

Covid-19

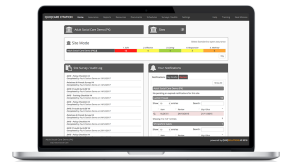
QUIQSOLUTIONS
implement NHS Covid
Test Reporting



Primary Care
Network Solution



AHSN Partnerships



New developments
ready now

QUIQSOLUTIONS



Thank you

We'd like to recognise the incredible work of our many customers and friends in health and social care, and all the key workers who are playing such a critical role in recent times.

Their continued efforts to maintain essential services during the Covid-19 crisis has been, and still is, heroic.

QUIQSOLUTIONS have remained working throughout to support our clients and anecdotally we know some of the challenges and hardships facing many of them.

We applaud their commitment, professionalism and compassion in these unprecedented and challenging circumstances. Thank you all.

Case Study: Covid Test Reporting

The need for testing Covid-19 patients, staff and support workers prompted the UK government to set the ambitious target of 100,000 tests each day by the end of April 2020. This was only the start and more ambitious plans were already underway to significantly increase that number.

Whilst the actual tests presented their own difficulties, bringing together the critical data they produced and making it available to the right people fast enough was also a real issue.

“The NHS response to Covid-19 testing had to be mobilised at an unprecedented scale and speed,” commented Nicola Hunt, NHS England’s national lead for the Covid-19 Testing Cell.

“We needed to set up a new daily collection of data from dozens of laboratories around England.”

Testing locations including laboratories and specialist services had to report on current testing activity and capacity daily, with regional responses organised into 29 networks monitored by *Pathology Incident Directors (PIDs)*.

Daily spreadsheets were being emailed from laboratories to the central NHS England and NHS Improvement Team but were taking hours of manual work to compile and collate against very tight deadlines and without any audit trail or means of validation.

For a project of such importance it was clear a better solution was needed.

“After early implementation with an Excel template we realised we needed something more efficient and that gave rise to PLACERS.” Nicola Hunt, NHS England

PLACERS (*Pathology Laboratory Activity & Capacity Electronic Returns System*) is based on QUIQSOLUTIONS’ cloud platform, and was quickly identified as the ideal solution.

NHS England already worked with QUIQSOLUTIONS in the Continuing Health Care arena, where every **CCG** in England has used the **CHAT** tool for **NHS England** reporting since 2016. Whilst not the same requirement, the principle was, and **NHS England** contacted QUIQSOLUTIONS to see if they could help.

“We needed a solution and we needed it fast,” remarked Paul Gavin, Programme Director, Covid-19 Testing Cell. “From work we had done previously with QUIQSOLUTIONS, we knew they could build and deliver this type of system quickly.”

The challenge



Implementing a complex system in days

- 130+ locations reporting testing results to NHS England
- Different platforms and formats
- Capacity and Activity data needed daily before 8am
- 29 Pathology networks, 150 NHS Trusts, 100s of users
- Disparate data needing manual intervention
- Need automation, reminders and alerts
- Create reporting at all levels and across all data sets
- Provide visibility for Managers
- Normalise inconsistent data and content
- Integrate with main NHS reporting system
- Gather data on other factors as and when needed

QUIQSOLUTIONS provided an implementation roadmap the same day, and specified the information needed to get the system up and working.

Within 24 hours a live prototype was in place being used by around 20 external Laboratories.

Two days later testing locations were submitting live data through **PLACERS** in parallel to the daily spreadsheet return. Daily calls between NHS England and PIDs confirmed the Laboratory users were keen to use **PLACERS** instead of the spreadsheet, even suggesting additional data that could be included.

PLACERS ran in parallel for 3 more days, fine-tuning the data requirements, checking the technical reports, and confirming user access details.

PLACERS went live in mid-April, just a couple of weeks after the initial consultation, covering 130 testing locations, 29 Networks, 150 NHS Trusts and hundreds of daily users. Data from **PLACERS** is supplied to central government who use it to monitor actual infection rates and the effectiveness of their expansion program for Covid-19 testing.

“It was a push. A large and very public project against very tight timescales.” says Neal Moores of QUIQSOLUTIONS. “We knew we had a rock solid technical solution, but we still needed a strategy to engage hundreds of users who had never seen the system, who then had to use it for critical reporting the very next morning”.

QUIQSOLUTIONS strategy was to create user video training and quick start files aimed specifically at each role in the process, and then to target each of the stakeholders with only the help they needed for their particular task, defined by their login.

“It worked really well. We could see from the website traffic the videos were being heavily used. Labs had 8am deadlines so we offered round the clock support, but actually had surprisingly few calls. We proactively monitored the system alongside the NHS Team and could see that submissions were being made on time.”

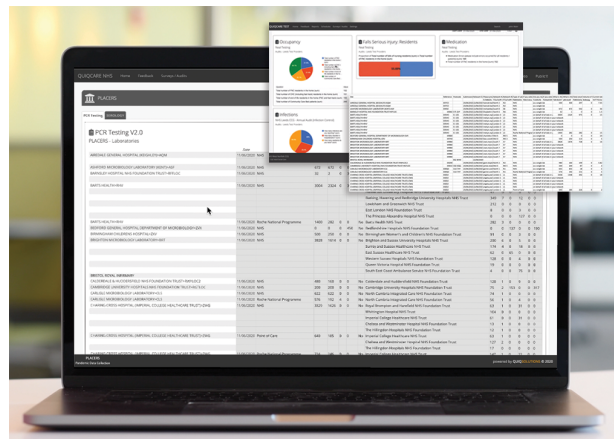
PLACERS went live within 7 days, and became the keystone mechanism for reporting the testing data everyone became so familiar with on the 5pm government briefings.

QUIQSOLUTIONS, working with **NHSX** and **McKinsey**, have now fully integrated **PLACERS** into the NHS systems, providing direct integration files, eradicating manual intervention, and enabling the ongoing Testing results process.

Martin Ware, Senior Delivery Manager, Covid-19 Testing Cell, added, “...we went from zero to implemented solution in just a few days. There have been a number of developments and refinements since. QUIQSOLUTIONS essentially delivered in days, a project that would have normally taken months to specify and implement.”

QUIQSOLUTIONS demonstrated considerable professionalism and versatility. Using the power of the cloud platform, a complex logistical issue was resolved in a very challenging timeframe.

“PLACERS is now providing a valuable role in ‘Testing’, a key element to how the country is responding to this pandemic.” Paul Gavin, NHS Programme Director, Covid-19 Testing Cell.



Full dashboard with visualisations and custom exports, every testing site, every day, on time

Primary Care Networks and GP Practices



Late 2019 saw the introduction of the **GP** and **Primary Care Network (PCN)** QUIQ**CARE** solution.

Working with the **Wessex AHSN** (Academic Health Science Network), 8 PCNs comprising 30 practices implemented QUIQ**CARE** which had been specifically designed to meet their particular requirements.

PCNs are designed to streamline and extend the delivery of services by sharing specialist resource across many practices, extending the deliverable specialities at the same time as efficiently distributing costs.

One area where the internal management can be made more cost efficient is the centralisation of the **CQC Compliance** functions across all member practices.

The benefits of centralising compliance management are clear, but present their own challenges. Each location is likely to have a different approach and method for CQC Compliance Management.

The answer is to provide a single platform that can be used by all Locations, that will allow for the central management of the 'corporate' elements of the compliance regime, such as **policy** and **procedures**, and let the individual location manage their own specific responses. The whole process can be overseen by the **Clinical Director** straight from their own desk, as well as allowing **Reviews, Audits** and **Action Plans** to flow freely when an area requires additional focus.

Custom **dashboards** provide insightful overviews for PCNs to compare assurance and compliance across multiple practices, and gauge the measure of progress in the PCN as a whole.

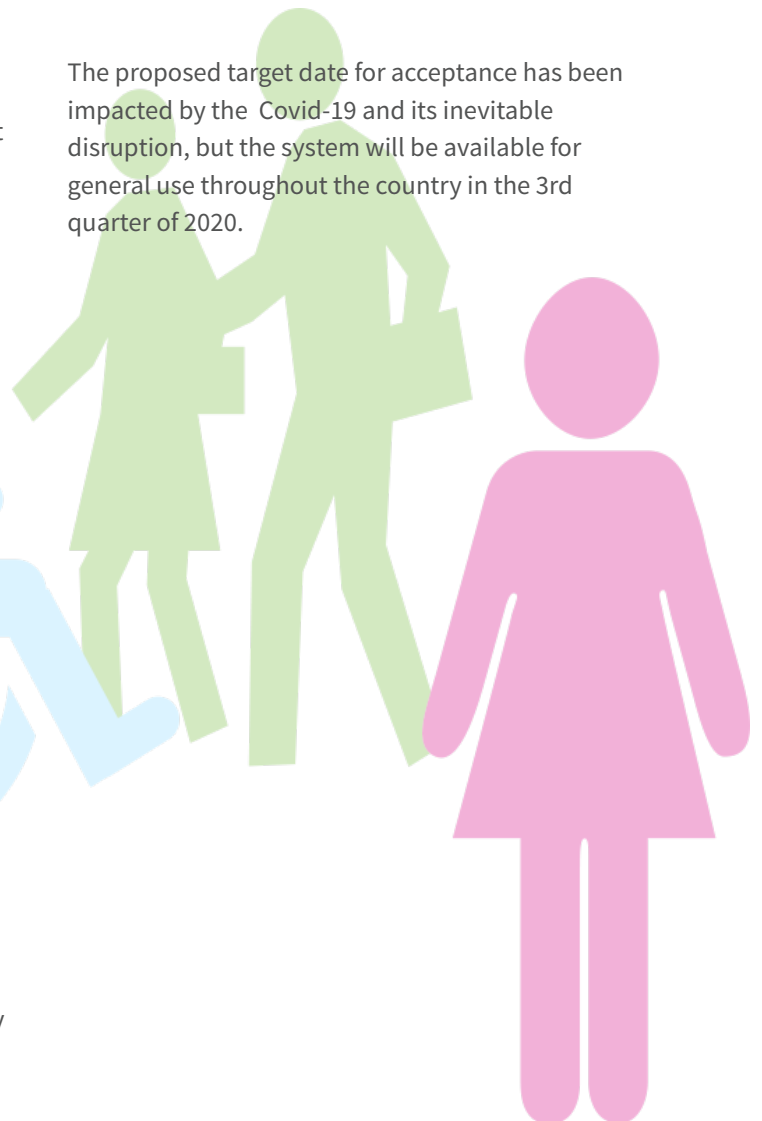
Commissioners can be given permission to view the dashboard to cut down duplicated reporting, for example, CCGs can have a **real-time** view of compliance from their GP communities.

Collaboration is inherent with the ability to remotely review **evidence**, manage on-going automated **auditing** and **information requests** through the same platform.

The initial positive feedback led to further enhancements and **The Safer Practice Framework** was added, a self-assessment tool aimed at helping General Practice teams to focus on the delivery of patient safety and quality improvement activity.

"...the breadth of functionality offered for the price represents good value. I can see that the years of development working with the NHS and other areas of health and social care have resulted in a powerful platform that I would recommend to other practices looking to save admin time and focus on quality improvement." Christina Cleworth, Practice Manager, Portsdown Group, Portsmouth.

The proposed target date for acceptance has been impacted by the Covid-19 and its inevitable disruption, but the system will be available for general use throughout the country in the 3rd quarter of 2020.



Kernow Safeguarding Assurance Scorecard (SAS)

An innovative new **safeguarding** solution has been implemented in **Cornwall** between **NHS Kernow CCG** and **providers** in the region.

The aim of the **Safeguarding Assurance Scorecard (SAS)** is to assure NHS Kernow Clinical Commissioning Group (NHSK) and the commissioned providers that adult and child safeguarding responsibilities are being met.

The project's key aims are:

- *To understand and plan safeguarding services*
- *Identify changing demands*
- *Highlight areas of good practice, or sharing concerns for discussion and resolution*
- *Identify audit themes to "dig deeper"*
- *To systematically learn through experience and ensure that services are developed and monitored through these opportunities*
- *Build in mitigation that partners agree*
- *Ensure timescales are agreed and met*
- *Streamline the whole assurance process and reduce costs*
- *Deliver a collaborative approach to quality improvement*

This is a systemic approach with providers **self-assessing** compliance and the **CCG Safeguarding and Quality Team** providing quarterly reviews to act as a *constructive critical friend* and to promote reflection driving continuous improvement. (Working Together, 2018).

SAS is evidence based and includes compliance with *Section 11, Children Act 2004* and the *6 C's*.

Demonstrating care is the business of large providers such as **Together for Families, Cornwall Foundation Trust** and **Royal Cornwall Hospitals Trust (RCHT)**,

however **SAS** includes tailored standards for smaller providers as well.

There are additional safeguarding standards for **Looked After Children** and **Care Leavers**, each type of service being presented with only the content relevant to their service, which includes learning from local and national reviews.

"The SAS is a really exciting tool and will greatly increase the focus on safeguarding safety in our county. Working with the great Team at QUIQSOLUTIONS we have seen the ideas turn into a real solution which works at all levels from provider through to commissioner."

We look forward to continue working with providers to develop the tool and improve quality and safety for everyone."

Judy Mace, Designated Nurse Safeguarding Children, NHS Kernow CCG



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Product update

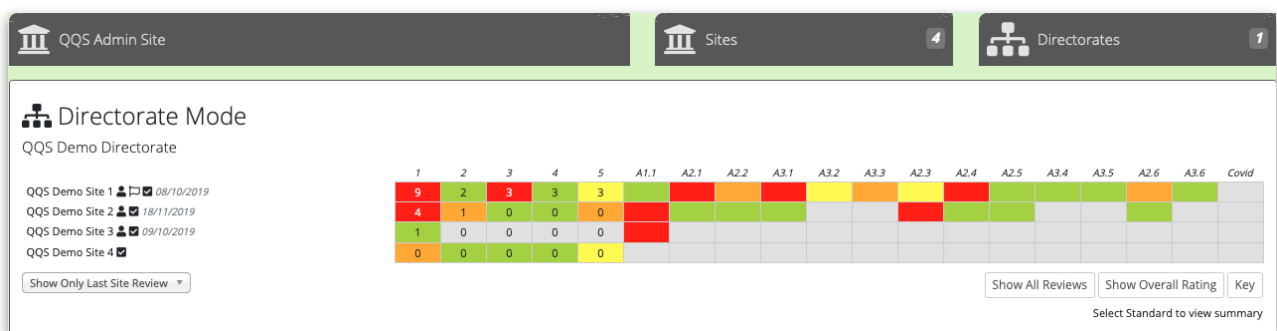
Dashboards & Visualisations

QUIQSOLUTIONS excel in the simple **collection** and **collation** of data from many sources. When we talk to our clients we listen out for the 'I wish...', 'Could it...?' type of statements that tell us where we should be developing our products further.

Dashboards are just such a case. Being able to **visualise** data in graphical formats and allow them to be easily taken into other documents for internal reports came over loud and clear as a winner. So we got to work and built a complete **data visualisation** tool, opting for a simple **clean presentation**, entirely **configurable** on one or **many dashboards**, against the same set of data. Dashboards can even display data gathered through many **different sources** providing a truly comprehensive view.

We actually went a bit further. Data can now be **manipulated** using basic **mathematical** operators to provide **totals**, **variances**, **averages** and even **proportional** representations.

Not content with that we built in a **custom export** feature, so you can generate analytics data in the 'shape' you need it **directly from the system**, great for **integration**, **reporting** and **deep dive analysis**. The exports sit right on the dashboard, so you can use them whenever you need them, as often as you like.



QUIQVIEW survey and audit builder is very popular with users. Creating a new survey or audit in minutes and having results presented **instantly** - fully **collated** - is a huge timesaver. Responses, can be **reviewed**, **RAG rated** and spawn **action plans** directly, all in one place. **Schedules** automate the whole process and reminders keep it timely. With no sending limits QUIQVIEW has been adopted by **NHS England** for **national surveys** and is available as an upgrade for all users.

For **commissioners** and **care groups** the latest version of our community tool **PAC** (below) has a host of new functionality available. Including **self-registration** for providers, **automated assurance requests** and a **full inspection and review** capability. Switchable **dashboards** enable you to see **assurance** or **audit** data, with enhanced **reporting** to give you all the data you need at your fingertips.

Contact the sales Team at QUIQSOLUTIONS for a discussion of your requirements or to see a demo of any of the new functionality available.

PAC – Supporting CCG mergers and integration

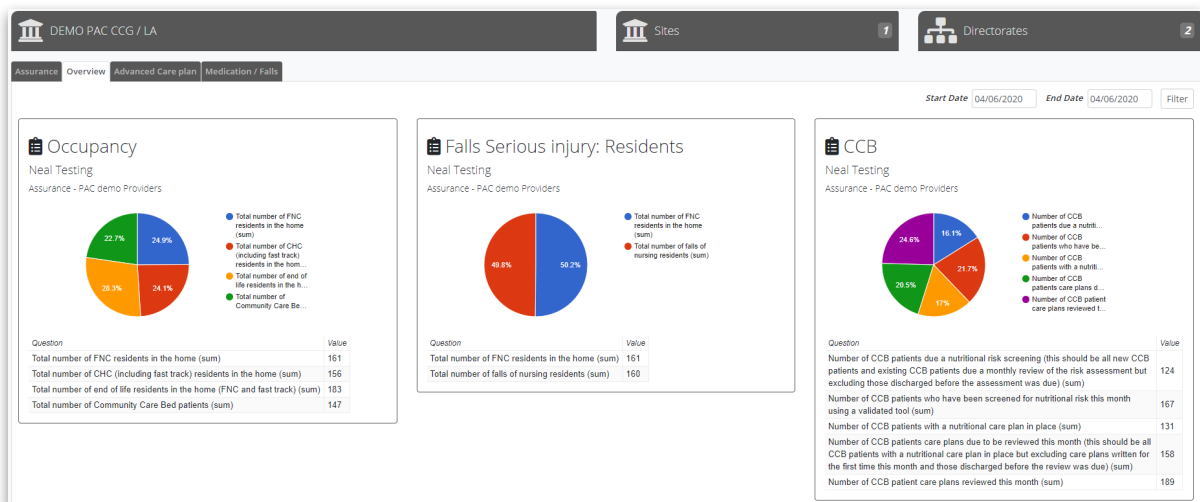
2016 saw NHS and local councils come together to form **Sustainability and Transformation Partnerships** (STPs), and then set out their proposals to improve health and care for patients. Some have evolved to form an **Integrated Care Systems** (ICS), an even closer form of collaboration. In an ICS all members take collective responsibility for managing resources, delivering NHS standards, and improving the health of the population they serve. **CCGs** have also been merging in efforts to streamline processes and save money, mostly within STP / ICS footprints.

Inevitably, disparate processes and systems need to be normalised and a common view of the overall position achieved, a challenge familiar in all such reorganisations.

PAC (Provider Assurance and Compliance) was designed to provide this common approach, offering a powerful **collaborative** tool for commissioners.

High levels of **automation**, granular **reporting**, ‘**anywhere**’ access and secure role based **permissions** provides a **single** platform at every level of the process.

Real-time visibility of the assurance position across the organisation supports a collaborative approach between commissioner and provider letting them work together to improve standards and deliver results.



*“We immediately saw **PAC** as a way of streamlining our work with providers and improving the information available that we need to effectively monitor quality and performance. **PAC** allows our homes to identify their own strengths and weaknesses and to put in place **action plans** for the benefit of all parties, especially for people using and working in their services.”*

Andrea Dobson, Head of Continuing Care, NHS Leeds CCG.

PAC is ready to go and entirely customisable to your own requirements. [Get in touch](#) for a one-to-one online walkthrough to see how it might address your organisational needs.

Partnering with AHSNs

There are 15 Academic Health Science Networks (AHSNs) across England, established by NHS England in 2013 to spread innovation at pace and scale – improving health and generating economic growth. Each AHSN works across a distinct geography serving a different population in each region.



AHSNs connect NHS and academic organisations, local authorities, the third sector and industry, and are catalysts creating the right conditions to facilitate change across whole health and social care economies, with a clear focus on improving outcomes for patients.

QUIQCARE has been recognised as an innovation by both the Yorks and Humber and Wessex AHSNs, and there are on-going projects to identify new opportunities in primary and secondary care setting across a wide range of applications.

Wessex AHSN has provided QUIQSOLUTIONS with invaluable guidance in a number of areas, including identifying new market opportunities and in helping to design and refine marketing messages. In particular the direct introductions to potentially interested parties has been very effective, trying to access clinicians and Practice Managers directly is very difficult for smaller organisations trying to build a presence in the market, having the assist with this has been incredibly helpful.

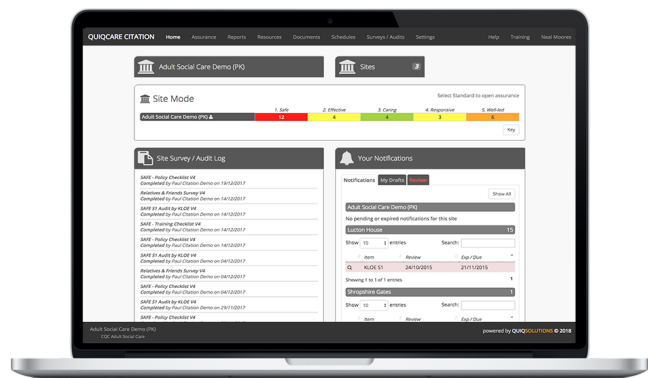


YORKSHIRE & HUMBER
ACADEMIC HEALTH SCIENCE NETWORK

QUIQSOLUTIONS will continue to work closely with the AHSN and is currently working in partnership on several new national projects

Milestone for Citation CQC Pro

CQC Pro, the CQC compliance and feedback tool for Care Home and Community Service providers is now used in over 400 sites. Working in partnership with Health & Safety, HR and Fire Risk specialists Citation, CQC Pro has become the solution of choice for providers to maintain evidence of compliance with the fundamental standards.



All CQC Pro users benefit from guidance and best practice examples, policy management, audits and surveys in the most comprehensive CQC compliance solution available. In particular the survey function is proving very popular, enabling providers to secure feedback from service users, staff, relatives and friends, with the option to build surveys and audits for any other purpose. Forms can be sent out in minutes or made available via social media platforms or on the provider's own website, with results collated instantly and ready to support the evidence assessments or to highlight areas for improvement.

Latest enhancements to CQC Pro include the latest CQC Emergency Support Framework with specific questions relating to the Covid-19 pandemic. There are also new overview dashboards for Care Groups, including review and mock inspection functions and centralised audit completion and monitoring.

For more information about CQC Pro and the other services available from Citation please visit them at www.citation.co.uk.

Other news

CHAT and AIMS remain key for merged CCGs

The **CHAT** Continuing Healthcare Assurance Tool remains the tool of choice for CCGs, with licences and data being transferred to the new merged CCGs and reflecting new STP/ICS footprints.

The **AIMS** tool gathers key quarterly reporting data and action plans for NHS England's regional and national teams and forms a key part of the ongoing assurance and performance reporting process.

CHC Assurance for Local Authorities

After a successful trial with local authorities in the Midlands region, a new version of the CHAT tool is available to enable LAs to evidence adherence with best practice in continuing healthcare (CHC).

On-going development of the tool is taking place to ensure it remains current with the latest guidance.

SEND assurance project

SEND (Special Educational Needs & Disabilities) is managed by local authorities and CCGs in conjunction with local schools and other educational establishments.

Working with standards from the Council for **Disabled Children** (CDC), QUIQSOLUTIONS' SEND assurance tool is available for any local authority or CCG to benchmark their service and identify areas of strength or weakness. Recently working with local authorities in the North East of England there is an on-going project to review current functionality and further enhance the tool.

Practice Index



Practice Index is the leading support services for GP Practice Managers, with over 12,500 members able to source advice and guidance aimed at improving the quality of services.

QUIQSOLUTIONS has recently been accredited as an approved supplier who meet their approved code of practice and has a full listing on the site as a provider of CQC compliance software.

For more information please check out their website at www.practiceindex.co.uk.

G-Cloud



Procurement can be a complex process for government and public sector health organisations, with lengthy procurement cycles and red tape slowing down the ability to purchase in an agile fashion.

G-Cloud is a digital marketplace set up by the UK government to allow suppliers to be accredited in advance and to avoid the normal drawn out procurement process. To-date there has been over £5.6bn spent through the platform, 44% of which has been with SMEs.

After a lengthy and detailed application process, QUIQSOLUTIONS has been approved under the Software as a Service (Cloud Services) for G-Cloud 11 and is now able to supply services to public organisations using the service.