College Centre for Quality Improvement

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College Centre for Quality Improvement (CCQI)

- We support clinicians to improve mental health services
- We focus on two main areas of work:
  - Quality networks and accreditation programmes
  - National clinical audits
CCQI at a glance

- All mental health trusts in England take part in our work
- 25 quality network and accreditation programmes working with 1550 mental health services
- 681 visits to mental health services in 2019
- Work closely with patients and carers
- In 2020, our conferences, webinars and training days were attended by over 13,000 people
How do we support services to improve?

• We set standards
• We measure how well services are performing
• We provide forums for sharing best practice and new ideas
• We support improvement
Quality networks and accreditation programmes

- Child and adolescent mental health services
- Perinatal services
- Therapeutic communities
- Forensic services
- Adult inpatient wards
- Older people’s inpatient wards
- Rehabilitation mental health services
- Learning disability services
- ECT clinics
Quality improvement/accreditation networks

- Memory clinics
- Psychiatric liaison services
- Psychiatric intensive care units
- Eating disorder services
- Adult community mental health teams
- Prison mental health services
- Early intervention in psychosis teams
- Home treatment teams
- Serious incident review teams
The review process
Being a reviewer

• Opportunity to visit another service
• One day commitment
• Supported by College staff
• Part of a multi-disciplinary review team
• Chance to share your own good practice and learn from others
• Opportunity to use for CPD and revalidation
A review day

- Tour of the environment
- Meetings with staff (frontline and senior), patients and carers
- Action planning and sharing of ideas to support where there are unmet standards
- Documentation review
- Feedback
How has COVID impacted?

- In March, 300 reviews cancelled
- All review activity has been moved online
- Positive feedback from services and reviewers
- Over 150 online reviews have already been completed
- Online conferences and webinars – nearly 100 events with over 13,000 people watching
What are the benefits for a service?

• Self and peer-review against nationally agreed standards
• Opportunity to benchmark performance against other services
• Access to a network of professionals in similar services to sharing learning and innovative practice
• Accreditation to demonstrate the quality of your service
• Free access to member events and training
The impact of our work: psychiatric liaison services

- Psychiatric Liaison Accreditation Network was established in 2009 with approximately 70 services participating
- NCEPOD report in 2017 – Treat As One looked at mental health in general hospitals
- Reviewers found higher levels of good practice in services with accredited liaison teams compared to non-accredited teams and services with no liaison teams
Any questions?

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