

Quality Neurology

Auditing the
National Service Framework
For
Long Term (neurological) Conditions

Aim

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

Partners

Ataxia UK

Motor Neurone Disease Association

Multiple Sclerosis Society

Parkinson's Disease Society

Department of Health

Social Policy Research Unit - York University

Scope

All NHS and social care services treating and/or supporting people with long term neurological conditions

Sample

Nine pilot sites across England within Local Authority / PCT areas

How the audit tool was designed.

- Unwrapping the Evidence Based Markers in the NSF into auditable components.
- Consultation with service users from funding partners plus Headway and Spinal Injuries Association – asking what questions they would ask of service providers to show compliance.

How the audit tool was designed.

- Tool developed as an interactive Excel spreadsheet for service providers to complete.
- Re - designed in light of feedback from early users.

Focus groups

- Once audit completed – focus groups run to ask service users their perceptions of service provision and match this to the audit finding.

Focus groups

- Focus groups recruited to by:
 - Clinicians and Social Care providers handing out invitations to self nominate for attendance.
 - Local Neuro-Alliances or other patient representation bodies on Local LIT's used to disseminate the information.
 - Local ethnic community leaders (one PCT) used to influence uptake of service specifically for Bengali speakers.

Action Planning / Whole Systems Workshops



- Facilitated action planning following gap analysis.
- Work on bringing service user priorities and what is politically, financially and practicably expedient together to form a consensus of way forward to improve and develop services.

Peer Review

- Using other pilot sites to peer review the action plans:
 - Given the profile of the PCT, the audit findings and the outcomes of the focus groups – would they have come to a similar action plan?
 - Robustness of process.

What have we found so far?

- Evaluation of audit tool and methodology
 - Tool works as a catalyst to make people talk and think about their services.
- Revisions of audit tool already taken place to make it easier to use but still needs work around wording and format.
- Initial scoping of development of audit tool into a web enabled version with ability for service users to input already undertaken.

What have we found so far?

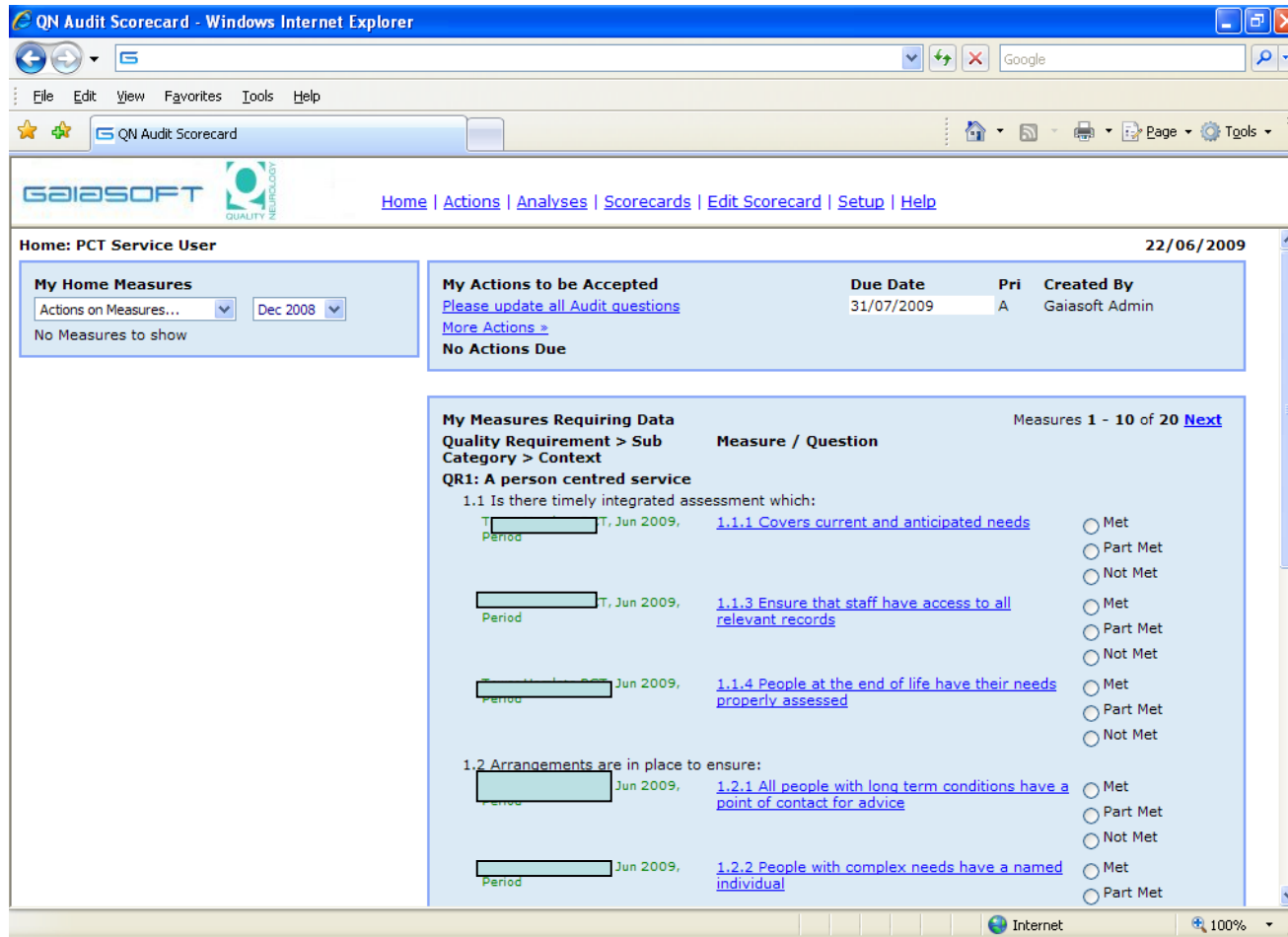
- Focus groups did not work as planned.
 - Needed to develop a questionnaire to supplement focus groups and do telephone interviews. Also ‘hijacked’ established groups to get service user views.
- No easy way or ‘one size fits’ all to get service user views.
- Pilot sites had other drivers beyond QN which affected the output e.g. action plans.

What have we found so far?



- Unable to get Peer review process in place. Degree of disengagement once pilot sites had what they needed from the project.

New web version



QN Audit Scorecard - Windows Internet Explorer

Home: PCT Service User 22/06/2009

My Home Measures
Actions on Measures... Dec 2008
No Measures to show

My Actions to be Accepted
Please update all Audit questions
More Actions >
No Actions Due

Due Date	Pri	Created By
31/07/2009	A	Gaiasoft Admin

My Measures Requiring Data Measures 1 - 10 of 20 [Next](#)

Quality Requirement > Sub Category > Context
QR1: A person centred service

1.1 Is there timely integrated assessment which:

Measure / Question	Status
1.1.1 Covers current and anticipated needs	<input type="radio"/> Met <input type="radio"/> Part Met <input type="radio"/> Not Met
1.1.3 Ensure that staff have access to all relevant records	<input type="radio"/> Met <input type="radio"/> Part Met <input type="radio"/> Not Met
1.1.4 People at the end of life have their needs properly assessed	<input type="radio"/> Met <input type="radio"/> Part Met <input type="radio"/> Not Met

1.2 Arrangements are in place to ensure:

Measure / Question	Status
1.2.1 All people with long term conditions have a point of contact for advice	<input type="radio"/> Met <input type="radio"/> Part Met <input type="radio"/> Not Met
1.2.2 People with complex needs have a named individual	<input type="radio"/> Met <input type="radio"/> Part Met

QN Audit Scorecard - Windows Internet Explorer

File Edit View Favorites Tools Help

GAIASOFT QUALITY NEUROLOGY

Home | Actions | Analyses | Scorecards | Edit Scorecard | Setup | Help

Scorecards

Trend Compare Perf Web

All Key My

Categorized by: Quality Requirement

Then by: Sub Category

Time Frequency: Yearly

Periodicity: Measure Defaults

Organization: QN Audits \ []

Quality Requirement > Sub Category > Measure

Dec 2006 Dec 2007 Dec 2008

QR1: A person centred service

1.1 Is there timely integrated assessment which:

1.1.1 Covers current and anticipated needs	Not Met	Not Met	Part Met
1.1.2 Held by the person and regularly evaluated and reviewed with them	Part Met	Part Met	Met
1.1.3 Ensure that staff have access to all relevant records	Part Met	Met	Met
1.1.4 People at the end of life have their needs properly assessed	Not Met	Not Met	Not Met

1.2 Arrangements are in place to ensure:

1.2.1 All people with long term conditions have a point of contact	Not Met	Part Met	Part Met
1.2.2 People with complex needs have a named individual	Not Met	Not Met	Part Met

1.3 Care assessment and planning process

1.3.1 There are specific funding and referral mechanisms	Part Met	Part Met	Part Met
1.3.2 All services that are able to deliver expertise for disabled people	Not Met	Not Met	Part Met
1.3.3 Clearly defined interface between Health and Social Care	Not Met	Part Met	Part Met

1.4 Local arrangements for providing information

Organization: QN Audits \ []

Actions | Analyses | Know-how | Input Data | Traffic Lights | Chart | Exec Summary | 1.1.4 People at the end of life have their needs properly assessed

Create Action Select All Deselect All Delete Manage Actions...

Actions 1 - 1 of 1

Action	Due Date	Pri	Status	Assigned To	Created By
<input type="checkbox"/> Urgent action plan to resolve audit non-conformity	17/07/2009	A	Accepted	Sharon Ramen	Sharon Ramen

Internet 100%

Audit frequency is Yearly.

Action created for this Measure



Measure Action for 1.1.4 People at the end of life have their needs properly assessed

Go Back Edit Action Save Action

Organization: QN Audits

Measure Owners: Gaiasoft Admin

Title: Urgent action plan to resolve audit non-conformity

Explanation: [Empty text area]

Attachment: [Browse... button]

Assigned to: Sharon Ramen

Due Date: 17/07/2009

Priority: A

Status: Accepted

- + Milestones
- + Learning
- + Document IDs

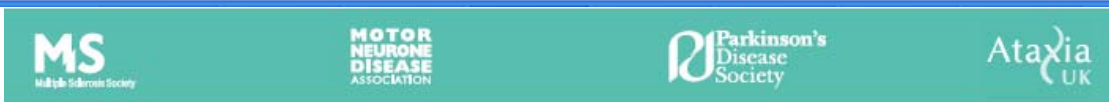
Click on Action to see details (Only Editors see this in edit mode)

Organization: QN Audits

Create Action Select All Deselect All Delete Manage Actions...

Actions 1 - 1 of 1

Action	Due Date	Pri	Status	Assigned To	Created By
<input type="checkbox"/> Urgent action plan to resolve audit non-conformity	17/07/2009	A	Accepted	Sharon Ramen	Sharon Ramen



What's Next

- Development of web based version if funding obtained.
- Funding partners using QN tool within Neurological Commissioning Support service.
- **Uptake of web based version as method of tracking compliance with NSF and development of neurological services across the UK?**

QUESTIONS

