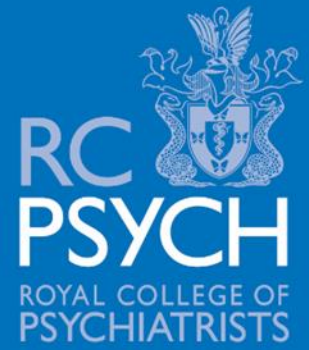


PLAN
PSYCHIATRIC LIAISON
ACCREDITATION NETWORK



PLAN Developmental Cycle Guidebook

Contents

Introduction	3
The College Centre for Quality Improvement (CCQI)	3
PLAN Standards	3
Aims of PLAN	3
The Review Cycle	4
Self-review	4
Peer-Review	4
Report	5
Getting started	6
Membership Benefits	6
Appendix 1 – Developmental Review Timetable Template.....	7
Appendix 2 - PLAN Membership Prices.....	8
Appendix 3 – PLAN Team Contact Details	9

Introduction

The Psychiatric Liaison Accreditation Network (PLAN) works to assure and improve the quality of psychiatric care in hospital settings throughout the UK. We are delighted that you are interested in joining the network.

This document has been created to give you an idea of the developmental review process, what you can expect from us and what we will expect from you. If you have any questions about the process, please contact the PLAN project team. Contact details can be found in Appendix 3.

The College Centre for Quality Improvement (CCQI)

The College Centre for Quality Improvement (CCQI) is a department of the Royal College of Psychiatrists. The centre runs a variety of quality improvement and accreditation programmes, with participation from over 90% of the mental health services in the UK.

PLAN Standards

Member services are reviewed against the Standards for Liaison Psychiatry Services.

The standards have been developed from recommendations in key literature, research and in consultation with a range of stakeholders. A copy of these standards can be found at www.rcpsych.ac.uk/plan

Aims of PLAN

- Promote quality improvement
- Support services to share best practice
- Assist members through an action planning process
- Facilitate networking opportunities
- Recognise and award services with accreditation status
- Build a community of psychiatric liaison teams who can learn from one another.

The Review Cycle



Self-review

The team will begin with a 12-week self-review process. The team's PLAN project link person will provide all the necessary materials to complete the self-review process. The Royal College of Psychiatrists has developed a centre wide information management system (CARS) which PLAN uses to manage the data collected during a service's review process. The team will nominate a main contact for PLAN who will be set up on this system with their own username and password.

During the self-review, teams are asked to review themselves against our standards and score themselves as 'met' or 'not met' against each. We will also ask for surveys to be completed by the following groups of people:

- staff
- acute colleagues
- patients that have accessed the liaison service
- friends, families and carers (of patients that have accessed the liaison service)
- case note audit.

In addition, there will be standards where we ask for supporting evidence. What document we require for each standard will be listed.

Peer-Review

About a month following the end of the self-review period, the team will have a peer-review visit. The visit is one day and will include staff from our other member

services, a service user or carer representative and a representative from the PLAN team.

The aim of the peer-review visit is to validate the self-review data. Throughout the day there will be different meetings with different people including; liaison staff, liaison team managers, acute colleagues and patients and carers. We will also ask to see the high-risk assessment room within the emergency department. Please note, that we will take photos of the room.

You can find a timetable template for the peer-review visit in Appendix 1.

Report

Following the peer-review visit, we will type up the findings into a report. The team will have 30 days to read through the report, ensure it is accurate and provide any more information.

It will also include the number of standards the team are meeting from each section of the standards and by each 'type' of standard.

Getting started

- Choose two main contacts, who will be the main link between your psychiatric liaison team and the PLAN team.
- Obtain a purchase order number from your organisation (this will be requested in the joining form, membership prices can be found in Appendix 2).
- Complete the joining form.
- Sign the declaration of understanding.
- PLAN will contact the main contacts provided in the joining form to agree a suitable date for your peer review visit to take place.
- Nominate individuals to attend our peer-reviewer training.

Membership Benefits

- Free places at our annual forum
- Free places at our special interest days.
- Free places at our peer-reviewer training in order to attend our peer-review visits and network.
- A local report.
- Access to our online discussion group.
- Copies of our newsletters.
- Opportunities to network and share best practice.

Appendix 1 – Developmental Review Timetable Template

09:45	Peer-review team arrive	
10:00	Peer-review team introductory meeting The peer-review team meet alone for introductions, review the timetable and assign roles.	
10:15	Host team introductory meeting The peer-review team meet with the host team for introductions and review the timetable. The host team provide an overview of the service and give an update from the last peer-review visit, if applicable.	
10:30	Managers meeting Discussion with senior/managerial members of the liaison team (e.g. team manager, consultant, service manager).	Team meeting Discussion with non-managerial staff. <i>Please note, no managers should be present.</i>
11:15	Break	
11:30	Managers meeting (cont.)	Team meeting (cont.)
12:30	Peer-review team meeting The peer-review team meet alone to go through the self-review data.	
12.45	Lunch The peer review team join the host team for lunch and networking.	
13.15	Case note audit To review a template case note.	Patient and family/carer meeting Discussion with patients and family/carers. <i>If there aren't enough people to meet face-to-face, then the host team should arrange for phone calls to be made.</i>
14:00	Peer-review team meeting The peer-review team meet alone to go through the self-review data.	
14:15	Acute colleagues meeting Discussion with hospital colleagues.	Tour of the site To review the high-risk assessment room in the ED.
15:00	Open discussion The host team provide one/two areas of challenge/development to discuss with the peer-review team.	
15:30	Peer-review team meeting The peer-review team meet alone to go through the self-review data and collate the final feedback.	
16:00	Feedback meeting The peer-review team provide the host team with preliminary feedback of the review, including key achievements and areas for improvement.	
16:30	Finish	

Appendix 2 - PLAN Membership Prices

1 year: £2,980 + VAT

3 years: £8,050 + VAT (*this includes a 10% discount*)

Appendix 3 – PLAN Team Contact Details

Telephone: 0208 618 4038

Email: plan@rcpsych.ac.uk

Website: www.rcpsych.ac.uk/plan

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