Tips on Gaining MSNAP Accreditation in 2015

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Outline

• Who are we?
• Motivators for gaining accreditation
• Collaboration
• Support from key stakeholders
• Academic Health Science Network (AHSN) links
• Engagement
• Quality improvement cycle
• Preparation for peer review
• Outcomes
• Ongoing development and innovation
• Summary
• Questions
Who are we?
Motivators for gaining accreditation

• Quality improvement
• Unwanted variation
  • Key focus of Academic Health Services Network (AHSN)
• ‘Kitemark’
  • Commissioners
  • Staff morale
  • Patient and carer confidence
Collaboration and leadership

• Coordinator/leadership role
  • AHSN sponsored
  • Cascade information to individual teams
  • Lobbied to achieve changes at Trust level e.g. Cognitive Stimulation Therapy
  • Liaise with clinical governance groups, audit team and Patient and Advice and Liaison Service

• Leads for each service
  • Regular meetings with coordinator and updates via e-mail

• Advice and support from MSNAP
Support from key stakeholders

• Trust strategy
  • All services to be accredited by professional body
  • Annual Quality Report

• Executive support
  • Chief Executive Officer and Chief Operating Officer

• Commissioners
  • Informed of standards and processes involved

• CQC inspection
AHSN links

• ‘Learn from the best’
  • Advice sought from local services accredited as excellent
  • Generous with advice and reassurance
Engagement

• ‘Whole systems approach’
  • Programme launch
  • Heads of Service, Department and Team Managers
  • Community Mental Health Teams (CMHTs), admin support
• Voluntary sector partners
  • Attendance at peer review
• Patient, family and carer representation
Quality improvement cycle

• Benchmarking
  • CMHT/memory service meetings
    • MSNAP checklist
  • Where do we stand?
  • How far do we have to go?
  • Monthly measures of improvement

• Task groups for specific standards
  • Patient and carer involvement, training, policies etc.

• Evidence
  • Paper files
  • Electronic record – facilitate data sharing between teams
Preparation for peer review

- Formal MSNAP Peer Reviewer training
  - One staff member per team
- Attendance at external peer reviews
  - Sharing ideas on how to meet standards
  - Better understanding of accreditation processes
- ‘Mock peer reviews’
- Early recruitment of sufficient patients and carers
- Involvement of third sector partners
Outcomes

• All six memory clinics accredited by January 2016, three receiving ‘excellent’ rating
• Improvements embedded at service and individual clinician level
• Positive change in policies and procedures
• Patient and carer experience
• Improved feedback from service users
  • Improvements in physical environment
  • Increased opportunity for research involvement
• Improved multi-disciplinary and inter-agency working
• More efficient use of resources e.g. nurse assessment in GP surgeries, administrative support
‘This process has been a highly rewarding one, allowing us to reflect upon and enhance the quality of care that we provide. The positive feedback received from patients, carers and reviewers alike has offered welcome recognition for a dedicated, hard-working and motivated team.’

Dr Chris Ramsay, Consultant Psychiatrist, North Buckinghamshire Memory Clinic

‘When we were first considering taking our Memory Service through the MSNAP review process the prospect was somewhat daunting and overwhelming. We were extremely grateful that the Oxford AHSN was able to provide a very experienced clinician to act as an overall lead.’

Frances Finucane, Team Manager, North Buckinghamshire Memory Clinic
On-going development & innovation

• Maintain momentum generated by MSNAP
  • Regular review against changing standards via quarterly meetings Trust wide
    • First annual Trust wide MSNAP ‘away day’
  • Further partnership working with commissioners and voluntary sector amidst major changes in service provision
• New Standard Operating Procedure
• New webpage to promote services
• Additional patient and carer feedback
Summary

• Collaboration and strong leadership is key to guiding multiple services towards obtaining MSNAP accreditation
• Engaging staff and external stakeholders is vital to achieving a positive outcome
• A rigorous approach to quality improvement and evidencing of standards is required
• Mock peer review can aid preparation and reduce anxieties about the review process
• The process does not stop once accreditation is achieved!
any questions?