



Lay Reviewers Update December 2003

Introduction

Welcome to the first edition of 'Lay Reviewers Update'. The Public Involvement Team has produced this update to keep lay reviewers in touch with the work that is going on at NHS QIS and what is planned for the forthcoming year.

We hope you find it useful. We welcome your comments and feedback. Please contact Rosemary or Anne at :

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***Very best wishes for Christmas and the New Year from
all at NHS QIS!***

Current review visits

The review visit programme for standards for Schizophrenia will be completed in December 2003.

The review visit programme for the Management of Post Mortem Examinations started in November 2003 and will be completed in June 2004.

Healthcare Associated Infection (HAI) Control update reviews start in December 2003 and continue until May 2004.

These are table top reviews of self-assessments and do not involve visiting each Health Board area.

Reviews since April 2002

There have been over 100 review visits since April 2002 covering standards for HAI, Renal Services, Diabetes, Generic Clinical Governance, Older People in Acute Care, Specialist Palliative Care, Cervical Screening, Breast Screening, Schizophrenia and Management of Post Mortem Examinations.

Lay reviewers have been involved in each of the review teams.

Review visits planned for 2004

Standards for Stroke Services and Anaesthesia will be reviewed in 2004. Dates for the review visit programme have not yet been finalised but are likely to start around June. An assessment programme for learning and physical disabilities is also planned for 2004.

What lay reviewers said about taking part in review visits

'Quite intensive and exhausting. A lot of paper work to digest'.

'As this was my first visit it was very much a learning opportunity...'

'Interesting and enjoyable, apprehensive ...'

'Felt comfortable and will be much better prepared for next visit'.

'As a lay rep, I was consulted at all times'.

Lay reviewer training in 2003

There were three lay reviewer training workshops in January, June and August 2003.

Thirty lay reviewers successfully completed the training and most have now gone on to undertake their first visit 'buddied' by an experienced lay reviewer.

The next lay reviewer training workshop will be arranged before the review programmes for Stroke and Anaesthesia commence.

There are currently 122 trained lay reviewers on the NHS QIS database.

Lay reviewer database update

Thank you for the excellent response to our request for an update on your contact details. This is set to be carried out annually in accordance with the requirements of the Data Protection Act.

Public Partnership Champions

Recently the Public Involvement Team has been working closely with 'Public Partnership Champions' in different parts of the organisation to help ensure that public involvement is an integral part of all NHS QIS activities.

The Champions are members of staff from each of the Standards and Review Teams who have volunteered to work closely with the Public Involvement Team to promote and support public involvement. The Champions are Sarah Brown, Susan Shields, Morag Swankie and Karen Tarn

Patient Focus and Public Involvement Framework

NHS QIS consulted on its Framework for Patient Focus and Public Involvement from April to August 2003.

Forty two responses were received from a range of organisations and individuals including NHS Boards and Trusts, Local Health Councils and voluntary organisations.

The Framework will shortly be available on our website or on request from the Public Involvement Team.

Standards in development

Five sets of standards have been consulted on during 2003. Standards for Anaesthesia were published in July; Food, Fluid and Nutritional Care in October; Vascular Services in November; Stroke Services will be published in February 2004 and Diabetic Retinopathy Screening in March 2004.

Standards for Healthcare Governance (previously known as Generic Clinical Governance Standards), Maternity Services and Pregnancy and Newborn Screening will be consulted on from February 2004.

Also in development are standards for Core Mental Health Services, Thoracics, Learning Disability Services, Community Hospitals, Primary Care Dentistry and Core Standards for Older People's Services.

Development of standards for Children's Services will begin in 2004.

Managed Clinical Networks

NHS QIS is involved with 36 different Managed Clinical Networks, assisting in the development and accreditation of their Quality Assurance Frameworks. Four networks have reached the stage of having their performance assessed.

Primary Care : Practice Accreditation

NHS QIS has been working with the Royal College of General Practitioners (RCGP) to pilot lay assessor participation in the RCGP Practice Accreditation Scheme.

Nine lay reviewers took part in eleven pilot visits in five Health Board areas. The pilot scheme is being evaluated and recommendations will be considered by the NHS QIS Board and the RCGP.

Tell us what you think!

This is the first time we have produced a 'Lay Reviewers Update'. Please do tell us if you have found it informative or if you have any comments or suggestions, we welcome your views.