	Mar-20	<b>4</b>
2.5	<b>09/19 ACTION:</b> Communication with Trusts. It was felt that communication with trusts is variable, with letters regarding national clinical audit not being sent to clinical audit departments and appropriate leads in Trusts. Following discussion, agreed that NQICAN would set up a list of all trusts and contact details to improve this situation and share the list on the NQICAN website / Forum.	<b>CW</b>	Mar-20	<b>1</b>
2.6	<b>09/19 ACTION:</b> Initial discussions of the survey results showed there are a number of barriers to undertake clinical audit locally at present. All members agreed to give further consideration around how as a group we can support and influence overcoming these barriers.	<b>All</b>	Jun-20	<b>3</b>
2.7	<b>09/19 ACTION: Annual Report (Paper E).</b> This will be published by the end of October 2019 in time for Clinical Audit Awareness Week. CW asked the group to 1. Check that all expenses detailed in paper I were accurate.	<b>CW / All</b>	Dec-19	<b>5</b>

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	2. Confirm forward plans for the coming year for each network including details of any funds required.			
2.8	<b>09/19 ACTION: Communication post.</b> CW advised the group this post needs to be in place asap with protected time to deliver the roles detailed in paper F. Copy of the advertisement to be placed on the forum and a copy sent to the NHS communication teams. <b>Update:</b> Post to be advertised once protected time for post has been agreed.	<b>CW / SV</b>	Mar-20	1
2.9	<b>09/19 ACTION: Commercial Agreement.</b> SV to update our governance documents in line with the new statement agreed on working and collaborating with commercial companies. <b>Update: SV has completed this work – it will now be incorporated into our wider governance review detailed below</b>	<b>SV</b>	Dec-19	5
2.10	<b>09/19 ACTION:</b> Agreed that helping to review the HQIP guides should be something that the networks support provided time take to do this is adequately remunerated. CW to cost out the work and provide a quote to HQIP. If approved CW will put a call out to members to help undertake review.	<b>CW</b>	Oct-19	5
2.11	<b>09/19 ACTION:</b> LG tabled paper J. Following discussion it was agreed that LG would refine the Roles and Responsibilities and recirculate to the group to ensure consistent approach. CW thanked everyone especially LG and highlighted that this piece of work is important for the role going forward.	<b>LG / All</b>	Mar-20	3
<b>3</b>	<b>Presentations</b>			
<b>3.1</b>	<b>Getting it Right First Time (GIRFT) update on use of clinical audits - Dr. Jamie Day, GIRFT Chief Information Officer</b>			
	Thanks to Jamie Day for the presentation. GIRFT aims to provide clinician-led support for improvement in clinical quality and has 40+ workstreams across Surgical, Medical, and other clinical services. Remains Acute focused with no immediate plans to roll out any further at present.			
	<b>ACTION:</b> Slides to be circulated and shared on the forum. Jamie to act as a point of contact for our networks going forward.	<b>JD / CW</b>	Dec-19	5
<b>3.2</b>	<b>National Institute for Cardiovascular Outcomes Research (NICOR) - Mark de Belder NICOR Lead Clinician.</b>			
	Thanks to Mark for the presentation. Forward plans included developing QI methodology and more help with interpretation of data i.e. providing recommendations and QI packs.			
	<b>ACTION:</b> Any feedback from users (hospitals, commissioners etc.) about what data outputs are useful and how data should be presented would be welcomed. CW to pick up outside the meeting with Kelly O'Brien NICOR programme	<b>CW</b>	Mar-20	1

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	lead to look at how NQICAN can support development of the NICOR programme.			
	<b>ACTION:</b> Slides to be circulated and shared on the forum. Kelly O'Brien to act as a point of contact for our networks going forward.	<b>CW</b>	Dec-19	<b>5</b>
<b>3.3</b>	<b>National Asthma and COPD Audit Programme (NACAP) update</b>  Kirsty would like to come out to regional networks to talk about the programme and get some feedback. Suggestion that Kirsty uses the forum.			
	<b>ACTION: Networks members to contact Kirsty with any feedback re the audits or requests to speak at regional network meetings <a href="mailto:Kirsty.MacleanSteel@rcplondon.ac.uk">Kirsty.MacleanSteel@rcplondon.ac.uk</a></b>	<b>All</b>	Ongoing	<b>4</b>
<b>3.4</b>	<b>Maximising the quality improvement potential NCAPOP - Dr Ian Woolhouse, Senior Quality Improvement Lead</b>  Dr Woolhouse provided an update on this work which is supported by Healthcare Foundation. All NCAPOP projects have been assessed in terms of QI readiness – aim to have data driven QI. 3 main challenges to NCA providers are timeliness of results feedback, Annual report cited as main tool to stimulate QI and providing resource to support QI. NQICAN in full support with this work and look forward to seeing more exemplars coming forward like NELA and SSNAP until it becomes standard for all NCAs.			
	<b>ACTION:</b> Presentation to be shared on Forum	<b>CW</b>	Dec-19	<b>5</b>
	<b>ACTION:</b> Ian Woolhouse will take back issues about how outliers are identified to the outlier team. CW to pass on details.	<b>IW/CW</b>	Dec-19	<b>5</b>
<b>4</b>	<b>Core Business</b>			
<b>4.1.</b>	<b>Sharing a success winners (Paper B)</b>			
	Thanks to Vicky and Carl for leading on T&F group and shortlisting which was a time consuming – revise how we do this go forward. Thanks to Carl for leading on the communications and managing the votes. Alka was also thanked for her help with the planning on the T&F group. Really pleased with event overall – including number of successes shared (50) and votes received on competition (1000+). Well done and thanks to all who got involved especially the winners.			
	<b>ACTION:</b> Review process for competition going forward - suggested Quarterly sharing successors to be individually posted on the forum. Quarterly winners will be put forward to the final. Any income generated from speaking at events to be used for prizes.	<b>CW</b>	Mar-20	<b>5</b>

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	<b>ACTION:</b> CW to write to winners and send certificates and prizes.	<b>CW</b>	Jan-20	5
	<b>ACTION:</b> CW to write to finalists and all leads of submissions to send certificate – finalist or thanks.	<b>CW</b>	Jan-20	5
<b>4.2</b>	<b>NHS England Update Paper B</b>			
	Richard Arnold presented update via phone. November national audit report publications have been delayed due to election purdah but will now be publishing various reports in December. Further work being undertaken to agree future direction of National Clinical Audit programme – working with NHS Digital to see how data can be linked.			
	<b>ACTION:</b> RA to share update paper including presentation on work with NHS Digital	<b>RA</b>	Dec-19	5
	<b>ACTION:</b> NHSE/I support current N-QI-CAN governance and happy to support further funds upto £15k to provide protected time for officers and network members in 20/21. CW to send RA revised NQICAN finance plan for 20/21.	<b>CW</b>	Feb-20	4
<b>4.3</b>	<b>HQIP Update – Paper C</b>			
	KR thanked CW for his input over Clinical Audit awareness week #CAAW19. Great response to Audit Heroes, record number of entries. Positive feedback and developments with the HQIP directory – KR thanked colleagues for feeding back to Lorna Pridmore HQIP Directory lead.			
	<b>ACTION:</b> CW to share paper on NNSF	<b>CW</b>	Dec-19	5
	<b>ACTION:</b> Network members to continue to flag queries with HQIP in regards to Directory and suggestions for improvements.	<b>All</b>	Mar-20	4
<b>5</b>	<b>Plan for NQICAN training event 2020</b>			
5.1	SC provided verbal update on this item. This is still in very early stages and discussions held with HQIP to see if there are opportunities to joint badge this event. No objections to looking for commercial sponsorship. More details to follow in March 2020.			
	<b>ACTION:</b> SC and LG to continue to develop plan for event and consult with HQIP	<b>SC / LG</b>	Mar-20	4
<b>6</b>	<b>Chair's update</b>			
	The following actions were agreed from the discussions as part of CW Chairs update presentation:			
	<b>ACTION:</b> Networks to ensure that plans are made and funds are spent.	<b>Reg' chairs</b>	Mar-20	4
	<b>ACTION:</b> Going forward for network chairs and NQICAN officers there will be a communication with line managers from N-QI-CAN about the work and time commitments. There will also be an annual letter of thanks sent by N-QI-CAN	<b>CW</b>	April-20	1

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	chair to the line manager (Also consider cc Chief Exec, Medical Director and Chief Nurse to help raise profile).			
	<b>ACTION:</b> YEARN are taking forward the work around costing NCA.- initial work started at Nov meeting. VP to draft a plan and start piloting costing model.	<b>VP</b>	Mar-20	3
	<b>ACTION:</b> Regional network groups on NNSF need verifying by chairs. CW to share the members in each network with the Chairs so that they can follow-up if not current members.	<b>CW and chairs</b>	Mar-20	1
	<b>ACTION:</b> Chairs to review NNSF top tips guide and let CW know if other tips need including	<b>Reg' chairs</b>	Feb-20	1
	<b>ACTION:</b> CW agreed to work with Linda to set up NNSF space for the North West NICE Group	<b>CW / LC</b>	Jan-20	5
	<b>ACTION:</b> NQICAN need to have a contact point on our website for businesses that would like to sponsor any meetings. CW to make sure email contact details are available along with guidance on sponsorship of meetings.	<b>CW</b>	Mar-20	1
	<b>ACTION:</b> CW to ask Worcester for a pdf of their PDSA and Clinical audit video to share.	<b>CW</b>	Mar-20	1
	<b>ACTION:</b> NQICAN to continue to support development of National CQUINs (Paper G). CW to share NHSE/I comments on our feedback on the current process once it has been received and thank those who have helped with this piece of work.	<b>CW</b>	Mar-20	4
	<b>ACTION:</b> CW to share presentation on the forum	<b>CW</b>	Dec-19	5
<b>7</b>	<b>ELECTION</b>			
	<p>The challenges to the N-QI-CAN election process that the group had received via the forum were shared. CW also stated that he had received a letter yesterday from 5 members of the East Midlands network asking for the elections to be delayed. It was agreed that in this instance the current governance arrangements would be followed and that the term of office for those elected today would be 2 years subject to a full governance review. The terms of reference for networks need to be updated also to ensure there is an agreed tenure of office for network chairs.</p> <p><b>N-QI-CAN CHAIR</b>  CW has put in an expression of interest in the Chair which was subject to NHSE/I providing further funds for officers/the network. No other expressions of interest were received.  It was noted that SC had said that she would be interested in the Chair in the future or if CW did not stand again.  There were no objections to CW continuing. CW was confirmed as chair. CW confirmed that this would be his last term of office.</p> <p><b>GENERAL SECRETARY</b></p>			

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	There were two expressions of interest in the position of general secretary/deputy chair. A closed vote was held and the outcome was that Sarah Chessell received 9 votes and Linda Chadburn received 2 votes. Sarah was therefore appointed General Secretary. Linda will continue to be a co-opted member. CW thanked SV for her support and commitment to our networks as General Secretary over the last 6 years. It was agreed that SV would act as communication officer until the post was advertised (for further detail, see section 2.8).			
	<b>ACTION:</b> CW to share letter as requested by authors and respond to queries raised where possible.	<b>CW</b>	Dec-19	<b>5</b>
	<b>ACTION:</b> Needs a T&F group to look at what the terms of reference for our networks should include	<b>SC</b>	Mar-20	<b>4</b>
	<b>ACTION:</b> There needs to be a formal escalation route for any difficulties in networks that the chairs need support to deal with.	<b>SC</b>	Mar-20	<b>4</b>
	<b>ACTION:</b> Governance arrangements need refreshing, including how members from regional networks can get involved more in NQICAN business / workstreams. In addition, to add that a candidate can have no more than three terms in the future, with the caveat that if there were no other candidates a further term may be negotiated.	<b>SC</b>	Mar-20	<b>4</b>
	<b>ACTION:</b> Paper I carried over to next meeting.			
<b>8</b>	<b>Directory of Recommended Training &amp; Development Resources for Clinical Audit and other QI (DRAFT) Paper J</b>			
	Thanks to TM for producing directory of recommended training with CW. The directory has been well received and we will share on our website once draft feedback period over.			
	<b>ACTION:</b> Everyone to let TM know if anything needs adding. To be reviewed quarterly and share on N-QI-CAN website.	<b>All</b>	Mar-20	<b>4</b>
<b>9</b>	<b>Feedback to CQC re clinical Audit info – Well led inspections</b>			
	CQC to be invited to March meeting to respond to the comments that have been collected via the forum and emails to N-QI-CAN.			
	<b>ACTION:</b> All to look at East of England network presentation from an outstanding trust on Forum and perhaps hold similar presentations at network meetings.	<b>All</b>	Mar-20	<b>4</b>
<b>10</b>	<b>Ideas for reducing N-QI-CAN meeting expenses</b>			
	Following increased amount of expenses – group agreed that there needs to be clearer guidance about what expenses can be claimed and what can be charged for so this is consistent and members not left out of pocket e.g. chairs travel expenses to speak at local events, food and drink, hotel criteria etc.			

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	<b>ACTION:</b> SC to work on an expenses protocol for N-QI-CAN members	<b>SC</b>	Jun-20	1
<b>11</b>	<b>Any other business</b>			
	<b>ACTION:</b> All network members to have a conversation with their IG team in trusts about plans for patient opt out.	<b>All</b>	Mar-20	4
	<b>ACTION:</b> Agreed that annual objectives should be shared across networks going forward to support CW. Discuss this further at next meeting in March.	<b>CW</b>	Mar-20	4
	<b>ACTION:</b> Using resources to make promotional video. Need to be up to date photos on the website so everyone can see who we are.	<b>CW</b>	Mar-20	1
<b>12</b>	<b>Date and Time of next meeting</b>			
	4 <sup>th</sup> March 2020, Skipton House.			