

# Quality Neurology

An audit tool and process for the  
National Service Framework for Long  
Term Conditions (neurological)

# Aim



- The aim of the Quality Neurology project is to develop and evaluate an audit methodology for the Long-term (Neurological) Conditions NSF, which has service users at the centre of the assessment process.

# Quality Neurology



- **Scope**

All NHS and social care services treating and/or supporting people with long-term neurological conditions (LTNCs).

- **Sample**

Up to ten voluntary pilot sites within Local Authority/PCT areas. (up to six of which are York University benchmarked sites)

# Methodology & process



- Design of an audit tool to enable self assessment against the NSF for Long-term Conditions (informed by the concurrent York University research) & including service user generated questions.
- Local service user and carer focus groups to validate self-assessment findings.
- Whole systems workshops to review the audit findings, assess strengths and weaknesses, identify priorities and develop action plans to address these.
- Peer review to validate the outcome and action plan.
- An evaluation methodology supported by relevant research findings from the York University project.

# Governance



A steering group consisting of representatives of the funding organisations\*; service users; carers; and the regulators will manage the project.

\*Ataxia UK; Motor Neurone Disease Association; Multiple Sclerosis Society; Parkinson's Disease Society



# Audit Tool

- An audit tool and process has been developed (in light of York University's initial research findings and information) to enable health and social care services to audit themselves against the 11 QR's of the NSF for Long-term Conditions.

# Focus groups

- The project will facilitate local service user and carer focus groups.

As well as validating the self-assessment findings the groups will inform on priorities for service development / improvement against the outcome of the self-assessment.

# Whole Systems Workshop



- Following the audit and focus groups the project manager will then facilitate whole-systems workshops for key stakeholders to review the audit findings, assess strengths and weaknesses, identify priorities and develop action plans to address these.

# Peer review

- The purpose of peer review as part of the audit process within this project is to:
  - Enable services to validate their self-assessment findings and outcomes in the form of an action plan, in a non-threatening environment
  - Share learning and ideas

# Evaluation of the audit process and tool



- An evaluation methodology will be developed, supported by relevant research findings from the York University project and based on an impact analysis of the tool in relation to service change / development of York University's benchmarked case study sites and any other sites identified and used as part of the audit tool pilot process.

# Expected Outcomes from Project<sup>(1)</sup>



- A practical, appropriate and comprehensive audit tool for local health and social care economies to use in assessing their current status in meeting the QRs of the NSF for Long-term Conditions.
- A process for completing the audit that encourages a whole systems approach and has service users and carers at its centre.
- A range of opportunities for meaningful engagement of people with long-term neurological conditions in influencing future service developments.

# Expected Outcomes from Project<sup>(2)</sup>



- A peer review system for services for people with long-term neurological conditions that could potentially be rolled out across other care groups.
- A raised profile for services for people with long-term neurological conditions.
- Development of a 'Long-term Conditions Network' that encourages shared learning.
- Audits of services for people with long-term neurological conditions completed in up to ten areas across England together with subsequent action plans to address priorities. This will provide policy makers with a picture of progress that has been made towards achieving the NSF since its launch.

# Progress so far



- Eight pilot sites engaged – one still in pipeline.
- Audit tool developed and distributed.
- Five pilot sites have populated audit tool
- Focus group methodology being piloted later this week.
- Peer review process in development
- On target with revised project plan to complete and report by 30<sup>th</sup> September 2009.