



Hearing Services IQIPS /UKAS accreditation

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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

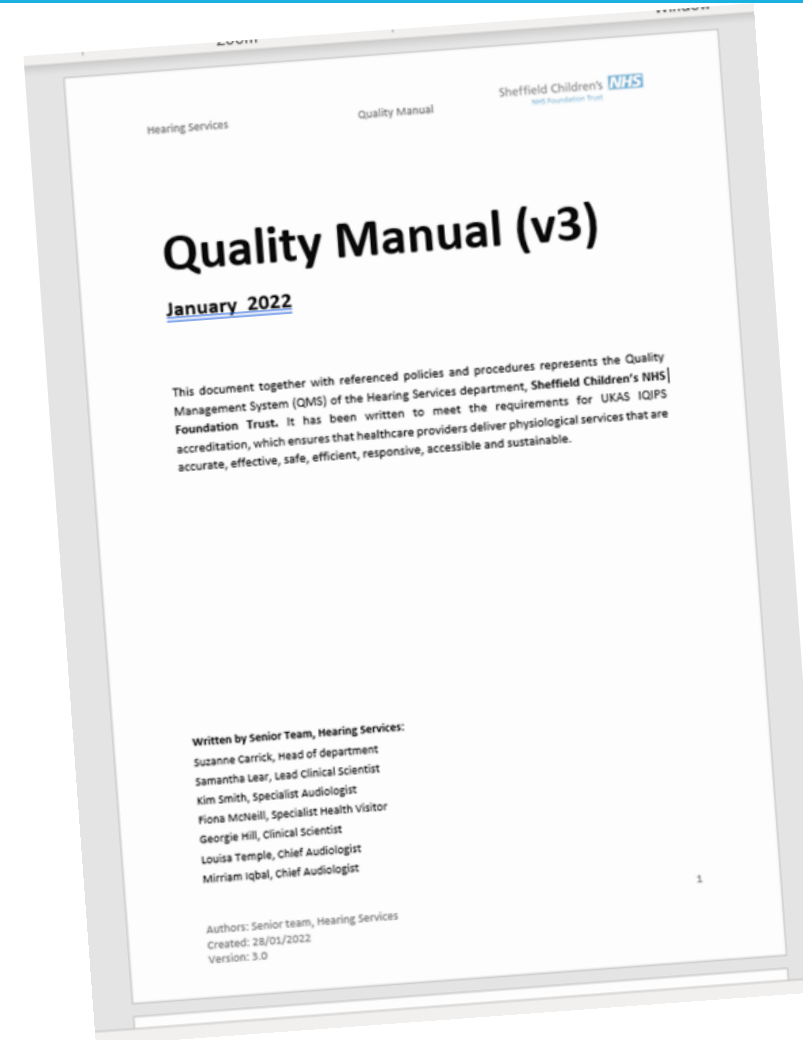


IQIPS- 21/22

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

summary	theme(s)	action required?
onboard is very friendly	Service	N
diology department is amazing	Service	N
partment is wonderful (parent of infant patient)	Service	N
andfighter has been able to wear HAs consistently since last 1/2 appt due to staff	Service and staff	N
ntacting deaf parents - need for alert on caeflow to avoid calling	Service	Y
erson in Reception shown superb empathy and communication	Staff	N
eat explanation of test and results	Staff	N
rent raised about having more consistent staff for ASD patients	Service / staff	Y
edback from Tod/school about how good the service was	Service / staff	N
ff are helpful with providing information needed for TCO	Staff/service	N
am emailed re concerns about an APD report and "generic" listening tactics. Sam trying to contact to discuss	Staff/service	Y
ter written by pt's mum to thank us for the excellent care they have received over 18 months	Service	N
rent fed back on phone about fantastic care son has been given over the years	Staff / service	N
ed how staff was funny and feed HA	Staff	N
mentioned on how staff member helped with HA at knee	Staff	N
using staff member on how well she performs her job and putting at ease	Staff	N
ncerns with debrief given by staff regarding pt hearing	Staff	Y
nician was very helpful in appt, regarding all areas of child care and wellbeing.	Staff	N
ry happy with staff manner and efficiency of service	Staff and service	N
IO very happy with how helpful member of had been for a pt enquiry	Staff	N
ppy with new rooms, tidy and clean. Seen on time for appt today	Staff and clinic setting	N
diologist was great. Made to feel comfortable , effective experience all round	Staff and service	N
too hot in theclinical room	Clinical setting	Y
id scared of clinician wearing apron	Staff and service	N
am praised support from whole service during AUDA3 telephone review	Service and staff	N
ff for handling tricky patient	Staff	N
rent praising staff for changing to clear mask in clinic	Staff	N
saving results from tricky to test patient	Staff	N
i staff being informative with regards long term implications of surgery, made pt feel supported	Staff	N
reportedly happy with new OPN HAs,	Service and treatment	N
e HD is great, staff were brilliant and made the test for my daughter fun	Service and staff	N
tds you for all the hardwork	Service	N
e staff were so lovely to us, they made the experience so pleasant. We are very grateful to everyone working on a Sat	Service and staff	N
is very happy with ENT and audiology for BANA	Service and staff	N



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 bla h d e
- 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...



