

QRS new ways of working – Guide for Providers

In response to the COVID 19 pandemic and the commitment of the NHS to work differently, the QRS Board has approved a 'New ways of working' paper which outlines how peer reviews will be completed in the future. This can be found at qualityreview servicewm.nhs.uk/peer-review-new-ways-of-working-v1-20201022/

The purpose of this brief guide is to help organisations prepare for peer review in line with the new requirements.

General Notes:

1. Wherever possible, the review process will be completed remotely to reflect the expectations of organisations and to maintain the safety of patients, staff and reviewers. However, it is acknowledged that reviews are more robust when some face to face meetings and on-site observations are included within the review process. QRS will ensure that there is a blended approach and that the balance between remote and onsite work reflects the specific requirements of the service to ensure that the approach is robust at all times.
2. This briefing makes references to social distancing. QRS will work with you in advance of a visit and will undertake a risk assessment of the base room and other rooms, where appropriate, at the beginning of the visit. However, it is recognised that this will not always be possible during the course of the visit and therefore both staff and reviewers will be encouraged to risk assess on an ongoing basis throughout the visit in order to ensure that all those involved continue to be safe.

Guidance

Review planning

- a. QRS will conduct review planning meetings by video conference, rather than face to face, using MS Teams®, which is the recommended CSU and NHSE/I software. Zoom is not recommended. However, QRS will work with providers who do not have access to MS Teams to ensure that meetings can take place remotely.
- b. Initial planning meetings will include detailed discussions between QRS and the host team regarding the logistics of the review and any specific requirements from the host team, particularly in relation to infection, prevention and control (IPC).
- c. Prior to the review, QRS will write to the organisations Caldicott Guardian asking permission to review patient identifiable information and other confidential information, where this is appropriate. This will include reference to uploading information to the QRS portal, which will be used to collect evidence in advance of the review day.
- d. In addition, QRS will also write to the Director of Infection, Prevention and Control, notifying them that the review will be taking place and asking them to identify any specific IPC requirements that need to be observed by reviewers. Any recommendations will be notified to the review team by QRS.
- e. Reviewers will be briefed in advance, and reminded on the day of the visit, regarding local IPC requirements.

Evidence submission

- a. Some evidence may be required prior to the review day. QRS has developed a new portal for uploading of information. This will be discussed during the planning phase, to agree which information should be submitted and how this can be achieved.

Review day

- a. The host team will be asked to meet reviewers at the main entrance of the organisation and escort them to the base room, to minimise reviewers wandering around the premises or stopping to ask directions.
- b. Host organisations are requested to provide a base room for the review day which is large enough to allow for appropriate social distancing.
- c. The QRS briefing to reviewers at the beginning of the day will outline any additional requirements that have been notified by the host organisation.
- d. Reviewers will be requested to use hand sanitisers on arrival at the base room and throughout the visit.
- e. Reviewers will also be encouraged to bring their own face coverings, but will comply with local requirements regarding face coverings. (QRS will have a small supply of face masks and gloves available should they be required).
- f. Host organisations are asked to provide any further PPE that has been identified as being required.
- g. Rooms identified for face to face discussions should also be large enough to ensure that appropriate distancing can take place.
- h. A maximum number of 5 provider representatives can be invited to the feedback session at the end of the day. Please ensure that an appropriately sized room is available – to maintain appropriate social distancing.
- i. The host team will be asked to escort the reviewers to the main entrance of the organisation at the end of the day to minimise reviewers wandering around the premises or stopping to ask directions.