



## **Actions Arising from National Quality Improvement (inc Clinical Audit) Network (N-QI-CAN) meeting held on 4th March 2020 in Skipton House**

### **Present:**

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

Sarah Chessell (SWANS / General Secretary)  
Sue Venables (SECEN)  
Emma Lofthouse (SCCAN)  
Deborah Kershaw (GMCAN)

Heather Pratt (LCCAN)  
Catherine Dunn (NWMHN) (phone)  
Alka Anoop (EoECAN)  
Marina Otley (EMCASNet) (phone Item 3)

### **Co-opted members**

Caroline Rogers (HQIP)  
Linda Chadburn (Pennine Care/RcPsych Rep)

Lisa Cowie (NHS England / Improvement)  
Janette Mills (phone)

Caroline Rodgers (HQIP)

### **In attendance**

Liz Fagan (Hip fracture database)

Roger Simpson (Item 3)

### **Apologies**

Sarah Byrne (M-QI-CAN)

Laila Gregory (LQICAN)

Richard Arnold (NHSEI)

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

<b>RAG Status Key:</b>	<b>5</b> Complete	<b>4</b> On Track	<b>3</b> Some Delay or no update received.	<b>2</b> Significant Delay – unlikely to be completed as planned	<b>1</b> Not yet commenced
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**N-QI-CAN Action Notes – 4 March 2020 meeting (Actions RAG updated as at 16/3/20)**

Ref	ITEM / ACTION	BY WHOM	BY WHEN	RAG
<b>1</b>	<b>Matters arising - Unresolved actions carried over from previous meetings</b>		Revised date	
1.1	<b>06/19 ACTION:</b> CW/SV to advertise for volunteers to help with Forum administration and development. <b>Update:</b> Agreed CD to lead with CW – needs date setting up for T&F group.	<b>CW/CD</b>	Jul-20	<b>3</b>
1.2	<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>Update:</b> List of organisations produced – need to agree process to populate contact details and updating document going forward	<b>CW</b>	Jul-20	<b>4</b>
1.3	<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>Update:</b> complete incorporated into forward plan	<b>All</b>	Jun-20	<b>5</b>
1.4	<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 has been advertised – interviews 24/6.	<b>CW / SV</b>	Jul-20	<b>4</b>
1.5	<b>12/19 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 lead to look at how NQICAN can support development of the NICOR programme.	<b>CW</b>	Jul-20	<b>1</b>
1.6	<b>12/19 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 chair to the line manager (Also consider cc Chief Exec, Medical Director and Chief Nurse to help raise profile).	<b>CW</b>	Jun-20	<b>4</b>

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1.7	<b>12/19 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>Update:</b> Delayed due to COVID – plan discussed at YEARN on 15/6.	VP	Jul-20	3
1.8	<b>12/19 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>Update:</b> SWANs/ SECEN / SSCAN completed so far	CW and chairs	Jul-20	3
1.9	<b>12/19 ACTION:</b> Chairs to review NNSF top tips guide and let CW know if other tips need including <b>Update:</b> Complete – guide on NNSF	Reg' chairs	Mar-20	5
1.10	<b>12/19 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.	CW	Jul-20	1
1.11	<b>12/19 ACTION:</b> SC to work on an expenses protocol for N-QI-CAN members <b>Update:</b> Added to wider governance review	SC	Sep-20	1
1.12	<b>12/19 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.	CW / ALL	Jul-20	1
<b>2</b>	<b>N-QI-CAN Strategic planning and governance review</b>			
	CW and SC lead a workshop for our Strategic planning and governance review which included discussion around several matters and votes detailed below. <b>Action:</b> Notes from the workshop to be typed up and CW and SC to develop a forward plan	CW/SC/ SV	Apr-20	5
	<b>Action:</b> CW/SC to feedback plan with members and then share with wider community to get feedback and ideas.	CW/SC	May-20	4
	<b>Vote: Do regional networks support the proposed work schedule / financial plan for 20/21 detailed in paper A?</b> Agreed – in summary increased projected time for the chair (3 days a month) and General Secretary and Communications facilitator (2 days per month) and protected time for task and finish groups in additional to network			5

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funding (unaltered). <b>Action:</b> Officers to keep log of work / time undertaken against work programme.	CW/SC	20/21	5
<b>Action:</b> LG is collating data for time and motion study about chair times but hasn't been able to finish. Alka offered to help LG complete this if required.	LG / AA	Jun-20	3
<b>Vote: Are we truly independent?</b> We agreed unanimously that whilst we were funded by NHSEI we (N-QI-CAN) weren't truly independent. However we agreed that our regional networks are independent with their own terms of reference, accountability, self-sufficiency etc. <b>Action:</b> Agreed going forward that N-QI-CAN will have some core standards of best practice for networks to consider and report on.	CW/SC	Jun-20	3
<b>Action:</b> N-QI-CAN officers to formalise work with NHSEI – more service level agreement. Also scope out what's involved with us becoming a registered charity and managing our own accounts and feedback at future meeting.	CW/SC/ RA	Jun-20	3
<b>Vote: Provision of Forum platform</b> We agreed unanimously that what we currently have in place with Formic as silent technical partners is still our best option. <b>Action:</b> Agreed to scope out whether we (N-QI-CAN) can maintain this in house direct with phpBB software (forum software provider) and consider having sponsorship.	CW/SC	20/21	4
<b>Vote: Does our membership represent our community proportionately?</b> Agreed that we are representative of our community. <b>Action:</b> Also agreed that we would undertake a scoping and recruitment piece of work to ensure we have all applicable organisations to be part of our network.	All	Jun-20	4
<b>Action:</b> N-QI-CAN officers to review leads / membership for Wales / NI / Scotland / Ireland / Crown sovereignties and	CW/SC	Jun-20	3

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	NCA providers.				
	<b>Vote: Do we need to redefine our network boundaries?</b> Agreed to remain the same for now - encourage networks to hold joint events				
	Discussion: What should be the focus of our quarterly meetings? Agreed that our meetings going forward should be linked to our common purpose / forward plan, have less focus on NCA and more workshop style meetings There should be greater use of technology, More inclusive and open and less formal. <b>Action:</b> CW / SC to incorporate this going forward.	CW/SC	Jun-20		5
1.6	<b>Action:</b> SC to think about how support from officer's trusts is added into governance arrangements to help highlight the importance of the regional chair role.	SC	Jul-20		1
<b>2</b>	<b>Part 2 of the meeting – open to all members</b> <b>Declarations of interest and matters arising</b>				
2.1	Declarations of interest - SC has been invited to present some training in the North West, as an expert in her field, not as an NQICAN rep. DK confirmed that she is stepping down as MCAN chair after 2 years and Jeannette Hunt will be replacing her. CW thanked Deb for her support and efforts. <b>Action:</b> CW to write a letter of thanks to DK and her line manager / CEO. Actions from previous meeting reviewed – all incomplete actions carried over as detailed in section 1.	CW	Jun-20		1
<b>3</b>	<b>Presentations</b>				
3.1	<b>Improving participation in National Clinical Audits: Marina Otley and Roger Simpson</b> Thanks to Marina and Roger for presenting their work. Both are happy to receive any questions about the project outside the meeting.	RS/MO	Apr-20		3

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	<b>Action:</b> Roger and Marina to share report and results on NNSF and present findings at Clinical Audit conference in March.			
	<b>Action:</b> Agreed that the new 'UPCARE' process for NCAs will hope standardise information available about NCAs. CR to share draft version 2 for comment when able. Also HQIP to make UPCARE tool available for non NCAPOP NCAs to use.	CR	TBC	1
<b>4.</b>	<b>Update from NHS England and HQIP</b>			
	Paper D circulated. Clinical Audit Awareness Week (#CAAW20) confirmed as 23rd-27th November. Our joint media campaign has won / been shortlisted for awards for CAAW19. <b>Action: CW and HQIP to develop plans for 2020</b>	CW/HQIP	Jul-20	1
<b>4.1</b>	<b>Action:</b> LC to feedback on work of the national quality board to future meetings and provide link to minutes / papers	LC	Jun-20	1
<b>4.2</b>	<b>Action:</b> CR to let SC know if advice on data opt out can go on the forum. SC would like to publish as soon as possible.	CR	Apr-20	5
<b>4.3</b>	<b>Action:</b> CR to include projects that have not been recommissioned in HQIP update and share forward plan for National Benchmarking reporting to be included.	CR	Apr-20	3
<b>4.4</b>	<b>Action:</b> CW to stand down as member of RCP FFFAP board due to potential conflict of interest. CW to get in contact with LF about advertising for another clinical audit professional to sit on the board.	CW / LF	Jun-20	1
<b>5.</b>	<b>Officers update (paper E)</b>			
<b>5.1</b>	Quality account work was well received with 550 views in three weeks, 230 downloads and record 25 likes on the NNSF. <b>Action:</b> Produce this on an annual basis	CW	20/21	1
<b>5.2</b>	<b>Action:</b> CD to work with CW to lead a T&F group on increasing engagement in forum. Most viewed forum on NNSF is the Clinical Audit Tools.	CD / CW	Jun-20	1
	<b>Action:</b> All to Share annual report and finance at regional network.	Regional chairs	Apr-20	5
	<b>Action:</b> CW to look into Piktochart governance so don't use for sensitive data until confirmed.	CW	Jun-20	1

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<b>6</b>	<b>Training event 2020</b>			
<b>6.1</b>	Training event – free at point of access, not a conference just before CAAW20. HQIP have feedback that they will not support due to it not being income generating. Plan one session in North and one in South. Certified training might be £50-£70 per head. Additional funding from sponsorship would need money to prime the event i.e. booking venue. <b>Action:</b> SC/LG to continue on with plans.	SC / LG	Jun-20	3
<b>7</b>	<b>NNSF Hot tips (paper F)</b>			
<b>7.1</b>	<b>Action:</b> Guide Approved. Anyone who has any ideas for hot tips please let CW know.	All	20/21	5
<b>8.</b>	<b>Any other business</b>			
	<b>Action:</b> TM to review the training directory as the 6 monthly update.	TM	Jun-20	1
	<b>Action:</b> East of England Network volunteered to write a blog.	AA	Jun-20	1
	<b>Action:</b> SC also agreed to write a blog as new General Secretary.	SC	Jun-20	1
	<b>Action:</b> SC stepping down as SWAN chair due to taking on general secretary role. SC to advertise for a replacement.	SC	Jun-20	3
<b>9</b>	<b>Date and Time of next meeting</b>			
	18 <sup>th</sup> June 2020			