

CCQI Quality Networks: Why should I take part ?

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14.01.21





Doctor
revalidation
& appraisal



Continuous Quality Improvement Cycle



1 x 360 MULTI
SOURCE
I.E. FEEDBACK
COLLEAGUE



Once upon a time.....the Travelling Circus



The Perinatal Quality Network is born.....first reviews 2007



Dr Margaret Oates, OBE

PQN : Why it has made a huge difference.



Perinatal Quality Network

- One of 27 UK-wide CCQI networks
- Working with mother and baby units since 2007 and community services since 2013
- Promotes MDT working and understanding different roles
- Service reports can be levers to improving environments and staffing
- Members engage in activities that promote learning, innovation and provide opportunities for networking

Inpatient network 2020

- **21** current members (all units in the UK)
- Cycle pushed back from Spring 2020 due to uncertainty of the pandemic
- **15** reviews in Cycle 13 (October – December 2020)
 - **11** accreditation reviews
 - **4** peer reviews
- **1** unit awarded accreditation in 2020



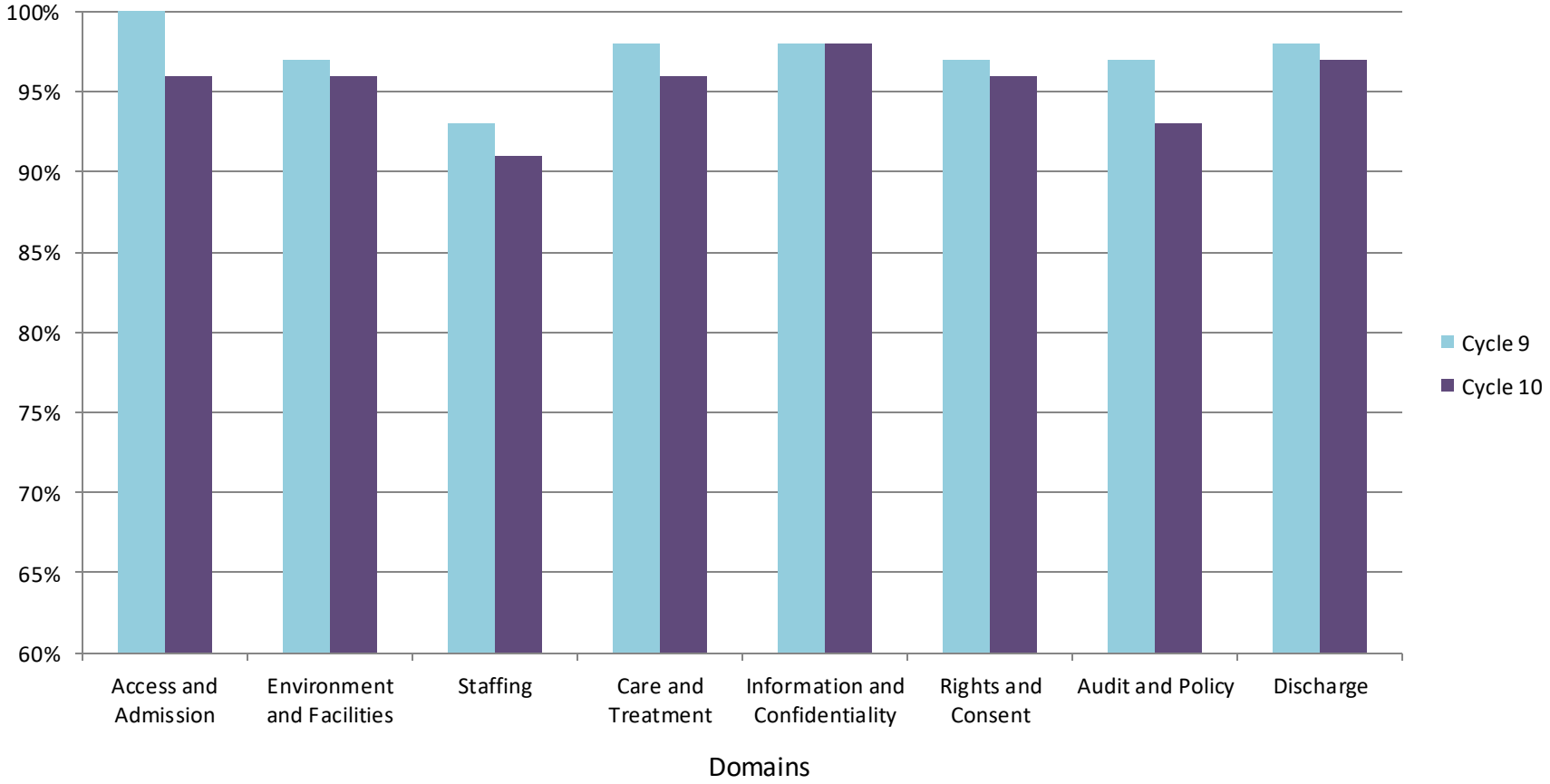
Inpatient Standards

- Access and Admission
- Environment and Facilities
- Staffing
- Care and Treatment
- Information and Confidentiality
- Rights and Consent
- Audit and Policy
- Discharge





Compliance: Cycle 9 vs. Cycle 10 (2017)



Lowest scoring criteria

Criteria	% of units met	% change compared with cycle 9
A typical unit with six beds includes at least 0.5 WTE social work input	24%	0%
There is one specialist nursery nurse covering the unit 24 hours a day	29%	+10%
Every patient has an en-suite bathroom	35%	-6%

Lowest scoring criteria

Criteria	% of units met	% change compared with cycle 9
A typical unit with six beds includes at least 0.5 WTE clinical psychologist	41%	- 6%
When the occupancy levels on the mother and baby unit are low, staff are used to provide care in the community where possible	41%	- 7%
Patients, carers and staff members are involved in devising and delivering training face-to-face	53%	- 6%

Revised Inpatient Standards

N°	Type	Standard
3.3.4	1	A typical unit with six beds includes at least 0.5 WTE clinical psychologist and there should be clear evidence of formal representations to achieve this by Oct 2020.
3.3.5	1	A typical unit with six beds includes at least 0.5 WTE occupational therapist and there should be clear evidence of formal representations to achieve this by Oct 2020.

Guidance: These standards should be in place by October 2020 and annual evidenced progress reports will be required to maintain accreditation.

Community Standards

- Access and Referral
- Assessment
- Discharge
- Care and Treatment
- Infant Welfare and Safeguarding
- Staffing and Training
- Recording and Audit



Community members

2017

27 teams participating from:

- Birmingham and Solihull
- Bristol
- Cardiff
- City and Hackney
- Derbyshire*
- Devon
- Dorset
- Glasgow and Clyde
- Hampshire
- Hertfordshire
- Kent & Medway
- Leeds
- Leicester
- Lincoln
- Livingston
- Newcastle and North Tyneside
- Newport
- North East London*
- Nottingham*
- Sheffield
- South London and Maudsley
- South West Yorkshire
- Sussex
- Tees
- Tower Hamlets
- West London
- Worcestershire

*Signed up for accreditation



Lowest scoring criteria (2017)

Criteria	% of services met	% change compared with cycle 9
0.5 WTE non-consultant psychiatrist input per 5000 births	11%	+4%
Dedicated sessions of a social worker	22%	+5%
0.5 WTE occupational therapist per 5000 births	22%	+9%
If a patient and infant or older children are seen in an outpatient clinic or other psychiatric facility, the waiting area is exclusively for the use of the perinatal and/or maternity services during that session	33%	+13%

Lowest scoring criteria

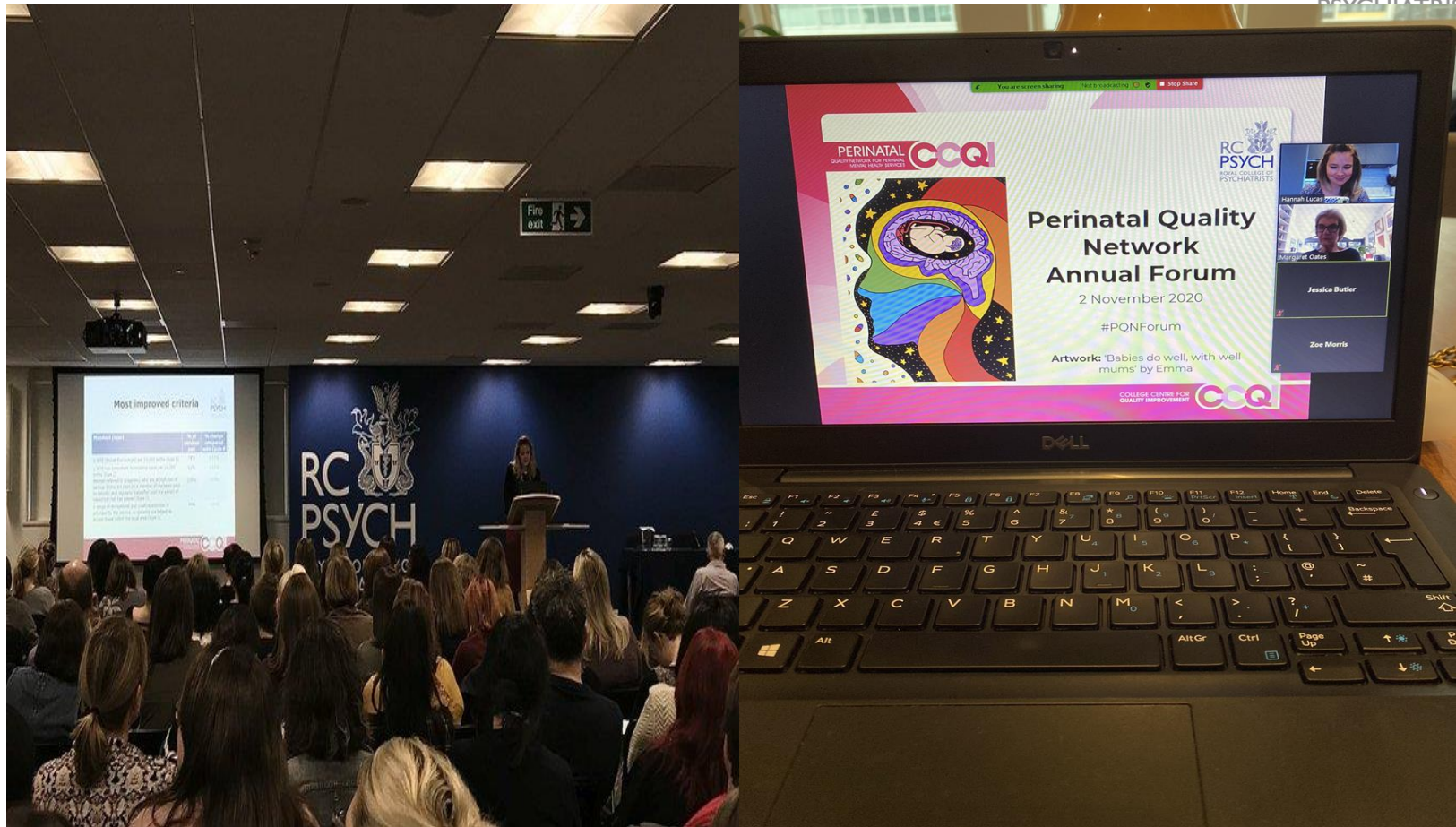
Criteria	% of services met	% change compared with cycle 9
0.25 WTE social worker per 5000 births	33%	+13%
1.25 WTE nursery nurses per 5000 births	33%	+33%
The team sends a letter detailing the outcomes of the assessment to the referrer, the GP and other relevant services within a week of the assessment	44%	-9%
Non-consultant medical input	44%	+11%
0.5 WTE clinical psychologist per 5000 births	44%	+24%

Community network 2020

- **63** current members (9 new in 2020)
- **45** reviews in Cycle 8 (October 2019 – March 2020)
 - **6** accreditation reviews
 - **34** peer reviews
 - **5** cancelled due to Covid-19
- **3** services awarded accreditation in 2020
- Upcoming cycle delayed from autumn 2020 to spring 2021 to accommodate inpatient cycle 13



2020... What a year!



PQN Highlights :

Community Standards (5th Ed.) key points



- Significant reduction in number of standards (around 25%)
- Staffing specification has generally remained unchanged, with just two new standards:
 - 1 WTE additional clinical or counselling psychologist (type 2)
 - 1 WTE parent-infant therapist (type 3)
- Increased involvement of mums and partners/family members in all aspects of care (including coproduction of resources, training and service development)
- Enhanced focus on peer support and having structures in place to train, supervise and support PSWs

PQN Highlights:

Remote reviews



- Many positives!
 - Flexibility in collecting feedback (phone/Teams/Forms)
 - Document review process more streamlined
 - Accessibility for reviewers
 - Self-review discussion incorporates interview feedback
- Some challenges...
 - No 'corridor conversations' and fewer chances to network
 - Complications with not seeing the physical environment in person (GDPR considerations; may miss issues of temperature/smell)
 - Technology – not always predictable!

PQN Highlights:

Patient Representatives



- Involvement of patients and carers is central to the work of the CCQI and the College more broadly
- New model of working rolled out in early 2020
 - Formalised contracts for workers
 - Standardised inductions, training and programme of support
 - Improved benefits (e.g. holiday pay)
- Smaller pool of six representatives recruited in June/July
- Involvement in all aspects of network activity
 - Peer and accreditation reviews
 - Advisory Group / Accreditation Committee
 - Standards development
 - Events and training

PQN Highlights:

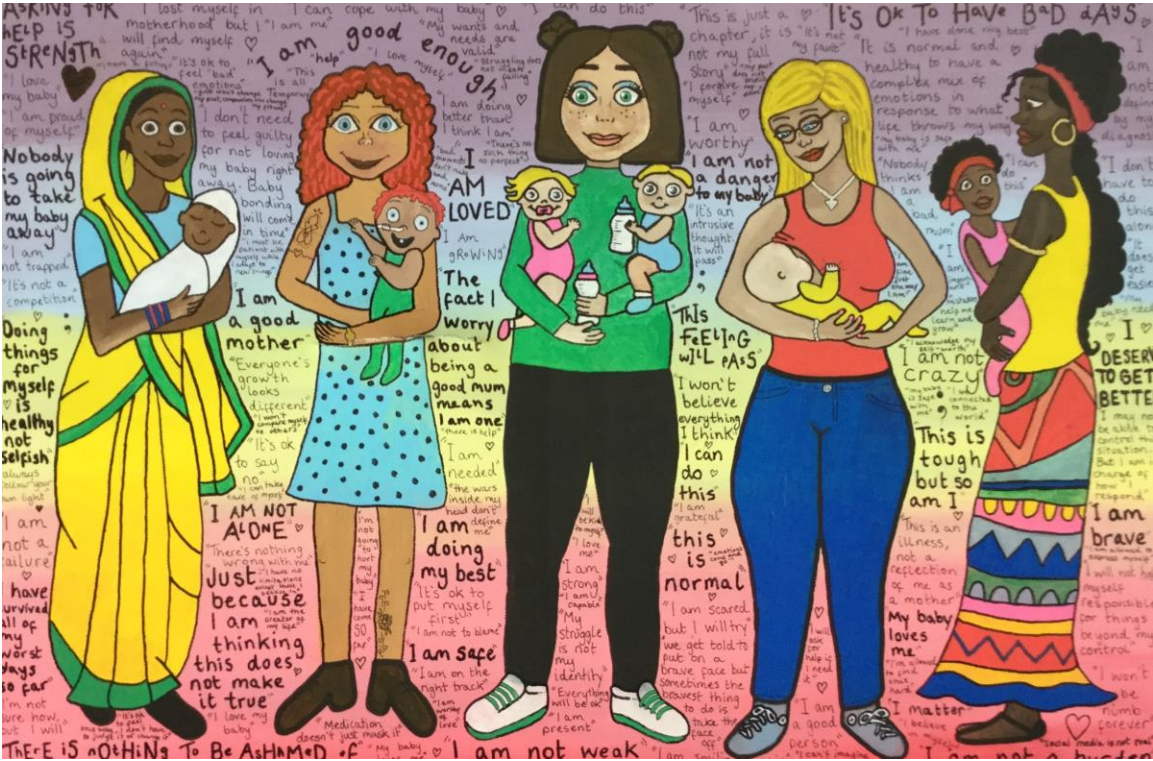
Artwork competition

Winner:

Emma, 'Babies do well, with well Mums', Wakefield, SWYT



PQN Highlights: Artwork competition



Runner up:

Naomi, 'Voices of Recovery',
Beadnell
MBU

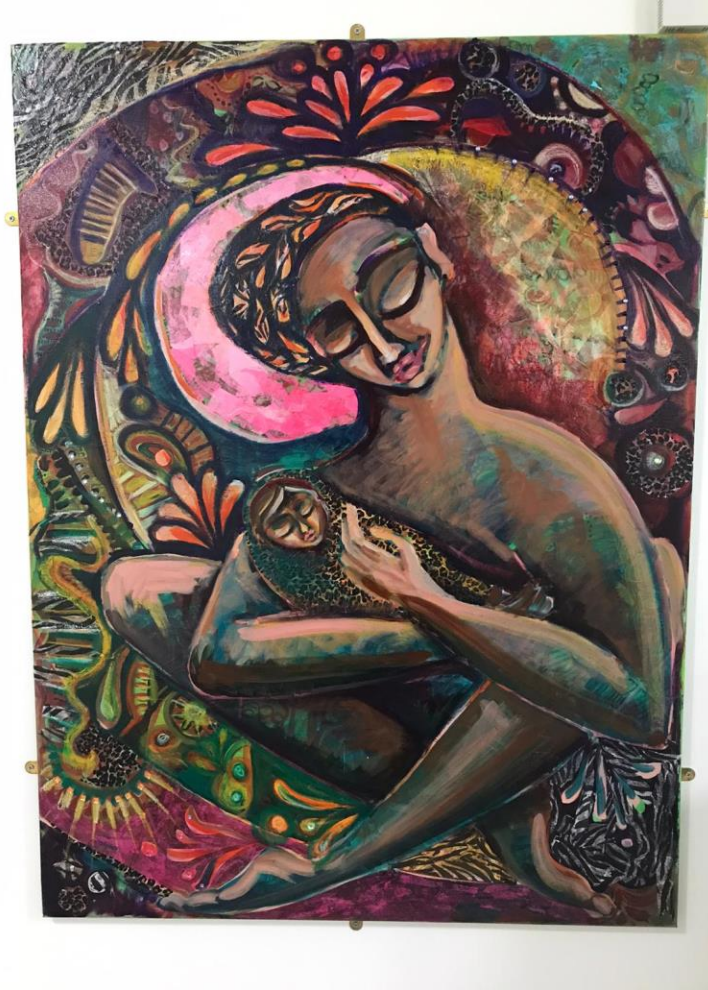


PQN Highlights:

Artwork competition

Highly commended:

Staff and patients, 'Mother and Child', Brockington MBU



The networks need you !



Physical Security in Secure Care
Quality Network for Forensic Mental Health Services
Publication number: CCQI 350
Editors: Megan Georgioul, Patrick Neville, Jemini Jethwa and Kate Townsend



Perinatal Quality Network Annual Forum
2 November 2020
Join the event on Zoom
#PQNForum20



10:00 - 10:10	Welcome Dr Margaret Cotes - Chair of the Perinatal Quality Network Advisory Committee and Advisory Group	
10:10 - 10:30	Perinatal Quality Network project update Hannah Lucas - Perinatal Quality Network Programme Manager	
10:30 - 11:10	Perinatal benchmarking data Zoe Morris - Programme Manager, NHS Benchmarking Network	
11:10 - 11:25	Break	
11:25 - 12:00	Session A1 How to prescribe psychotropic medication safely in the perinatal period - James Lee, Perinatal Mental Health Pharmacist, Devon Partnership NHS Trust	Session A2 Perinatal Patients: Why, When and How They Need Peer Support - Errol Murray, Peer Support Worker, and Cosia Edwards, Perinatal Community Mental Health Nurse, Leeds and York Partnership NHS Foundation Trust
12:00 - 12:15	Break	
12:15 - 12:50	Session B1 Adaptations of a specialist perinatal mental health service and experiences of women with lived experience during COVID-19 - Dr Jugith Hassan, Perinatal Consultant, and Dr Sushma Sundares, Caseload NHS Foundation Trust	Session B2 Evaluation of Perinatal Mental Health Services: Patient, staff and peer perspectives - Claire Marshall, Specialist Nurse/Team Lead, Hummer Teaching NHS Foundation Trust, and Dr Catherine Jones, Senior Lecturer in Maternal Mental Health, University of Hull
12:50 - 1:30	Lunch break	
1:30 - 2:05	Session C1 Duty system and intensive care pathway for perinatal patients - Dr Jacqueline Humphreys, Consultant Perinatal Psychiatrist, Leominster City Health Support Worker, and Dr Charles Maitland, Consultant Perinatal Psychiatrist, East London NHS Foundation Trust	Session C2 The role of People Participation Lead within a Perinatal Service - Justine Cowley, Senior Nurse, and Lara Roberts, Perinatal People Participation Lead, East London NHS Foundation Trust
2:05 - 2:20	Break	
2:20 - 2:55	Session D1 Exploring use and accessibility of Outlets perinatal mental health service for women from BAME backgrounds - Sabrina Pilav, Research Assistant, King's College London	Session D2 Baby Friendly Initiative - Phil Hayes, Perinatal Mother and Baby Unit Ward Manager, Lancashire and South Cumbria NHS Foundation Trust
2:55 - 3:10	Break	
3:10 - 3:50	Debate: This house believes that a virtual perinatal mental health service can offer more benefits than one conducted face-to-face	
3:50 - 4:00	Close	



National CAMHS Conference and Networking Event
Hosted by the Quality Network for Community CAMHS (QNCC)

Excellence in education in a 'new normal': no child left behind!
#QNCCForum
Friday 20 November 2020

10:00 - 10:10	Welcome Catherine Atkinson, CAMHSQED Network Lead Network Manager, Public Health Wales QNCC Network Chair, QNCC	
10:10 - 10:25	Quality Network for Community CAMHS Project Update Aislinn O'Connell, Deputy Programme Manager, Network QNCC, Programme Manager	
10:25 - 11:00	MINDEd: Supporting the Wellbeing in Education Return programme in collaboration with MIND Ed Dr Stephen Kavanagh, Wellbeing Director for MINDEd South Tyneside Mental Health Support Team - A Holistic Approach to Mental Health Dr Sarah Gordon, Director for mental health and learning disabilities Sarah Grogan, Strategy, Integration Lead South Tyneside Education Learning Centre	
11:00 - 11:40	COMFORT BREAK	
11:40 - 11:55	Inter-agency Communication: A School Nurse's Perspective Sally Bland, School Nurse, Central London Community Healthcare NHS Trust	
11:55 - 12:35	A School Counsellor is Not Enough: A Whole School Approach to Mental Health Dr Nicola Jones, Clinical Director, Place2Be	
12:35 - 1:10	LUNCH	
1:10 - 1:50	Emotional Wellbeing Teams in Schools in Kent Dr Helen and Linda Lewis for Mental Health Support Team, West Kent Local NHS Foundation Trust	
1:50 - 2:25	Camden an Integrated CAMHS in Schools Approach Anna Bland, Camden CAMHS Clinical Director Camden CAMHS in Schools Service	
2:25 - 2:45	COMFORT BREAK	
2:45 - 3:15	Doing CCQI in 3 months: How CAMHS Believed in Me QNCC Patient Representative	
3:15 - 3:45	Close and Evaluation Catherine Atkinson, CAMHSQED Network Lead Network Manager, Public Health Wales QNCC Network Chair, QNCC	

The event will be eligible for 4 CPD hours, subject to peer group approval.

Quality Network for Prison Mental Health Services
5th Annual Forum
Thursday 03 December 2020
Virtual Event on MS Teams



09:45	Welcome and Introduction Chair
10:00	National evaluation of the QPD pathway (Site TBC) Dr Corine Lewis, Research & Data Lead for the QPD Pathway, HMPS
10:30	Equipping spaces (Site TBC) Rachel Gibbs, Assistant Director for Prison Healthcare Services for Northern Ireland
11:00	Break
11:15	User Voice (TBC) Christine Davies TBC
11:45	Workshop Session 1
12:45	Lunch break
13:30	Military Veterans in the Criminal Justice System Dr Debbie Macdonald, Consultant Forensic Psychiatrist, Stait, and Clinical Reader, King's College London
14:00	An update from the Quality Network John and Sally
14:15	RECONNECT - Care After Custody, a National overview Katie McSorley
14:45	Workshop Session 2
15:15	Refreshments
15:30	Pregnancy and early motherhood in the prison environment Katy Johnson, Head of Policy and Communications, Barn Communities
16:25	Final plenary
16:30	Close

Join the conversation on Twitter @rcpsychCCQI #QNPMHS



HTAS Annual Forum
26 November 2020, 10:00am - 04:00 pm, Online



10:00	Chairs welcome Pronveer Singh, Consultant Psychiatrist, Essex Partnership University NHS Foundation Trust and Chair, HTAS Advisory Group and Ingrid Baldwin, Career Representative, HTAS
10:15	HTAS Update Cosie Bough, Deputy Programme Manager
10:30	Barriers to adopting a person-centred approach in a crisis resolution and home treatment setting. Elinorine Lagunes-Carvalho, Specialty doctor, North Camden Crisis Resolution Team, Camden & Islington NHS Foundation Trust
11:15	Break
11:30	Positive Risk Taking and Home Treatment Teams Steve Morgan, Practice Based Evidence Consultancy & Case Manager
12:15	Lunch Optional break out room Poster presentations
13:15	The changing face of commissioning to deliver on the NHS Long Term Plan for mental health - Focus on urgent and emergency mental health care. Jane Itangara, Associate Director of Mental Health Commissioning, Mid and South Essex Health and Care Partnership Managing Distress Pathway (MDP) Ashleigh Grindley, Senior Practitioner for Nursing, and Amy Lawrence, Team Manager, Salford Home Based Treatment Team, Greater Manchester Mental Health NHS FT
14:45	Break
15:00	Improving patient and carer involvement Ingrid Baldwin, Career Representative, HTAS
15:20	Break out and group discussions: What are the attributes of a good 24/7 response service for people in mental health crisis? Closing remarks
15:50	
16:00	Close



Quality Network for Inpatient Working Age Mental Health Services
Virtual Annual Forum 2020



Quality Improvement and Innovation on Acute Inpatient Wards
Wednesday 1st November

Programme	
Morning Session	
10:00	Welcome & Introduction Ellie Walsh, Chair of the QNWA Advisory Group & Assistant Director Acute Mental Health Services, NAVIGO
10:05	QNWA Project Update Alex Roberts, Project Officer & Tasha Perloff, Deputy Programme Manager, QNWA
10:25	Making time for Quality Improvement in an inpatient setting Dr Chris Sharkey, ST, Central Acute, Psychiatrist & Dr Rose Crockett, Specialty Doctor in Psychiatry, Western Health & Social Care Trust
11:00	Observing a 2 minute Silence for Remembrance Day
11:02	Do LGBTQ+ Service Users feel the treatment they receive from Mental Health Professionals in acute psychiatric NHS inpatient settings are tailored to their needs? Ross Matthew Gates MBPSy MSc, BA (Hons), QNWA Patient Representative
11:30	Enhanced Bed Management and Inpatient Flow: the role of a Trusted Assessor Dr Steve Moorhead, Consultant Psychiatrist, Cumbria, Northumberland, Tyne and Wear Trust
Afternoon Session	
13:00	Acute Care - over the years and across the seas Dr Christine Suresh, Consultant Psychiatrist, National Hospital of Sri Lanka
13:45	Improving therapeutic acute care Ruth Swales, Programme Manager & Laura Tyrrell, Senior Project Manager, NHS England and NHS Improvement
14:30	National Quality Improvement collaboratives addressing complex areas of patient safety Mental Health Safety Improvement Team - Quality Improvement Coaches Participating Ward
15:15	Using digital technology to do nursing observations without disturbing patients' sleep Dr Alison Barber, Consultant Psychiatrist, Oxford Health NHS Foundation Trust
16:00	Closing Remarks

Join the conversation on twitter @rcpsychCCQI #qnwaforum20



Thank you to CCQI Team !

Any questions?