



Improving Quality in Physiological Services, IQIPS



Delivering quality physiological services



Royal College
of Physicians



UKAS
UNITED
KINGDOM
ACCREDITATION
SERVICE

What is IQIPS?

IQIPS is a professionally led programme with the aim of improving services, care and safety for patients undergoing physiological tests, examinations and procedures. The programme offers the benefits of sharing best practice and the opportunity to enhance efficiency with evidence for local leverage. Accreditation also brings national recognition to the service with a badge of quality.



“

IQIPS puts Physiological Scientific Services at the leading edge of continuous quality improvement and quality assurance in the NHS. It provides a mark of quality for commissioners, providers and users of service with patient quality outcomes at its core.”

Professor Sue Hill OBE
Chief Scientific Officer for England

What is UKAS accreditation for IQIPS?

The United Kingdom Accreditation Service (UKAS) delivers and manages formal third-party assessments and accreditation against the **Improving Quality in Physiological Services (IQIPS)** standards for the IQIPS accreditation programme.

UKAS accreditation provides independent and impartial recognition that the physiological service provider has objectively demonstrated their competence, as defined by the IQIPS standards, to a team of trained assessors. Accreditation gives the people using physiological services, the patients and their relatives, confidence in the diagnosis and care they receive.

Clearly defined, professionally led standards form the cornerstone of both high quality healthcare and UKAS accreditation. Therefore NHS and independent providers are seeking UKAS accreditation as formal acknowledgement that they meet defined quality standards and are delivering high quality services for patients.

The Royal College of Physicians (RCP), a strong supporter of multi-professional working, hosts the IQIPS programme, develops and maintains the IQIPS standards supported by an expert group of healthcare scientists, patients, doctors and other professionals involved in physiological services and manages the quality assurance of the programme. These standards describe a good

“

...The formalising of our quality measures and the accreditation process, has given us the opportunity to change what we already do and improve further on it.”

Martin Anderson, *Advanced Practitioner in Audiology*
Bolton NHS Foundation Trust

physiological service provider with the capability to ensure that all patients consistently receive high quality diagnosis and care, delivered by competent staff working in safe environments.

UKAS accreditation for IQIPS is open to service providers in physiological services that have successfully completed and continue to maintain the IQIPS Self-Assessment and Improvement Tool (IQIPS SAIT) requirements.

The programme is designed for eight disciplines:

- Audiology ■ Cardiac physiology
- Gastro-Intestinal physiology
- Neurophysiology ■ Ophthalmic and Vision science
- Respiratory and Sleep physiology ■ Urodynamics
- Vascular science

“

Achieving UKAS accreditation assures our patients, referrers and commissioners that we are providing a quality service. The process involved a huge amount of work, but supported by the UKAS team, has resulted in improved service quality, patient experience and patient care. Our team is now stronger and more efficient with a shared commitment to quality care and continuing service improvement.”

Heather Day-Lascelles, *Head of Audiology*
Sherwood Forest Hospitals NHS Foundation Trust





Why should physiological services participate in the IQIPS programme?

- Become part of a professionally-led programme with the aim of improving quality in physiological services
- Gain access to the IQIPS quality improvement programme and the resources available to services who register for the programme (e.g. the self assessment and improvement web tool – SAIT and Knowledge Management System – KMS)
- Raise and maintain high quality across all sites where physiological diagnostics services are delivered
- Take part in an IQIPS census twice a year which will enable services to identify areas of strength and weakness
- Share good practice
- Receive formal accreditation by UKAS
- Patients, professionals and commissioners will benefit from high quality services and will be able to make informed decisions about services that are formally accredited by the IQIPS programme

Why should physiological services gain UKAS accreditation?

UKAS accreditation confirms professionally-led clinical governance standards, raises the level of competency, enhances the credibility of the service amongst patients, and assures those who fund the services.

Physiological services can expect UKAS accreditation to:

- Support a focus on patient safety and high quality of care
- Raise local standards and support continuous improvement
- Provide third-party confirmation of good practice
- Enhance efficiency and value for money
- Act as a leverage for change, improve staff motivation and sharing best practice
- Increase confidence in the service



UKAS staff were very friendly and helpful, before, during and after the assessment process. It is a real achievement to have our accreditation and all our staff feel valued by the recognition of our high standard of care.”

Keri Barker, Adult Clinical Lead
Berkshire Healthcare NHS Foundation Trust

“ Standards need to be formulated to promote the likelihood of the service being delivered safely and effectively, to be clear about what has to be done to comply, to be informed by an evidence base and to be effectively measurable.”

Robert Francis QC, *Chairman*, Mid Staffordshire NHS Foundation Trust Public Inquiry Report, 2013

IQIPS Standards and IQIPS SAIT

The IQIPS standards are clearly laid out and easy to understand. They cover key expectations of a competent physiological service across four quality domains:

- **Clinical** – to promote the service’s role in rapid and accurate diagnosis and treatment
- **Patient experience** – to ensure that service delivery is patient-focused and respectful of the individual and their specific requirements
- **Facilities, resources and workforce** – to ensure that adequate resources are provided and used effectively to offer a safe, efficient, comfortable and accessible service
- **Safety** – to ensure that services provide the highest level of safety for patients, staff and others who come into contact with the service.

Spread across these four quality domains are currently 26 standards each of which addresses a key aspect necessary for the provision of high quality physiological services. Each standard is accompanied by detailed professional guidance on what is required in order to achieve it.

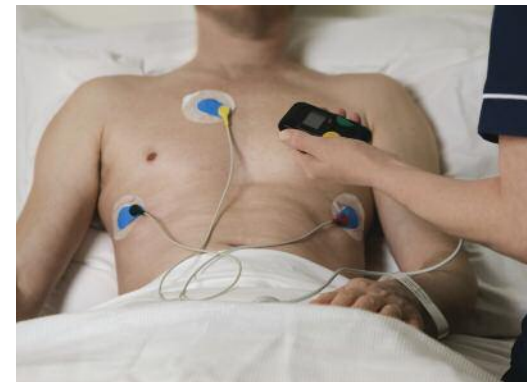
The physiological service must first successfully complete the IQIPS SAIT, an online self-assessment, in the relevant specialism before making an application to UKAS for formal third-party accreditation against the IQIPS standards. The IQIPS SAIT is administered by the RCP, as part of the IQIPS programme.

The RCP can provide support to help you through your SAIT, including discussion with services interested in the programme. The SAIT plays an important role throughout the programme pathway with its two stage cycle: the pre-accreditation stage (i.e. registration, access to the SAIT, quality improvement and readiness for UKAS accreditation) and the accreditation stage (i.e. continuous quality improvement on SAIT, accreditation assessment, surveillance and re-assessment work). Quality improvement on the SAIT continues after accreditation, whilst the level of the standard is reviewed on an on-going basis.

To summarise, the purpose of the SAIT is to: improve the quality of services, initiate collecting evidence, consider how policies and procedures apply to the IQIPS standard and assess readiness for accreditation. The SAIT is available to services throughout the IQIPS accreditation pathway.

The Knowledge Management System (KMS) is available on the SAIT web based tool and contains links to guidelines, documents and good practice.

To find out more about the RCP and the requirements for the IQIPS SAIT please go to the RCP IQIPS website at: www.iqips.org.uk



“ The work required to achieve accreditation cannot be underestimated but it is so worthwhile... it demonstrates to patients and commissioners our capability, competence and commitment to providing audiology services. The whole team felt a great sense of achievement when we achieved our accreditation.”

Tony Kay, *Head of Audiology Services*
Aintree University Hospital NHS Foundation Trust

UKAS assessments and accreditation – your key to delivering quality physiological services

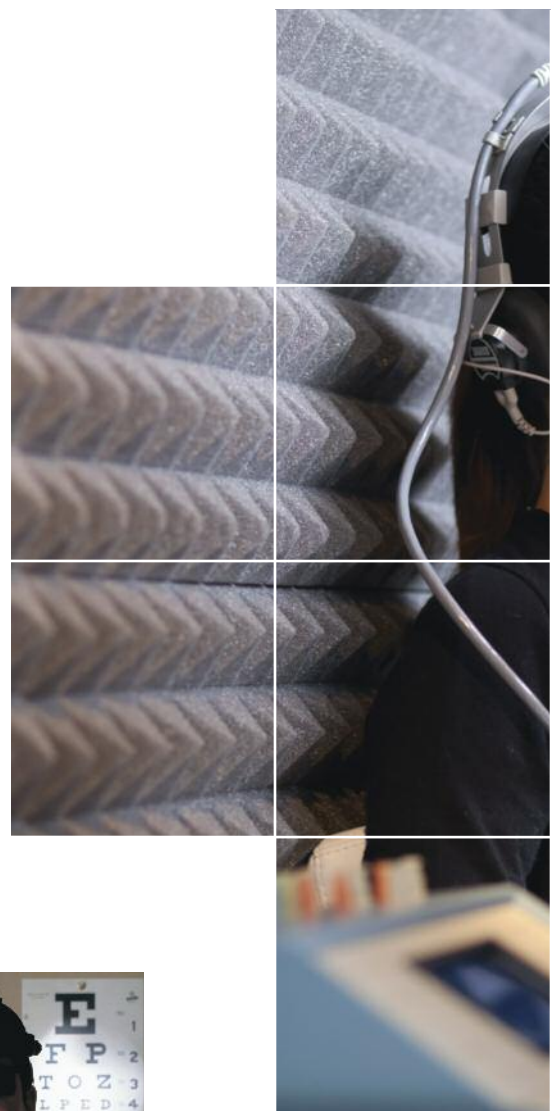
UKAS assessments are conducted by teams of trained assessors, normally external peers from the particular physiological specialism and led by a UKAS Assessment Manager. The assessment team takes a holistic approach to determine the physiological service's overall ability to consistently deliver the best possible diagnosis and care to its patients and users.

As expected in healthcare, the accreditation process is rigorous; however, all physiological service providers who have achieved UKAS accreditation believe it is worthwhile and that it has strengthened overall service performance.

The structured UKAS process involves an initial assessment consisting of an off-site examination of service policies and procedural documents, followed by on-site observation of practice, equipment, environment and interviews with key personnel and patients.

Physiological services that meet the requirements of the IQIPS standards are granted UKAS accreditation for a period of four years. To maintain accreditation the service must continue to demonstrate satisfactory performance at annual surveillance assessments.

Further information about the UKAS accreditation process can be found throughout this brochure and online:
<http://www.ukas.com/iqips>



“

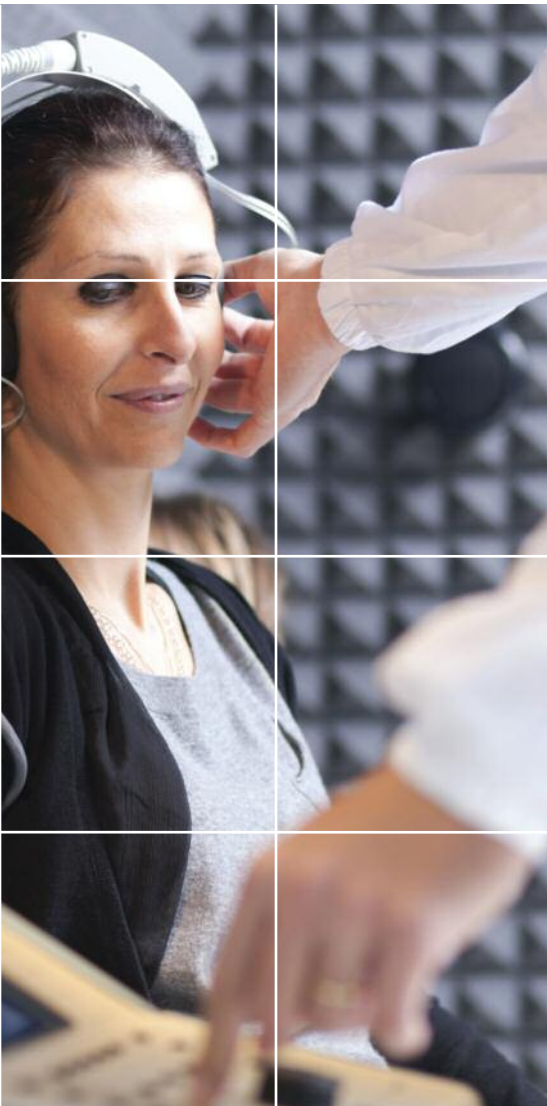
The accreditation process is one that requires considerable effort, but if shared across the whole team it empowers everyone to feel that it is worthwhile. Indeed this empowerment re-energised the team to look at existing practices more critically and where appropriate, implement new ways of working...”

Martin Anderson, *Advanced Practitioner in Audiology*
Bolton NHS Foundation Trust



...the accreditation process was challenging, but provided a good opportunity to ensure that all our services, policies and procedures are compliant with the latest clinical, legal and regulatory standards and good practice. We were impressed by the professionalism of the UKAS team... they were very thorough but remained positive and constructive throughout and all their findings were justified and clearly explained.”

Jane Shaw, *Chief Executive*, Action for Deafness



UKAS Workshop

Preparation for Accreditation Workshop (fee payable for individual attendees)

If your physiological service has been or is participating in the IQIPS SAIT and intends to make a formal application for UKAS accreditation, you may find it useful to send a representative to a 1 day Preparation for Accreditation Workshop. The workshop will provide information on roles and responsibilities in accreditation, the accreditation process, the assessment team, the IQIPS standards and how to present evidence.

Workshop dates, venue, programme, workshop application forms and fee details can be found on the UKAS website:

<http://www.ukas.com/iqips>

Information and Support

To have a conversation about UKAS accreditation for IQIPS or to attend a Preparation for Accreditation Workshop please contact the IQIPS team at UKAS: **IQIPSCustomerService@UKAS.com**

To find out more about the UKAS accreditation process and terms and conditions of business for IQIPS customers please download and read the following documents which can be found on the UKAS website:

<http://www.ukas.com/iqips>

- IQIPS 1: The Conduct of UKAS Assessment for the Improving Quality in Physiological Services (IQIPS) Accreditation Scheme
- UKAS Terms and Conditions of Business for IQIPS Customers

To make an application for formal UKAS accreditation against the IQIPS standards please visit the UKAS website:

<http://www.ukas.com/iqips>



Our highly skilled and professional team of hearing aid audiologists worked hard to achieve this quality marque and we are confident that it will reassure our customers as to the quality of care we provide. We have reviewed and improved on a number of key areas that can only benefit the business and our patients in the long term and I urge other organisations to adopt a similar approach.”

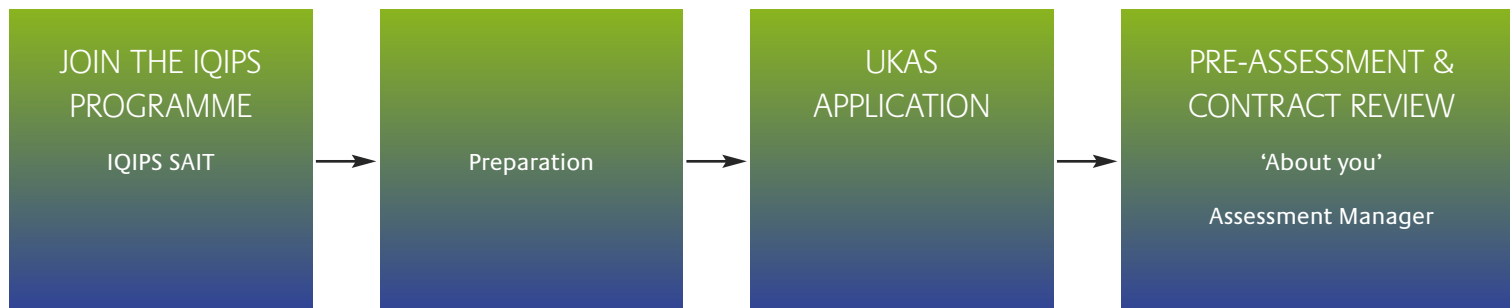
Mark Georgevic, *Legal Director*

Scrivens Ltd t/a Scrivens Opticians & The Hearing Company

Accreditation Route Map

AVAILABLE SUPPORT & ADVICE

- General news, promotional information & newsletters
- IQIPS Standards
- IQIPS SAIT
- KMS
- Evidence guidance
- Ask IQIPS for more information: askiqips@rcplondon.ac.uk
- UKAS Preparation for Accreditation Workshop, fee per attendee
- Case studies from accredited Physiological services: www.ukas.com
- IQIPS brochure
- IQIPS 1: The Conduct of UKAS Assessment for IQIPS
- UKAS Terms & Conditions of Business for IQIPS customers
- Application information
- Web based assessment tool
- UKAS Assessment Manager
- UKAS Customer Support Team
- Assessment Manager
- Assessment Team
- Web based assessment tool
- UKAS Customer Support Team
- UKAS planning meeting



ACTION/TIPS

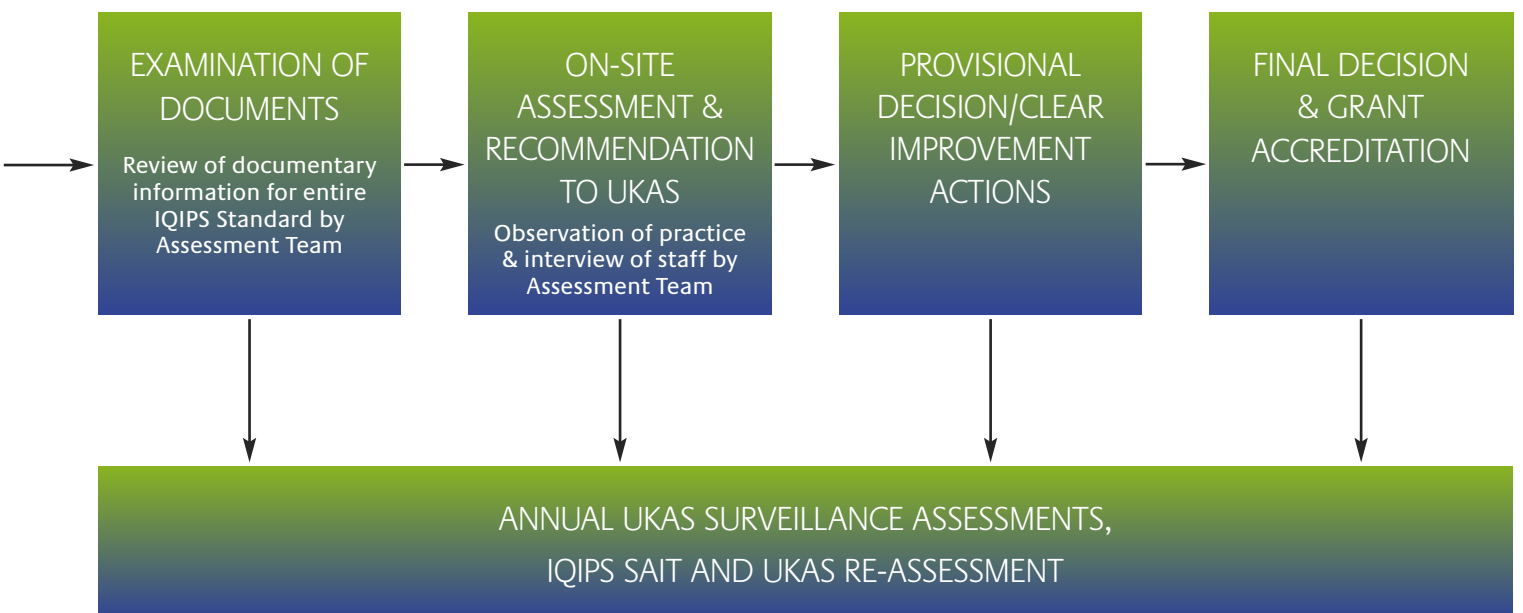
- Gain understanding of how IQIPS can benefit your organisation
- Read the helpful literature on IQIPS at www.iqips.org.uk
- Become familiar with the IQIPS standards
- Complete IQIPS SAIT
- See evidence requirement
- Submit census twice per year
- Review recommendations from census report
- Meet the IQIPS accreditation level
- Get advice – contact the RCP Team at: askiqips@rcplondon.ac.uk
- Senior Manager to undertake an initial gap analysis
- Gain local support and commitment
- Appoint IQIPS project team
- Gain detailed understanding of UKAS accreditation by attending IQIPS Preparation for Accreditation Workshop and reading IQIPS 1
- Join an accreditation community to share learning
- Consider all available information from gap analysis and determine sources of funding and likely project timescales
- Develop a project plan
- Devise a comprehensive monitoring plan
- Complete, sign and submit UKAS Agreements and application form to UKAS
- Complete 'About you'
- Attend UKAS Planning Meeting
- Confirm the scope of activities you wish to have assessed
- Confirm internal audit plan in place
- Agree assessment approach and timelines
- Accept the quotation of accreditation fees

AVAILABLE SUPPORT & ADVICE

- Assessment Manager
- Assessment Team
- Web based tool
- UKAS customer support

ACTION/TIPS

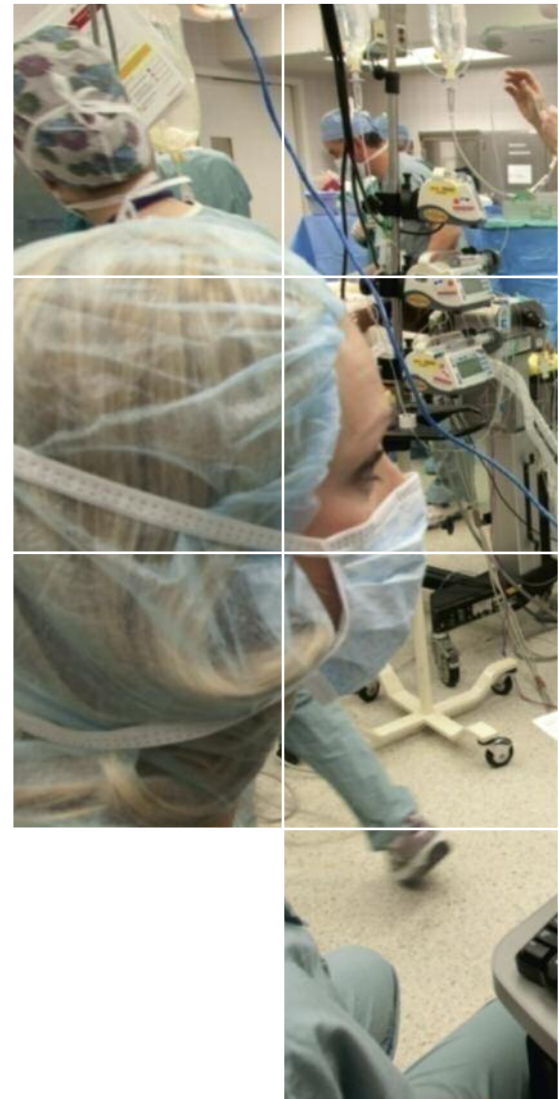
- Continuing gap analysis
- Continuing to develop and improve your physiological service based on identified need and feedback from the Assessment Team
- Set timelines and submit for Assessments



If you are wondering whether your service already meets the IQIPS standards, or if you should use it in conjunction with UKAS accreditation as an agenda for continuous improvement of your physiological service, there is a wide range of support and advice available to help you assess your current performance and, if necessary to develop and improve.

Top Tips for Success

- Get to know the IQIPS standards so you understand the size of the task
- Work with the RCP, complete the IQIPS SAIT for the relevant specialism
- Complete and submit the SAIT once a month and see how you have improved
- Take the SAIT results to team meetings for review, discussion and action planning
- Submit the IQIPS census twice a year (April and October)
- Read the IQIPS census report with recommendations and observations made by the IQIPS programme team and the Quality Improvement (QI) Group.
- Review the evidence requirements
- KMS provides a mechanism for quality improvements to support IQIPS users and links to guidelines, documents, and good practice linked to the IQIPS standards.
- Read the UKAS pre-application information advice and attend the UKAS Preparation for Accreditation Workshop
- Convene a core multi-disciplinary team who really want to achieve formal third party accreditation and make sure your senior management team and staff understand the benefits and are supportive
- Develop and implement a project plan with realistic time frames, and ensure staff are kept up to date
- Assign a project lead with quality management experience and dedicated time to work on the project
- Network and share best practice with previously accredited physiological services
- Undertake regular gap analyses to find your service's strengths and weaknesses
- Establish a quality improvement programme that includes a comprehensive internal audit programme
- Review your local patient/service user focus
- Review documentation and record keeping arrangements
- Liaise with your Assessment Manager throughout the accreditation process to stay on track.



Remember that this process will improve your service — both for your patients and for your staff





“

Opening up our service to the scrutiny of external assessors initially made us feel somewhat professionally vulnerable, despite being confident in the services we provide. This needn't have been the case as our UKAS assessment team were very reassuring throughout. Indeed the support received from application to accreditation has been excellent and the whole process has been a positive one.”

Martin Anderson, *Advanced Practitioner in Audiology*
Bolton NHS Foundation Trust



UKAS

The United Kingdom Accreditation Service (UKAS) is the UK's national accreditation body appointed by Government to assess, against internationally agreed standards, organisations that provide conformity assessment services such as certification, testing, inspection and calibration.

UKAS is a non-profit-distributing private company, limited by guarantee. It is independent of government but operates under a memorandum of understanding with the government through the Secretary of State for Business, Innovation and Skills.

For more information about UKAS please visit www.ukas.com

Tel: +44(0)20 8917 8400
Email: info@ukas.com

The Royal College of Physicians

The Royal College of Physicians (RCP) plays a leading role in the delivery of high quality patient care by setting standards of medical practice and promoting clinical excellence. We provide physicians in the United Kingdom and overseas with education, training and support throughout their careers. As an independent body representing over 29,000 fellows and members worldwide, we advise and work with government, the public, patients and other professions to improve health and healthcare.

For more information about the RCP please visit www.rcplondon.ac.uk

Tel: +44(0)20 3075 2381
Email: askiqips@rcplondon.ac.uk