

Clinical Audit spotlight on: Cambridge University Hospitals NHS Foundation Trust



Overview

Cambridge University Hospitals NHS Foundation Trust (CUH) comprises of Addenbrooke's & the Rosie (Women's Hospital); provides health care & specialist service to people in Cambridgeshire, Essex, Suffolk and Hertfordshire primarily.

Addenbrooke's provides emergency, surgical and medical care for local people and is also a regional centre of excellence for specialist services such as organ transplantation, neurosciences, paediatrics and genetics.

Based on the same site, the Rosie is a women's hospital and the regional centre of excellence for maternity care. It has its own theatre suite, fetal assessment unit, ultrasound department and neonatal intensive care unit.

CUH is one of the largest and best known hospitals in the country. The 'local' hospital for our community, CUH is also a leading national centre for specialist treatment; a government-designated comprehensive biomedical research centre; one of only five academic health science centres in the UK, and a university teaching hospital with a worldwide reputation. Building on these different elements, CUH's vision is to be one of the best academic healthcare organisations in the world. Our priorities focus on a quality service which is all about people – patients, staff and partners. Our values – kind, safe and excellent – are at the heart of patient care, defining the way we work and behave.

Contact details

www.cuh.nhs.uk

The hidden clinical audit heroes

A department that works quietly behind the scenes to improve patient care and safety at Cambridge University Hospitals (CUH) will be thrust into the limelight this month. The team, normally tucked away in offices outside the main hospital complex, will put their work on a display in the Addenbrooke's Treatment Centre atrium and invite passers-by to join in with audit-based games and quizzes.

The team has championed quality improvement methodology, which involves using smaller, but more frequent audits to show in real-time how business change affects patient experience and safety. The results can be morale boosting to staff, because they see more quickly the impact of their work. The job of the Clinical Audit Team, headed by Trust clinical audit lead Mr Richard Hardwick, is to improve patient care and outcomes through systematic review of care against explicit clinical standards.

Notable achievements this year include the development of a new module on DATIX (an IT system) which further supports the management of clinical incidents, risks and complaints. The clinical audit database was presented to the East of England Clinical Audit and NICE Network (EECANN) in March and at the Manchester Quality Conference in September.

The Clinical Audit Team is part of the East of England (EECANN network). The CUH Audit Lead (Josefina Gilmoja) currently chairs the network. CUH has hosted two of the meetings in 2018. The learning from EECANN is shared through the National Quality Improvement for Clinical Audit Network (NQICAN). In addition, the NQICAN Networking & Sharing online forum is used by the team to share learning with the wider clinical audit and QI community. For the last two years EECAN have also worked with Clinical Audit Support Centre to enable members to gain accredited qualifications in relation to clinical audit. Both CASC's Advanced Clinical Audit and Train the Trainer courses have been held at Addenbrookes.

The Clinical Audit Team have worked to deadline on hundreds of audits supporting over 500 projects at CUH, which as a leading trauma, neurosurgical, emergency maternity, cancer and transplant centre, presents multiple and complex demands. The success has enabled key team members to join the Quality Improvement Fellowship. This is a national initiative connecting people with improvement expertise across the UK and is led by the Health Foundation (with support from NHS Improvement).

The Clinical Audit department has dedicated pages on Trust intranet for clinical audit including resources/training and learning from audit. The Clinical Audit Team participated in the annual National Clinical Audit Awareness Week in 2017 and in 2018 we will be using #CAAW to further raise the profile of clinical audit and share key learning. We have completed clinical audits with very positive outcomes this year and the week provides an ideal opportunity to share that learning with other professionals and the wider public we serve.

We are a small, friendly team, but often people are not aware of the importance and scope of our work. #CAAW is a great opportunity to increase understanding among colleagues and network with other audit teams from further afield. Clinical Audit helps with quality improvement and provides assurances that patients in the Trust get the best and safest care possible. It ensures compliance with clinical standards, identifies and minimises risk and improves outcomes for our service users.

#CAAW
November 2018