



South West Audit Network (SWANs) Annual Report 2019 20

2019/20 has been a year of positive solidifying and strengthening for the South West Audit Network (SWANs) with good attendance, collaboration and networking during meetings and via discussion on the N-QI-CAN forum. Significant changes have been made by members of the SWANs steering group to address feedback from members including ensuring that training and development is at the core of SWANs support provision.

Raising awareness and networking support is further provided through the individual organisation updates which forms a core element of our meetings. Each organisation provides one slide outlining one key success and one key challenge and how they are overcoming or have overcome it. Each organisation has two minutes (timed) to outline their points with questions and discussion when everyone has provided an update. This item remains popular, enabling collaborative networking and thought provoking discussions and support from network members for their colleagues.

Within the South West Audit network we cover a wide geography including the Channel Islands and are made up of 29 organisations with 83 members (at end of March 2020). During the year, I was delighted to welcome Jersey as an active member and spent time providing welcome support and guidance regarding the network for this crown dependency. It is noted that a number of organisations are merging.

The network has 2 core meetings per year held in Taunton, which is a central location to maximise attendance within the wide geographical South West area. In 2019/20 the meetings were held in July and November, in addition members also attended training in March 2020.

We are a subscription based network and it was agreed the fee would be held for a further year at £70 per year. The annual financial report will be outlined at the July 2020 meeting. In addition, the network receives monies from the National Quality Improvement (inc. Clinical Audit) Network (N-QI-CAN). The subscription and N-QI-CAN monies are used to support the running of the network, training and education.

Key appointed officers update during 2019/20:

- **Chairman.** I have continued my role as chairman, having started a three year term in November 2017 and am an active member of N-QI-CAN. In December 2019, I applied and was appointed as N-QI-CAN General Secretary and as such gave notice to stand down as Chairman for SWANs. During the year I supported SWANs with the key points as outlined in this document. From December I supported N-QI-CAN with the following: led the task finish group for a national training event; supported the N-QI-CAN survey supporting the review of the results and actions; on behalf of N-QI-CAN reviewed and updated terms of reference (as general secretary) in collaboration with the Chair. These are in draft awaiting further discussion with NHSE/I (delayed due to pandemic priorities).
- **Deputy Chairman and Treasurer.** Following an advert for replacement of the role and discussions with several interested parties, Clare Turner (Gloucester), was appointed. Clare was unable to take the position forward after six months so a request for interested parties was made. Our thanks were extended to Clare for her support, we wish her all the best. The role remains vacant at the 31st April 2020 despite various requests.
- **Communications Officer.** Rebecca Shephard, Clinical Audit Facilitator at Poole



Hospital, provided interim support, and was subsequently appointed in November 2019. Our thanks are extended to Rebecca who has supported SWANs members with the significant changes needed over the last year to ensure that we have on line accessibility to core documents for all members via the N-QI-CAN forum, overseeing the membership list and supporting the steering group with the NHS Futures Platform.

The below outlines the key points of the SWANs meetings for 2019/20. Full papers are available on the forum.

Meeting 3rd July 2019 key points:

- 23 members attended from 14 organisations across the South West attended (appendix A).
- **Networking:** during morning session, refreshment breaks and lunch.
- **Training:** Excel Basic and general Excel questions.
- **Business meeting** including update on National Quality Improvement and Clinical Audit Network (N-QI-CAN) key points and including: confirmation that deputy chair / treasurer stood down and volunteers for role requested; following vote on SWANs NQICAN forum site, approved new logo for SWANs to be used from now on; network membership and changes noted including subscriptions (3 remain outstanding being chased); discussion and update on progress against strategic priorities for 2019/20.
- **Clinical Audit Awareness Week (CAAW) - Round table discussion.** Attendees in groups discussed the last CAAW (November 2018), in particular what went well last year and what aspects could be improved on. Two organisations noted that they did not take part last year, but shared what they were planning for CAAW this November.
- **Presentation: How we have blended Clinical Audit and QI,** Helen Hanks and Leanne Latchem, from Devon Partnership outlined their strategic approach to how they have successfully blended clinical audit and QI in their organisation.
- **Presentation: Key updates from NICE incl. NICE Connect Project** (Jane Jacobi, South West NICE Facilitator).
- **Local round up:** what's going on at Trusts: one key success and one key challenge (and how you have overcome or are overcoming it). Each trust provided a single slide outlining key points for awareness and discussion.
- **Feedback from NQICAN survey:** SC shared key themes found from results of NQICAN survey, including that SWANs members had asked for more time for networking, which has been into this meeting and future meetings.
- **Way forward training and presentations. Round table discussion:** Ideas for future training and presentations discussed in groups. Overall consensus to have an additional day just for training. It was felt that this should be between the two yearly meetings, outside the main summer holidays, avoiding times where there is risk of flooding and snow. Members put forward multiple ideas for training and presentations. Agreed to vote on the top ideas on the forum so all members can have view.
- **Future training / presentations including:**
 - * **Presentation:** Clinical Audit from a Commissioner's Perspective Sara Riordan-Jones
 - * **Training:** Plot the Dots (SPC Charts), Karen Hayllar, NHSi



Meeting 21st November 2019 (Holiday Inn, Bridgwater) key points:

- 28 members attended from 17 organisations across the South West attended (appendix A).
- **Networking:** during morning session, refreshment breaks and lunch.
- **Training:** Excel Intermediate, Sandra Courtiour, PHFT.
- **Training:** Plot the Dots (SPC Charts), Karen Hayllar, NHSi.
- **Business meeting** including update on N-QI-CAN key points and discussion including: sharing successes Q2 deadline for Clinical Audit Awareness Week, impact of purdah on national audits; chair further request for volunteer deputy chair / treasurer; communications officer appointed; network membership and changes noted including subscriptions (93% paid); strategic priorities and update on training (see below).
- **Training:** Following NQICAN forum poll, priorities identified as Chris Croft and HQQ (33% of votes each). Confirmed that Chair with Comms officer support has booked training days with HQQ and Chris Croft in March and September 2020 for up to 80 people, which can be extended outside SWANs membership if there is not enough demand from members. Training free (covered by membership subscriptions). If people confirm and then do not attend their Trust would be invoiced £50 for their place.
- **Local round up:** what's going on at Trusts: one key success and one key challenge (and how you have overcome or are overcoming it). Each trust provided a single slide outlining key points for awareness and discussion. In addition, members were asked to prepare an additional slide outlining their activities for clinical audit awareness week.
- **Presentation and discussion: NICE** - Getting evidence into practice and Clinical Audit Awareness Week South West NICE support, Jane Jacobi, NICE.
- **Sharing Successes 2019.** During the meeting, the shortlist for NQICAN Sharing Successes was announced on Twitter and SC congratulated Devon Partnership and PHFT for being finalists in different categories, and congratulated all involved (appendix A).

Training 3rd March 2020: Quality Improvement and Changing Practice provided by Healthcare Quality Quest. We were delighted to invite Nancy Dixon to Taunton, where 38 of our members received the practical popular HQQ training. Thought provoking interactive day with very good evaluation of feedback received.

Looking forward into 2020/21, we will continue to look for a replacement for my role as Chairman and Deputy Chairman/Treasurer. Our 2020 meetings have been arranged for July and November and we have further priority training booked with Chris Croft regarding Project Management and People skills in September 2020. Through the Steering Group, we will continue to support our members as priorities arise and ensure that networking, collaboration, training and development remain central to taking forward our network.

Sarah Chessell,
Head of Research, Innovation, NICE and Clinical Audit
Chairman of the South West Audit Network (SWANs)
#SWANs @ChessellSarah

13th July 2020

Appendix A: South West Audit Network (SWANs) Rogue Gallery

Appendix A: South West Audit Network (SWANs) Rogue's gallery

Sarah
@ChessellSarah

Delighted with today's really successful SWANs meeting. Great networking & discussion this afternoon re blending #QI with #clinicalaudit & strategy for SWANs over coming 2 years. Thank you for all your contributions Inc but exclusive @LeeLatchers @jane_jacobi @MBCornwall @nqican



8:23 AM · 3 Jul 2019

Sarah
@ChessellSarah

Belatedly, @LeeLatchers Feel totally privileged you & @helenvhanks outlined your #clinicalaudit & #QI journey at south west Audit Network (SWANs) last week. Fantastic 2 C your journey, so much 2 learn from your experiences. Agree with @cwwalker10 please share via #NQICAN forum

Leanne Latchem @LeeLatchers · Jul 10
Here it is @DPT_ChiefExec - our Clinical Audit and NICE QI journey so far!
#TeamWork #CAisQI #improvements #networking #ILoveMyJob @helenvhanks @d_medical @DPT_pmo @DPT_NHS @S12LangleyQI @JaneBak3R @caslecaster @nqican @cwwalker10 @ChessellSarah



Sarah
@ChessellSarah

28 #SWANs members from 17 organisations attended our packed meeting today: excel training, NICE into practice, #plotthedots training & local trust round ups. Great networking & support. Thank u to u all for making this happen inc. @SCourtior @jane_jacobi @KarenHayllar @nqican



South West Audit Network (SWANs)

Date: Thursday 27 November 2019
Venue: Marley on Espire, Marley Hill, Northampton, Bedfordshire, Luton, LU1 3EP

Chair: Sarah Chessell
Host: @K4844 - @gn

No.	Agenda Item	Time
1	Arrival / Networking	8:00 - 8:30
2	Training: Excel intermediates / networking	8:30 - 9:00
3	Tea and coffee	9:00 - 9:30
4	Medical, Innovation and the patient in voice	9:30 - 10:00
5	Business Meeting	10:00 - 10:30
6	Minutes of the previous meeting/minutes acting	

- Two power point slides per organisation outlining:
 - One key success
 - One key challenge (and how you have overcome or are overcoming it)
- Clinical Audit Awareness Week - activities planned for 2019, and previous activities and photos from 2018.

South West Audit Network (SWANs) - Using clinical audit for quality improvement

Sarah
@ChessellSarah

@nqican delighted that @Poole_Hospital have been shortlisted as finalists for maternity MEOws project & delighted to hear @LeeLatchers @DPT_NHS are finalists for changes in approach re QI programme. Keeping fingers crossed for final public votes 😊 @DeniseSafety

N-QI-CAN @nqican · 15h
As promised here are the finalists for our #clinicalaudit #healthQI sharing success competition - congrats to teams @NHSBartsHealth @TheChristieNHS @QAHospitalNews @KingstonHospNHS @WestHertsNHS @bhamcommunity @Ldn_Ambulance @Poole_Hospital 🙌

Voting opens Mon-Wed during #CAAW19 twitter.com/nqican/status/...

Show this thread



Finalists - Clinical Audit & other QI

- Multifaceted approach to improve care of oncology inpatients with stage 2/3 acute kidney injury: A quality improvement project.
The Christie NHS Foundation Trust
- Improving communication in the Emergency Department: A quality improvement project focussing on structured patient handovers to enhance patient care.
Barts Health NHS Trust
- It's Still Great Care To Be Sat In A Chair: Delivering a High Quality Emergency Care Service via an Ambulatory Majors Setting.
Portsmouth Hospitals NHS Trust
- Chronic Obstructive Pulmonary Disease (COPD) - using clinical audit data to drive local quality improvement.
Kingston Hospital NHS Foundation Trust
- Gut Steps- Strategies And Tools To Enhance Patient Safety In Necrotizing Enterocolitis (Nec): A Quality Improvement (QI) Initiative