

## Quality Surveillance Programme Reviewers Guide – Frequently Asked Questions

### Introduction

The Quality Surveillance Team (QST) is an integral part of the Quality Assurance Improvement Framework (QAIF) within the Specialised Commissioning Directorate. The role of the QST is to support the improvement of the quality and outcomes of clinical services by delivering a sustainable and embedded quality assurance framework for all of NHS England's specialised commissioned services and all cancer services irrespective of how they are commissioned. The QST align and engage with specialised commissioning hubs in the four NHS England Regions; North, Midlands and East, London and South.

External peer review visits are an integral part of the QST's work programme. In order to carry out a robust and fair review visit, reviewers are required to work collaboratively as a team to determine the quality of care delivery and to produce a comprehensive report on findings.

### Target Audience

The QST invites nominations for reviewers from service providers, commissioners and patient representatives. Service providers have a responsibility to nominate an appropriate number of reviewers to participate in the external visit programme.

Reviewers are drawn from the following groups:-

- Clinicians
- Clinical Nurse Specialists
- Allied Health Professionals
- Managers
- Patient and Public Voice (PPV) Partners
- Commissioners (if a rapid review visit requested)

The agreed annual review visit schedule will determine the disciplines required from the relevant specialties. Reviewers are peers who are trained and working in the same service as the people they are reviewing or, who have had personal experience of service delivery.

### Conflicts of interest

To ensure professional judgment or actions of reviewers are not unduly influenced, any potential conflicts of interest should be declared when being considered for a particular

review. Examples of this may include if a reviewer has been treated by or has a professional involvement in the service under review. Reviewers may have other connections related to a specific review; if there are any doubts please raise the issue

## Questions and Answers

### Q. Why do I need to complete an Application Form?

**A.** Completing an application form is an essential component of the QST governance process and also sets out the areas of expertise. All professional applications are to be supported by the applicant's line manager and will be reviewed by the QST.

PPV Partner application forms must be supported by a network or other organisation.

Details from the completed application form will be entered onto our database and will only be used for the review visit process and in line with the General Data Protection Regulations (GDPR).

### Q. Will training be provided?

**A.** Training will be provided to ensure that reviewers are equipped with the appropriate skills and knowledge to participate effectively in the review visit.

Reviewers are therefore required to undergo a half day **mandatory** training session, prior to attending a review visit (dates of training events will be listed on **NHS Events** <https://www.events.england.nhs.uk/>).

Please ensure you attend a training event nearest to you. If you are unable to access a training event, WebEx training may also be available (dates will be listed on NHS Events).

### Q. Will I be reimbursed for attending training?

**A.** Training costs will be reimbursed for PPV Partners only. We are unable to pay travel costs for NHS staff.

### Q. How much time is required as a Reviewer?

**A.** Following training, reviewers should be able to commit to undertaking at least one review visit.

Evidence documentation of the service being reviewed will be emailed approximately two weeks prior to the review visit. It is essential that you have reviewed the evidence provided prior to the visit to prepare any relevant questions. The review visit is designed

around a sessional structure and timetabled to run for approximately six hours. The timetable includes sessions for review team preparation, a meeting with representatives of the service, followed by an initial report writing session. The final session of the day is a brief high level feedback to the provider and service members.

Reviewers are expected to contribute to and check the report at several stages following the review which will be sent via email.

Timings for each review visit will vary and will be detailed within the confirmation email or as soon as available (where there is a dual site visit the same reviewers may be required to attend on two days).

Reviewers who are employed by the NHS can request a certificate of attendance that may be used to apply for CPD points.

### **Q. How will I know what review visit I will be attending?**

**A.** Once the QST have confirmed dates, the Review Support Team (RST) will email potential reviewers asking for their availability. Reviewers are then required to provide their availability for a maximum of five dates where they are able to attend a review visit (please note you should indicate if you have a limit on the number of reviews you are able to attend).

Reviewers will be allocated by the QST and if selected will receive a confirmation email with details of the review visit. The QST can only select clinicians with a current NHS contract. Reviewers are asked to return the confirmation email within seven days of receipt, providing their contact details. The RST may be required to send additional emails where there are 'gaps' in a review team. The QST are unable to proceed with a review visit if we do not have a quorate multi-disciplinary review team (please note you should not cancel any commitments until you have received a confirmation email). Once confirmation has been received and you are unable to attend for any reason, please contact RST to cancel as soon as possible.

### **Q. I have given my availability, why have I not been selected for a review visit?**

**A.** As we receive a high volume of email responses, review visits will be allocated by the QST and we will notify you if you have not been selected on that occasion.

We will however, contact you again should any cancellations or 'gaps' arise.

### **Q. How do I prepare for the review visit?**

**A.** As stated above, the evidence documentation will be emailed approximately two weeks prior to the review visit and **must** be reviewed prior to the day. This documentation will include a review information booklet detailing the time, venue and timetable for the day, as well as contextual information supplied by the provider. If you have **not** received the evidence documentation, or you are unable to access the documentation, please contact the QST members leading the review or email the RST - [ENGLAND.qstreviewsupport@nhs.net](mailto:ENGLAND.qstreviewsupport@nhs.net).

### **Q. Will I be reimbursed for any costs incurred when attending a review visit?**

**A.** Mileage, parking and second class rail travel may be claimed as expenses via the travel and expenses claim form included in the evidence documentation.

When claiming mileage, please ensure the start and end post codes are completed on the travel and expense claim. Reviewers who are employed by the NHS will be reimbursed in line with the NHS England Business Travel and Expenses Policy and Procedure. The lowest logical fares should be booked for rail journeys.

PPV Partners will be reimbursed in line with the NHS England Policy 'Working with our Patient and Public Voice Partners: Reimbursement of out of pocket expenses and involvement payments'

<https://www.england.nhs.uk/participation/resources/patientpartners/>

The RST will book rail tickets for PPV Partners\*, if required. A travel booking form will be sent with the confirmation email, once selected for the review. The form should be completed and returned with the required details (i.e. date and time of travel, departing and arriving stations. For journey details please check national rail enquires: <http://ojp.nationalrail.co.uk/service/planjourney/search>.

**\*Tickets to be booked as standard class only.**

PPV Partners are offered a standing allowance of £5 per service review to cover cost of paper, printing, ink, stationery and other office sundries (receipts are not required).

PPV Partners will receive a honoraria of £150 per review visit (full day, more than four hours) or £75 (per half day, four hours or less).

### **Q. Will I be reimbursed for taxi fares?**

**A.** Outside of London, should you require a taxi to or from the hospital this may also be claimed but reviewers are encouraged to use public transport where possible (receipts must be provided with your claim). Taxis within London will not be reimbursed in line with NHS England Business Travel and Expenses Policy and Procedure.

## Q. Will accommodation be provided?

**A.** Where hotel accommodation has been provided by the QST (early morning reviews only) the room will be booked in your name and is for bed and breakfast (dinner, bed and breakfast will be booked if available). You should not be charged on check out. Please contact the RST immediately if this is not the case.

Reviewers may claim up to £20 for food and soft drinks (**the purchase of alcohol drinks will not be reimbursed in line with NHS England policy**) within a 24 hour period if staying overnight at the hotel. No dining arrangements are made by the QST.

Please contact the RST as soon as possible if you no longer require accommodation previously requested.

Where parking charges are not included in the booking, you may reclaim any fees imposed by the hotel.

Please ensure you obtain receipts for your food and soft drink (up to £20) and any parking charges incurred.

## Q. How do I complete the Travel and Expenses Claim Form?

The claim form is provided within the evidence documentation and will need to be sent with receipts to the address stated on the form (a scanned copy of the signed form and receipts is preferable). Please note there are two pages to the claim form for completion ('front' and 'back' sheets).

If you are attending more than one review visit, please complete a separate claim form for each visit. Please ensure that each claim form is authorised on the day of the visit by a QST member and your claim form must be submitted within three months (90 days) of the review visit.

An honorarium claim form is also included within the evidence documentation for PPV Partners only. Please ensure that your honorarium form is authorised on the day of the visit by a QST member. Your claim form must be submitted within three months (90 days) of the review visit.

## Q. How will I receive payment?

**A.** Payment of claims is currently made via cheque. PPV Partners should receive payment within 10 working days of receipt of the claim.

NHS staff should receive payment within 30 days of receipt of the claim.

Please contact [ENGLAND.qstreviewsupport@nhs.net](mailto:ENGLAND.qstreviewsupport@nhs.net) should you have any queries.

**Q. Where to meet on the day?**

**A.** Reviewers all meet at the time and location listed within the information booklet.

Contact numbers for the QST members attending the review visit are provided on the front page of the information booklet, in the event you are delayed or unable to find the location.