



IBD programme: organisational audit

Frequently asked questions (FAQs) - February 2014

Logging in and using the web tool

Q. What is the web address I need to be able to enter my data?

A. Click on: www.ibdprogramme.co.uk and save the address into your favourite'' folder to be able to find it more easily in the future. Select the 'organisational audit' button.

Q. I can't find my login details, please can you resend them?

A. As long as you are a registered contact at one of our sites, we are more than happy to resend your login details. Just email us ibd.audit@rcplondon.ac.uk or call the project team on 020 3075 1521 or 020 3075 1565.

Q. What is the deadline for data collection?

A. The audit will begin on 3rd February and run until 31st March 2014. Please note: it will not be possible to offer any extension of this date.

Q. How do I use the web tool?

A. We hope you'll find the web tool fairly intuitive but if you do get stuck there are some guide notes provided that cover how to log in, how to enter your data and how to submit your data. These can be found under the 'supporting documentation' heading on the web tool; you don't have to be logged in to view these.

The meeting to discuss your responses

Q. Why do we need to hold a meeting?

A. It is important to have a cross-section of staff involved in discussion to get an accurate assessment of the challenges facing the service. This will also help engagement and ownership of the findings by the wider team, action plans and changes are more likely to be supported if the audit is approached in this way.

Q. Who should be involved in the process?

A. We recommend that the whole IBD team has an opportunity to both discuss and contribute to the responses you provide. We advise that the following members of staff are key to this process: Lead IBD/Gastro nurse, IBD clinical lead, the operational manager for the unit. Ideally, the group would also include: a patient, a member of your audit department and relevant IBD healthcare professionals (dietitian, pharmacist etc).

Q. How long will the meeting take?

A. Feedback tells us that the meetings generally take ~1-2hours. Responses to the demographic data questions should be sought prior to the meeting. It will then take a member of staff ~10minutes to input your responses to the web tool.



Demographic data

Q. How can I get the numbers I need to answer the demographic questions?

A. Your clinical coding and/or information department will be able to help you answer these questions. To simplify this process we have prepared a draft template that you can use to send them the information they will need to help you answer these questions. This can be found under the 'supporting information' menu tab on the web tool. Teams with an up-to-date database could use this as a source of information.

Q. We have a local database can we use this to answer some of the demographic questions?

A. Yes – as long as your local database is up-to-date and accurate this will be a very good source of information for these questions.

Q. When should I request this information?

A. If you are using your coding/information department to obtain these numbers, please do so as soon as possible to allow them sufficient time to process your request.

Results and reporting

Q. When can we view our results?

A. You will be able to view your results as soon as you submit your data to us. However to compare to the national averages you will need to log in after the last day of data collection when all other sites have entered their data (31 March). It is important to note that the results at this time will include un-cleansed data and therefore may differ from the results in your site reports.

Q. Will my data be made public?

A. In line with the government's transparency agenda, some site level data will be made available in the public domain, as was the case in the previous round of this element of the audit. Please contact us if you wish to find out more.

Miscellaneous

Q. How does this process support service improvement?

A. Our starting point when we devised this audit was to ask the question 'what matters to the patient?' We believe service improvement is all about making it better for the patient and the audit is about identifying the gaps in the patient care. Once you know where the gaps are and how big they are, you can start prioritising your efforts to improve the service.

Q. Can I use this audit to help me get more resource for my unit?

A. If your results show that you could do much better in certain parts of your service we would expect hospital management to ask whether there was anything you could do within your current resource to improve the situation. Once you have gone through this process we believe you would be in a powerful position to bid for more resource.

Q. What if I have a question you haven't covered here?

A. Please do get in touch with the project team via email or telephone: ibd.audit@rcplondon.ac.uk or 020 3075 1521/1566