

December 2015

Dear <<Practice Manager>>

How ASPIRE can help your practice with CQC inspection

ASPIRE (Action to Support Practices Implementing Research Evidence) is a research programme that aims to support general practices in improving patient care. It is led by a team of researchers from the University of Leeds, including clinicians and patient representatives. We know how busy that general practices are and also that many staff are wary about being on the receiving end of multiple initiatives. ASPIRE aims to develop, test and share *evidence-based approaches* to help you implement *evidence-based practice*.

Since April 2015, we have been working with more than 180 practices across West Yorkshire. This has involved delivering practice-specific audit reports together with offering focused 'educational outreach' visits, SystmOne search tools and other support materials.

This information sheet outlines how your practice's involvement with ASPIRE could contribute towards a CQC inspection.



Involvement in research, supporting learning and innovation.

Your practice can demonstrate a commitment to research and innovation through your participation in the ASPIRE programme. Your practice is contributing to an important, large-scale research programme that is funded by the National Institute of Health Research (NIHR) that aims to benefit healthcare through enhancing the delivery of evidence-based practice. We have provided you with a certificate that confirms your practice's participation in ASPIRE.



Evidence that the quality of treatment and services has been monitored. This includes evidence of audits, with evidence of actions or outcomes taken as a result

More impressive still is evidence that your practice is working beyond routine expectations and demonstrating a commitment to high-quality patient care. The CQC require evidence of *completed* audit cycles ahead of their site visits. This means not simply producing an audit or completing a serious adverse event form, but also putting action plans in place to ensure that positive changes in performance are made.

Our ASPIRE outreach meetings are designed to include discussion of up-to-date practice performance data and the development of an action plan so that performance might be improved. We also offer follow-up meetings and additional dedicated support to assist with this, identify achievements and further areas for change. Reviewing your practice performance, implementing an action plan, and assessing its effects would count as an audit that can be used as evidence.



Care, treatment and support is based on the best available evidence

One of the key questions that an inspection aims to answer is, 'is the practice effective?'. An element of this is whether treatment is delivered in line with evidence-based guidance. Our ASPIRE practice reports provide information on the latest clinical evidence and present practice performance against a set of relevant clinical indicators.

The characteristics of practices rated as Good (G) or Outstanding (O) include:

- All staff are actively engaged in activities to monitor and improve quality and outcomes (O)
- Opportunities to participate in benchmarking are proactively pursued (O)
- Care and treatment is delivered in line with current evidence-based guidance (G)
- Clinical audits are carried out and all relevant staff are included (G)
- There is participation in relevant local audits, and other monitoring activities (G)



Continuous improvement and sustainability

Practices need to demonstrate that they are well-led. An example of this is the commitment to continuous learning, improvement and innovation; and that information is used proactively to improve service quality. The ASPIRE team have provided your practice with a series of quarterly reports presenting information on a specific clinical topic. You will have received three of these already, and the fourth is due in January 2016. You might consider using the information provided within the reports as the basis for quality improvement.

How to arrange your outreach meeting or additional pharmacist support: Please contact Naila Hussain (aspire.admin@nhs.net / 01274 299536). Meetings and support is available until the end of March 2016.

For further information about ASPIRE: Please contact Dr Tom Willis at the University of Leeds (aspire@leeds.ac.uk / 0113 343 6731).

Thank you again for supporting ASPIRE. General practices are often on the receiving end of all sorts of policy fads and initiatives. We hope that we can develop, test and share an *evidence-based approach to implementing evidence-based practice.*