Hearing Services IQIPS /UKAS accreditation

- Outstanding patient care
- Brilliant place to work
- Leader in children's health
IQIPS /UKAS accreditation

Accreditation process with an aim of continual improvement of services:

- Observation of clinical practice
- Review of management processes
- Review of workforce support and development
- Review of governance structures and systems
- Focus on evidence and quality
- Used in CQC evidence
IQIPS - 21/22

SCH accredited to 2020 standard – first service in the UK to achieve this

Main changes inc:

- 50 page Quality Manual to develop – ‘what we do and how we do’
- New terms and concepts – “non-conformity management”, “measurement of uncertainty”, “emerging practice”
- Uploading to Sharepoint easier and much of repetition removed
More emphasis on:

- Developing systems where evidence is less systematically evidenced
  E.g. feedback compared to audit, equipment

- Triangulation of evidence
  - Look at documents, Datix, actions, team info,
  - observing practice of several staff
  - Incidents evidenced in meeting minutes, circulated to the team, closed in logs
  - Full team involvement
Benefits of the accreditation process

• Full team involvement in Quality improvement process
• highlights our blind spots
• Evidence of quality assurance in times of review, for trust, commissioners, etc
• Supports blah de
• useful as part of case to trust to support improvements (eg sound proof room refurbishments)
• ensured representation on organisational charts & raised our profile in trust
• All team members will be asked- so ensures whole team aware of quality systems
• Accepted as part of CQC assessment
• A benchmark for new leaders
• More than just clinical assessment- covers workforce development, forward planning, goal setting, leadership...
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