



Royal College
of Physicians

Quality in Primary
Immunodeficiency Services



Welcome to accreditation

Getting started on your QPIDS accreditation journey

What is accreditation?

Welcome to the QPIDS accreditation programme!

The accreditation pathway is designed to support services to implement improvements and provide assurance that high quality standards have been met. By participating, your team are making a commitment to improving the quality of care in your service.

QPIDS accreditation helps your service to:

- independently compare against national standards and reduce variation
- demonstrate dedication to improvement, patient safety and reducing risk
- raise your profile, which can often be used to leverage support in the organisation
- highlight good practice and get targeted advice on where to focus improvement efforts.



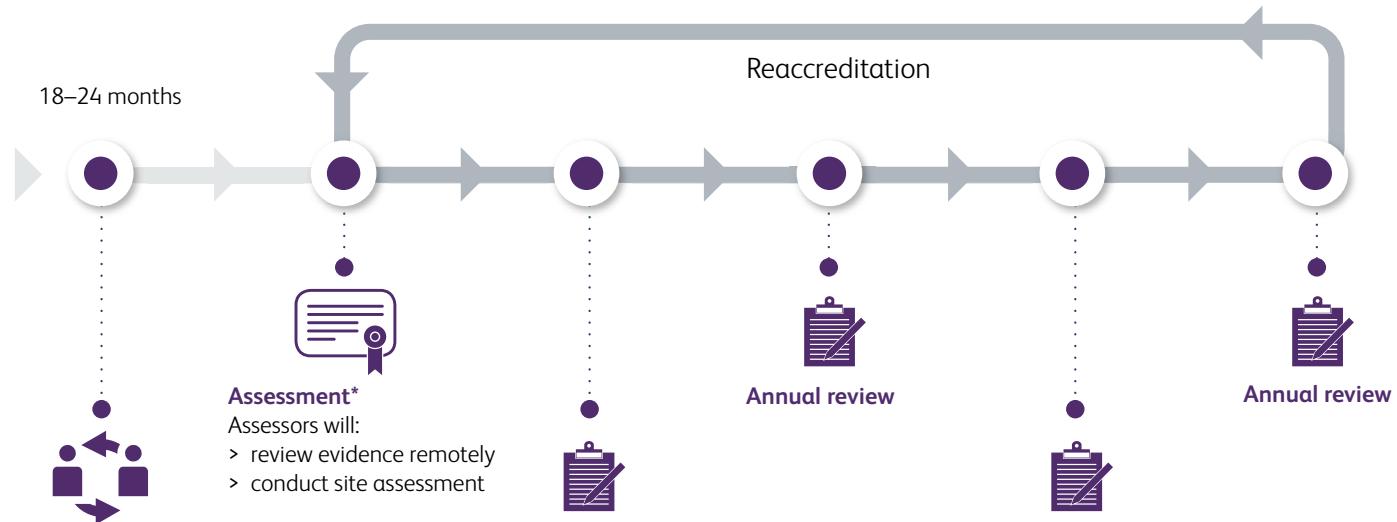
Brilliant recommendations and tips throughout the assessment. Prompt responses to any queries in the lead up to the assessment. Very supportive throughout the duration of the assessment.



We now have support from the medical director and consultants who really value the service. We have also started to obtain small amounts of funding to enhance the service.



QPIDS pathway



- > Access website, standards and resources
- > Ongoing quality improvement
- > Prepare evidence against standards
- > Attend training day and webinars
- > Complete self-assessment

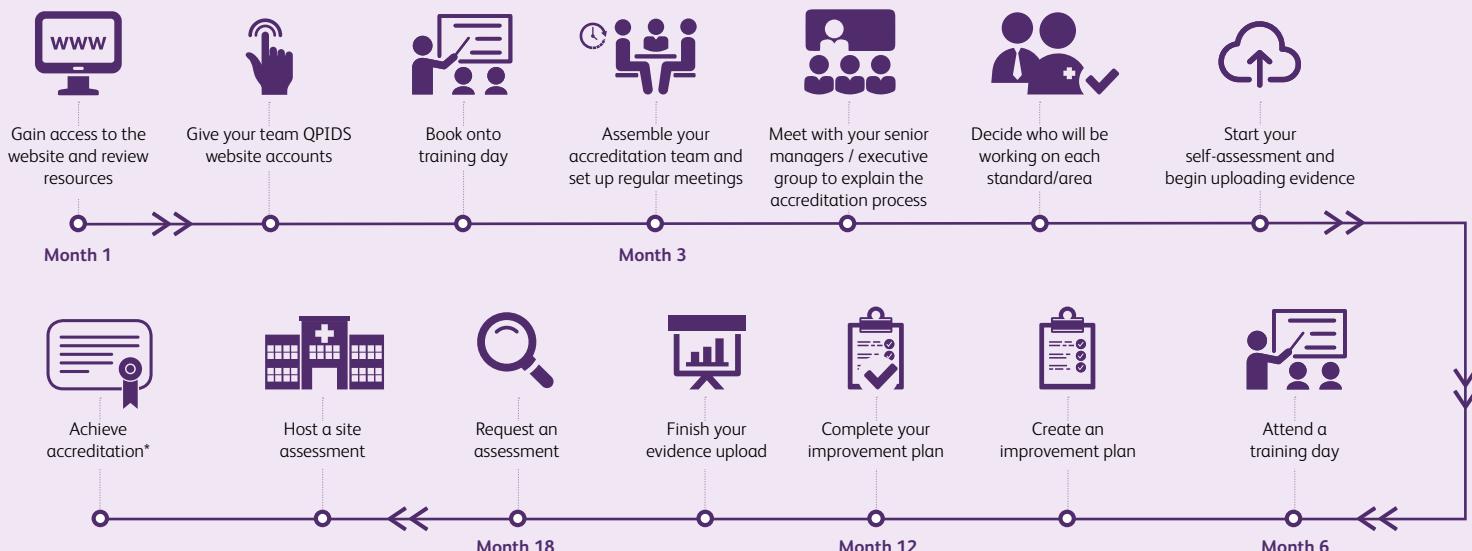
- Annual review**
- > Self-assessment against standards
 - > Upload key evidence
 - > Assessors review remotely

* Services which don't meet or maintain accreditation standards may be granted a period of deferral to resolve some matters.

Your accreditation journey

Accreditation is a journey in improvement. We typically expect services to take between 12–24 months from registration to requesting an accreditation assessment. Here's what you can expect on your journey to accreditation...

Remember! There is not a set time frame for becoming accredited and different factors will influence how long it takes individual services to complete the process.



*some services may be deferred up to 6 months

Tips and tricks for success

- Don't underestimate the amount of time the accreditation process will take. Involve as many of your team as possible and share the work.
- Make sure your senior management teams are on board from the start of the process; they can be a valuable source of information and support. We recommend holding a presentation meeting early on, to help explain the benefits of accreditation and how this will impact the service and patients positively. We have a set of slides you can use – check out the resource library on the website.
- Create protected time to work on accreditation and have clear goals and timelines. Have regular meetings with your team to update on outstanding tasks – why not schedule a catch-up meeting once a month?
- Allocate work – many services have assigned leads for specific standards and areas, eg one person can be responsible for patient involvement and another for audits.
- Most importantly view the accreditation process as a positive exercise.



It has helped provide me with structure in terms of the service development aspect of running a service and we have already started putting quality improvements plans in place as a result.



We have put in accreditation away days once a month to maintain focus and are in discussion with the trust's quality departments to see if there is support available.

Quick wins and things to keep in mind...

- If resources and time are limited, prioritise work to get quick wins. This usually means making simple changes in processes to achieve the standards.
- Our resource library has lots of helpful documents and includes documents from other services who are participating in the accreditation process – these can help provide a template to support you and ease your workload.
- Start work on your audits and surveys early – these take time to complete, report and analyse.
- Don't leave your evidence upload to the last minute. It's fine to gather evidence offline but make sure you know how to use the website in advance.
- It's teamwork – don't leave the evidence upload responsibility to just one person.



Resources

Our resource library is a fantastic place to start on your accreditation journey. It contains documents and templates which you can use and adapt across your service to help meet the standards and improve your service. Examples of resources we have available include:

- > operational plan
- > patient survey
- > staff survey
- > quality improvement resources
- > clinical protocols.

To help you along the accreditation pathway, the office team will contact you at regular intervals to check in on your progress and offer help if you need anything.



For all queries please email **askqpids@rcp.ac.uk**

or call our office on **+44 (0)20 3075 1508**

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