

# Tell your story

NICE Shared Learning Awards 2008



## A multi-agency partnership approach to local implementation of NICE guidelines

### Aim

North East Lincolnshire Care Trust Plus was formed in September 2007. A unique development, it brought together health and social care under one organisation and transferred public health responsibilities to the Local Authority. The aim was to produce and implement a systematic and robust "NICE system", shared in partnership between healthcare, social care and the Local Authority, while working collaboratively with our main secondary care provider.

### Objectives

- To produce a policy outlining the partnership's approach to the assessment, implementation and monitoring of all NICE guidance.
- To produce a user-friendly, multidisciplinary process (with supporting documents) capable of evaluating current practice against NICE guidance in order to identify its impact and any potential actions necessary to ensure its implementation.
- To build and maintain a comprehensive database holding a wide range of information, including the compliance status and progress in implementation.

### Context

A review of current practice and experiences of other Trusts was carried out. A concern was voiced about the amount of work the process would involve, and there was scepticism that it would be another "tick in the box exercise". It was evident that any system developed would have to be "real" and take into account the day to day pressures that people were under. The system was consulted on widely and feedback gained from many stakeholders.

### Results

- A partnership policy is in place and clinical leads identified.
- A user-friendly baseline form is in place, allowing clinical engagement and multidisciplinary assessment. Discussions between primary and secondary care take place, addressing any ambiguity and sharing good practice.
- Processes are in place to take forward financial and commissioning issues.
- A database recording all relevant information is in place, allowing reporting "at the touch of a button".

### Monitoring and evaluation

- Progress is recorded on the database and reports run to inform Committees.
- Completion of baselines has been tied to PMS reviews.
- Findings of clinical audits are shared across the primary-secondary care interface.
- Work is underway to share compliance status across the primary-secondary care interface, and with other Trusts, to allow benchmarking.
- The database is reviewed to identify topics for inclusion in the clinical audit programme.

### Key learning points

- Consult; listen; be pragmatic; exchange skills and experiences.
- Make everything user friendly; break it into steps.
- Get people on board, dangle many carrots! Get finance and commissioning involved early on. Use opportunities and secure resources.
- Raise the system's profile. Don't be precious.
- Feedback to everyone. If they can see the value they are more like to support the process
- Showcase good practice/successful outcomes.



North East Lincolnshire **NHS**  
Care Trust Plus

#### SHARED LEARNING AWARD ENTRY SUBMITTED BY

**Organisations** North East Lincolnshire Care Trust Plus

**Contact** Caroline Holterman, Risk Management Co-ordinator,  
North East Lincolnshire Care Trust Plus. Caroline.Holterman@nelctp.nhs.uk  
Tel 01472 302834

