



We'd love to hear from you...

If you're interested in finding out how QRS could be a catalyst for improvement in your organisation, please get in touch.

We can have a conversation, to help you identify what will work for you.



Call us for an informal conversation on 0121 612 2146, or email us at qrs@nhs.net

www.qualityreviewservicewm.nhs.uk

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 [@review_quality](https://twitter.com/review_quality)



Do you have services that would benefit from external clinical quality assurance?

The Quality Review Service can help.



QRS is an independent, impartial provider of peer-to-peer service reviews.

- We are part of the NHS available nationally to help support organisations to improve quality of services and care.
- We are a highly effective catalyst for improvement with a 10-year track record and an impressive satisfaction rating.
- We work in a collaborative basis with you on the priorities that matter most.

Why choose the Quality Review Service?

We have an extremely strong approach to quality:

- We are the only NHS organisation that is accredited by UKAS as a health inspection body (UKAS No. 8831).
- We use a robust and evaluated methodology.
- We use trained peer reviewers: clinical, non-clinical, service users and carers.

Peer-to-peer reviews:

- Peers understand the challenges of delivering the service and can have meaningful professional conversations about improvement and quality.
- We use a supportive approach to improving quality and outcomes using both clinical standards and best practice.
- Significant professional and service development from the review process.

The patient voice is a strong element of our reviews:

- Service users and carers are an integral part of all our review teams to ensure the patient voice is heard.
- We always meet with patients using your service to give their insight about the care they have received. This gives you real-time patient feedback.

Our reviews

We always look at the entire patient pathway and do not just focus on a narrow element of care.



Types of QRS Reviews:

Standards-based peer review

A team of peers review the service(s) against agreed standards.



Strategic reviews

Designed to tackle whole system strategic direction challenges.



Formative review

Peers review the service(s) against a pre-agreed set of questions designed to help organisations resolve complex quality and outcome issues.



Action planning workshops

Usually aligned to formative reviews, a group of peers support clinicians with understanding the outcomes from our reviews and develop an action plan with the help of 'fresh eyes' and experience.



Facilitated self-assessment

QRS team meet with a clinical team to work through QRS Quality Standards and evidence to identify gaps in compliance for a particular pathway.



Facilitated workshops

Used when a health economy or organisation requires support in developing plans or clinical strategies for delivery.



We have published a range of Quality Standards for many clinical pathways:
www.qualityreviewservicewm.nhs.uk/standards