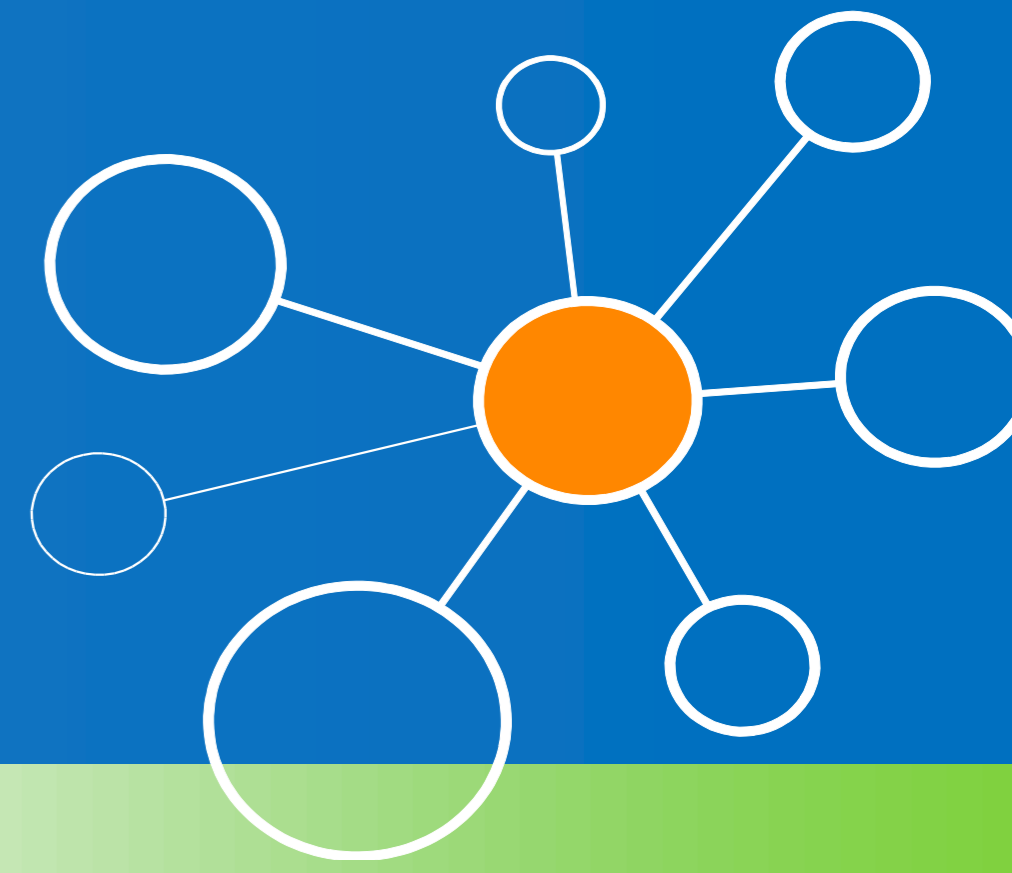


Progressing Towards Policy Processing Perfection

A journey to save an Author's sanity and return them to work, safely

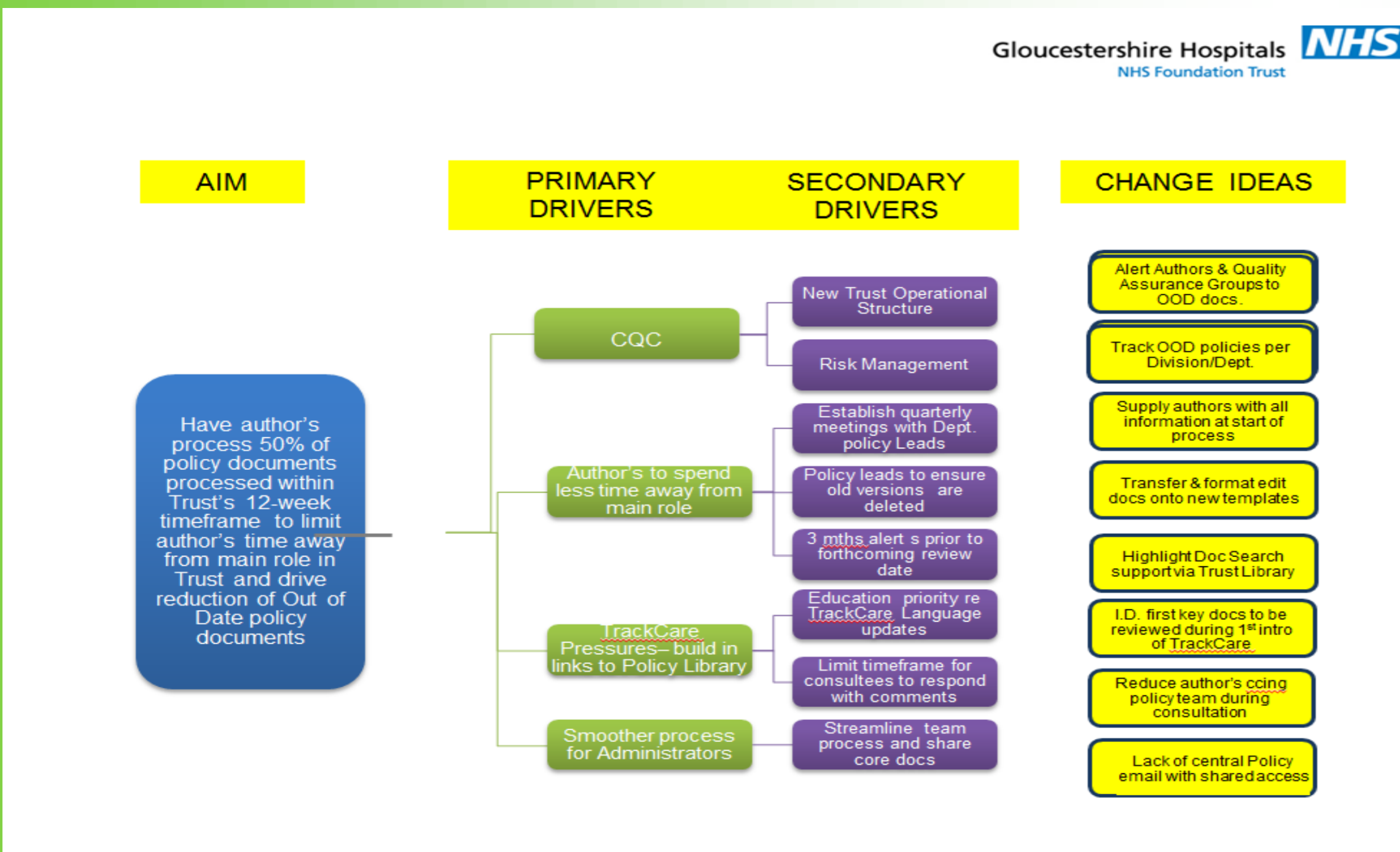
Elizabeth Hemlock



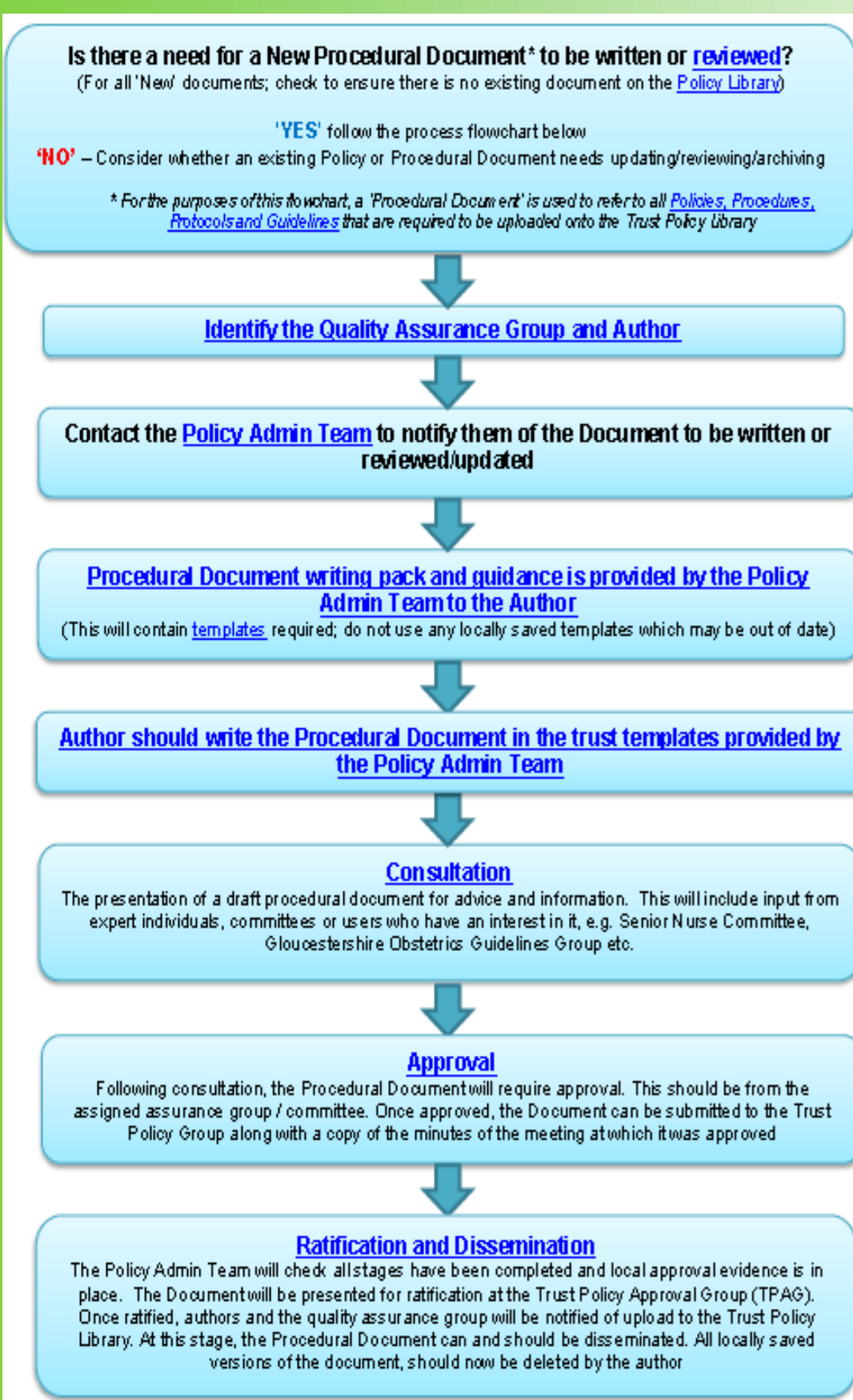
1. The Aim

To identify changes to policy team processes and documentation and through those changes, improve support for authors so that 50% of all policy documents are completed within trust's 12-week timeframe and the number of out of date documents can begin to be addressed through those changes, improve support for authors so that 50% of all policy documents are completed within the trust's 12-week timeframe and the number of out of date documents can begin to be addressed.

2. Driver Diagram Challenges



3. New Author's Flowchart and Checklist



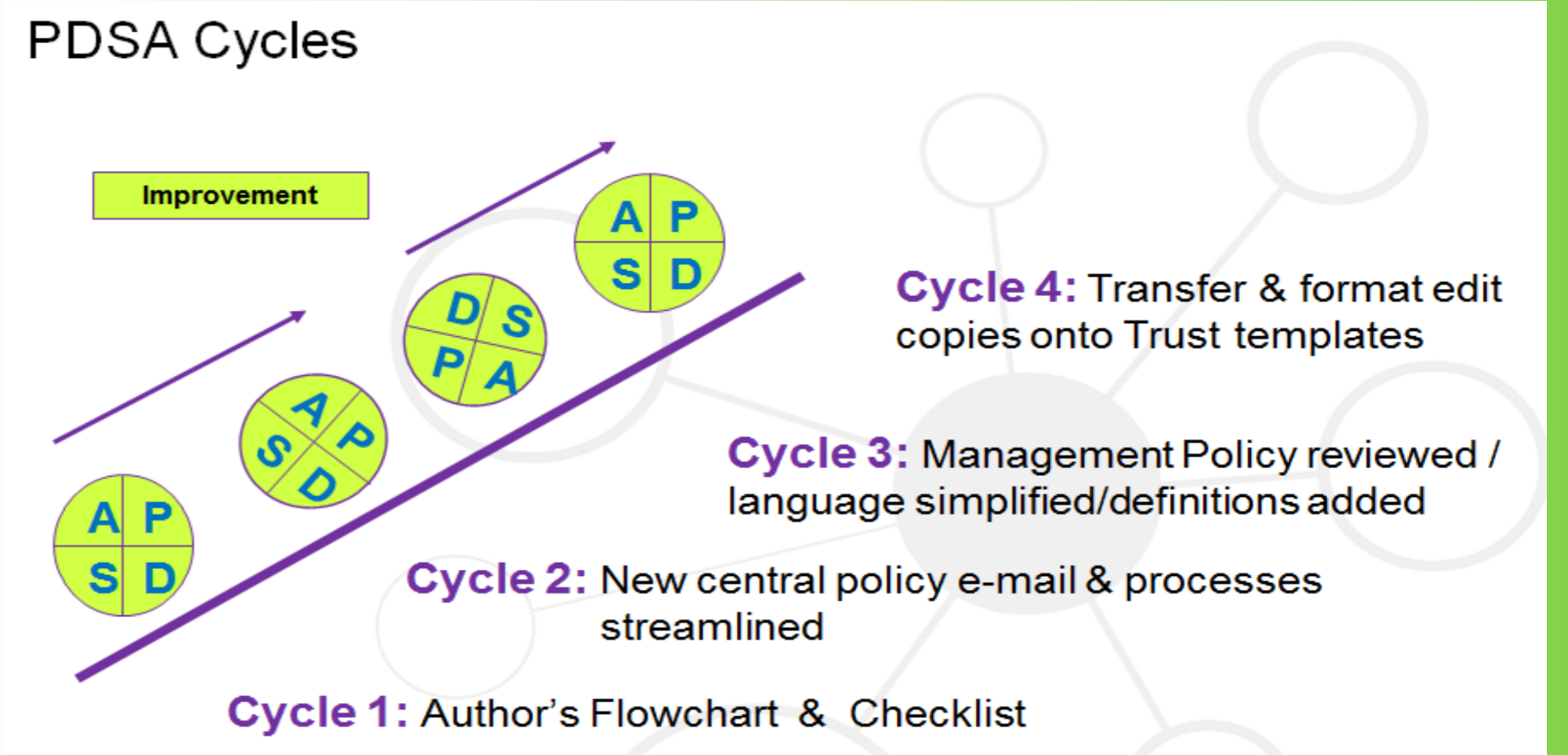
Authors Checklist

This document is for use by Authors as a checklist for you to ensure all steps and processes have been completed in order for a document to be submitted to TPAG.

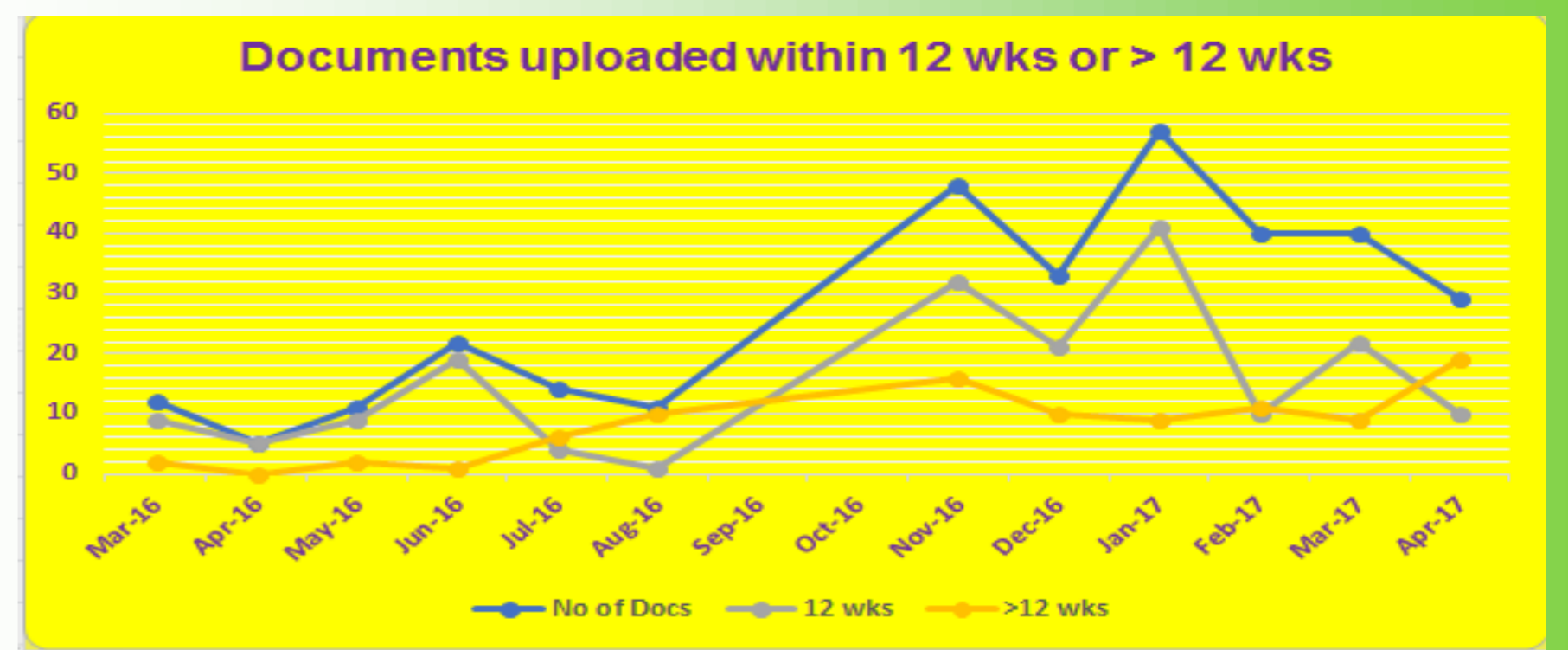
The Trust recommends that ideally this process should be completed within 12 weeks of notifying the Policy Team of intention to write or review a document

| AUTHORS CHECKLIST | |
|-------------------|---|
| 1. | Title of your Document's: Is it a Policy/Guideline/Protocol/Procedure/Action Card? Please ensure your title begins with the most relevant word to assist those searching for it in the Policy Library - See POL2. The policy team will send you the edit copy to review / update existing documents |
| 2. | Name of your Quality Assurance Group: This will be your local approval groups. You may need to seek approval from more than one Trust access point |
| 3. | Correct Templates have been used as provided by the Policy team? For existing documents, we will transfer your document onto the latest templates before sending you your edit copy. We will supply blank templates, also |
| 4. | List any keywords associated with the document: (These words are used as the primary search facility in the Policy Library - please list as many words as possible to make any search successful) |
| 5. | Where is the document to be used? Trust/Department/Speciality - please consult those colleagues who may be affected by this document (It is recommended that the consultation process should allow 2 weeks for responses, after which the 'silence is compliance' rule will take effect) |
| 6. | Name / Date of Quality Assurance group/committee meeting in which your documents will be submitted for subsequent approval? |
| 7. | Contact Person for Agenda for Quality Assurance group/committee (member of staff who produces and sends out the agenda and minutes for the meeting above) |
| 8. | Request Quality Assurance group record their approval of your documents in their minutes |
| 9. | Following approval at the Quality Assurance group/committee - obtain a copy of the minutes recording approval of your documents |
| 10. | Has the Document Profile been completed and all queries resolved? |
| 11. | Do the systems or processes in this document have to be monitored to meet external compliance or regulatory requirements? (If to please include monitoring and compliance within your document, if not, please observe the MOC grid) |
| 12. | Send final approved documents, with a copy of local approval minutes to the Policy administrator at: mailto:qhn-tr-adminpolicy@nhs.net |

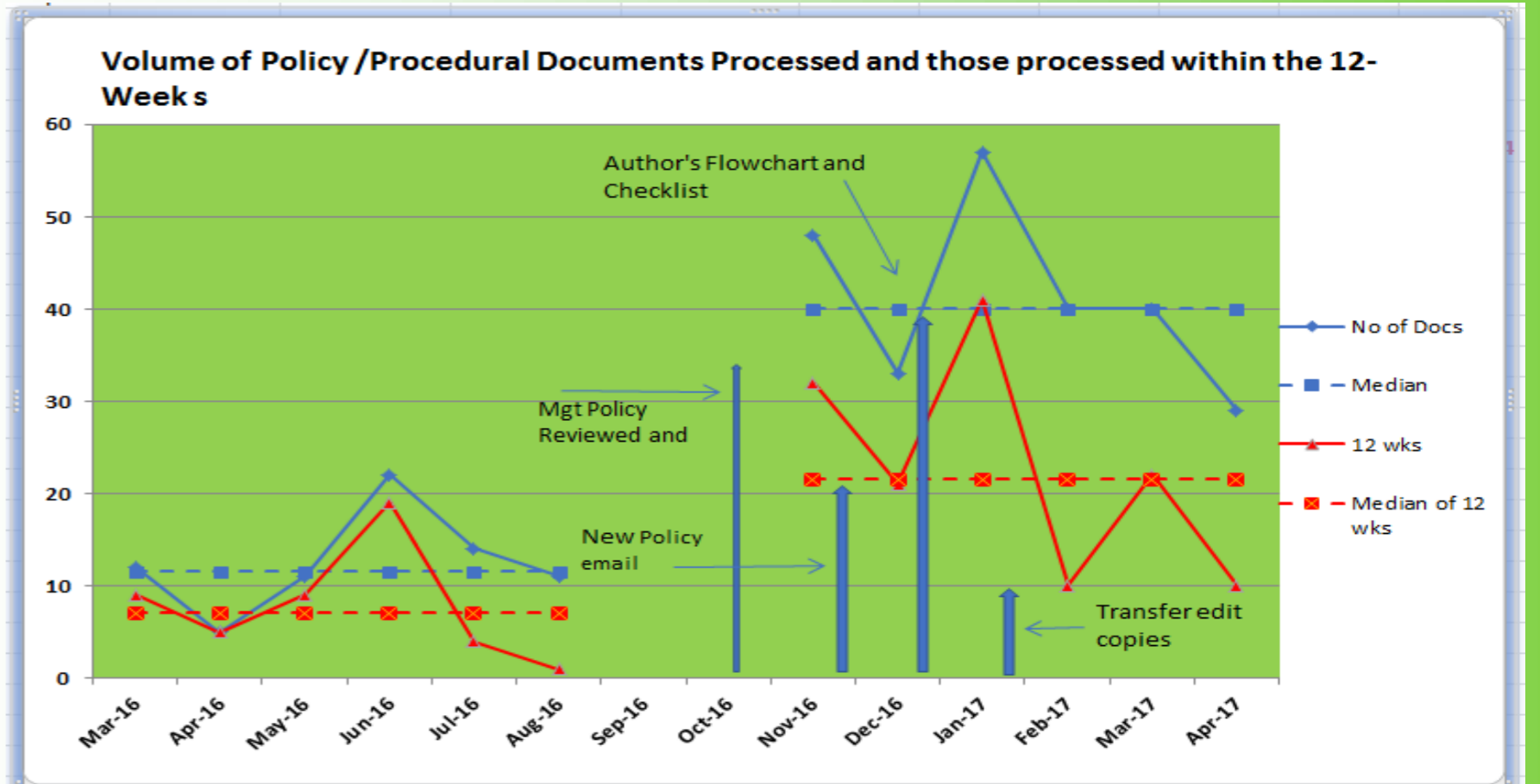
4. PDSA Cycles



6. PDSA Increased Volume of Docs



7. PDSA Timeline for Improvements



6. Conclusion

Understanding how authors experienced the review process enabled us to make changes and be more transparent, in terms of the system we all needed to follow. It's involved a lot of education and then listening to adjust where the biggest hurdles to success were. Improved communication via quarterly meetings first established with the Paediatric Policy Group have proven to have had a real impact in terms of the number of out of date documents, with almost all now 'in date'. We have expanded this to meet with the HR and Maternity policy leads to continue to educate and support their authors and work with them to review their out of date documents.