IWL PRACTICE PLUS ACCREDITATION FLOWCHART

INTERNAL SELF-ASSESSMENT PROCESS FOR PRACTICE PLUS ACCREDITATION

IMPLEMENTATION of POLICIES, PROCEDURES and STRATEGIES in PARTNERSHIP

SHA/WDC IWL Lead timetabling organisations for validation and organising Team Leaders

SELF- ASSESSMENT

- 'Led' by Trust IWL Project Manager and carried out in partnership with Trade Unions
- Monitored by IWL Steering Group
- Regular Contact with SHA/WDC IWL Lead

Robust Process (Time Scale not prescribed)

- Focus groups
- 75/25
- Interviews
- Written evidence
  - Staff Opinion Surveys
  - Supporting documentary evidence including policies, procedures & strategies
  - Other 'recent' assessments, e.g. , IIP, CNST, Healthcare Commission (CHAI Report)

- Self-Assessment Report jointly agreed (in partnership with Trade Unions)
- Signed off by Chief Executive and Staff Side Chair
- Accessible /made available to all staff
- Report: **(*)**
  - Details of Self-Assessment Process
  - Completion of Report Template
  - Minimum Data Set

Storyboard Board preparation

(*) REPORT TEMPLATE

- What we needed to do?
- How we did it?
- How we tested that we've done it?
- Evidence/outcomes of achievement against individual indicators

Latest point for involvement of team leader

REPORT SUBMITTED TO SHA/WDC IWL

Validation teams to include:

- HR expertise
- TU Rep
- Plus 2 other clinicians/ Managers/NHS staff with relevant experience

Validation team meets

- Briefed by IWL Lead and team leader
- Consider self –assessment report
- Begin planning and Logistics
- Determine questions for orientation meeting and on site visit

EXTERNAL VALIDATION PROCESS FOR PRACTICE PLUS ACCREDITATION

Larger organisations– 5 validators
Other organisations – 4 validators

2-3 days validation
2 days report writing

Orientation meeting, format discussed with team leader for example

- Organisation presents Self Assessment Report
- Discussions/questions with team
- Confirm planning, logistic and housekeeping issues
- Support, positive, enabling and flexible
- Check 'gaps' in organisation's self assessment
- Validation team may plug 'gaps'
- Story board available

Approx 4 weeks between orientation and on-site validation

Team validates self-assessment report

Informal feedback to organisation (no scores) by team leader

Production of Validation Report

- Outline of validation process
- Compared against self-assessment report:
  - areas of agreement and reasons
  - areas of disagreement and reasons
- Recommendations

SHA/WDC IWL Lead sign off report as complete, informative and developmental

Moderation with team leader and trade union team member present

Final report to organisation to check facts and accept

Ratification of Validation Report

DECISION AND AWARD

Local failure to agree process

Validation Processes:

1. Informed selection of staff for membership of
   - Focus Groups
   - One to one Interviews
2. When planning focus groups and interviews include facilitators of self-assessed, internal focus groups, what questions were used and were staff able to speak freely and confidently?
3. Storyboard - visible evidence of how good people management has influenced/benefited patient care/service delivery
4. Walk about - observations of facilities e.g. doctors mess, catering, staff side facilities, occupational health dept., education dept. and accommodation.
5. Written evidence i.e. staff opinion survey, Healthcare Commission (CHAI reports) and people management strategies