Quality Improvement Activity

NES Portal Alert 20 January 2021

"Further to previous correspondence, we are writing to all primary care dentists to update you on QI Activity and the NES Portal.

NES has been advised by the CDO, that the NES Portal should be closed to all further QI project applications for the 2019/2022 QI cycle. Accordingly, no applications are currently possible. He has however advised, that the exception to this is for those dentists whose Health Board require them to make up a shortfall in their hours for the 2016/2019 QI cycle.

In order to support such dentists, the NES Portal will re-open on Monday 25th January for a limited period of three weeks, to allow them to submit an audit of their own design for approval or to submit eSEA reports on significant events that have occurred in the last six months.

NES has asked each Health Board to provide a list of any dentists that they require to make up a shortfall and we will use this to screen any applications received from next Monday onwards. We will only be able to process projects received by individuals on these lists.

We have also been asked to advise that, if your Health Board is running its own catch-up process (e.g. NHS Grampian), then you should ignore this email and the option to submit from next Monday onwards in Portal and should continue with your local QI catch-up arrangements. Any queries about shortfalls for 2016/2019 and on catch-up should be directed to your local Health Board."

All Quality Improvement Activity applications seeking approval from NES are managed through the NES Dental Portal, which is also how we issue communications and alerts. Therefore, it is essential that you regularly check the email address linked to your Portal account. We strongly recommend that you use your NHS Mail email address for Portal and that you do not use one of the commercial email providers, some of which divert emails, sent from the NHS, into spam or junk folders. To receive email communications about your Quality Improvement projects, the Portal requires all participants to enable "marketing emails" in their account. This can be done via "account settings" in the top left toolbar; scroll down to "marketing preferences" and choose this option. Don't worry, NES will not disclose your email to third parties, so you won't get spam emails. You will only be sent information/reminders about up and coming CPD courses which are run by NES, about Quality Improvement, and about others matters related to NES education and training.

If you chose to submit your own project, then this guide is intended to step you through the process of starting a Quality Improvement Activity project.

Quality Improvement Activity Types available to make up 16/19 shortfall

Audit (HB catch-up 2016/2019): Many dental professionals wish to monitor the quality of certain aspects of their clinical work within practise, such as the quality of radiographs or record keeping. These types of projects can be undertaken as an individual and can be used as a driver in developing personal development plans. We would normally have encouraged these to be done by the whole practice team, but for catching up with 2016/2019, this is clearly not possible.

Selecting a Topic

When selecting a topic, ask yourself the following five questions. If you answer **YES** to **ANY** of the five questions, the topic you have chosen should not be selected for audit:

1. I have been a participant in a successful audit of this topic in the last three years (excluding radiology).
2. I have chosen this topic to demonstrate how good this area of my practice is.
3. I have chosen this topic to provide evidence of our current good standards of patient care at the practice.
4. There are no known issues or problems in my practice surrounding this audit topic.
5. I am unlikely to make changes to my practice as a result of findings from this audit.

If you answered **YES** to the any of the above questions, please choose another topic and consider the following two questions. If you answer **YES** to either of these questions, then the topic is suitable for audit in your practice.

1. A patient complaint or comment was the reason for choosing this audit topic.
2. I have noticed an area of my practice which is performing poorly, and this was the reason for choosing the audit topic (for example, there has been a Significant Event).

Approval must be sought prior to starting an audit. Further detailed guidance is available once you create the project on Portal.

eSEA (HB catch-up 2016/2019): Enhanced SEA is a NES innovation which aims to guide health care teams to apply human factors thinking when performing a significant event analysis, particularly where the event has had an emotional impact on the staff involved. Taking this approach will help individual clinicians and teams to openly, honestly and objectively analyse patient safety incidents, particularly more difficult or sensitive safety cases by 'depersonalising' the incident and searching for deeper, systems-based reasons for why the significant event happened.
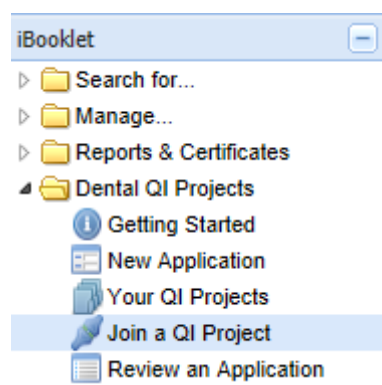
eSEA: https://learn.nes.nhs.scot/903/patient-safety-zone/enhanced-significant-event-analysis-sea

Please note that the report template available following this link is for GPs only. Dentists must use the template available on NES Portal. This becomes available when the application process starts.

New Application: Getting Started

In the iBooklet area of NES Portal, scroll down to and double click to open the area called **Dental QI Projects.** This is where you will access everything related to Quality Improvement Activity. The menu structure is shown below, and you will find a detailed description of how to use each of the areas listed within this guide. Scroll down and click to select the area you require.

- Go to Portal, iBooklet, Dental QI Projects, New Application.
- You will need to populate all 4 fields to be able to continue. If you wish to abort, simply click the X button at the top right of the window to cancel.
- **Project Title:** Pick a suitable title for your Quality Improvement project.
- **Health Board:** Select your Health Board. If you work in more than one, choose where you work most.
- **Project Type:** Select a Quality Improvement type from the list available. This will determine which form you are directed to complete in the next step, so it is important you choose correctly at this stage. The project type you select and save here cannot be changed later. You will be able to chose from **Audit (HB catch-up 2016/2019**) or **eSEA (HB catch-up 2016/2019)**
- **Project Hours:** For Audit select 5 hours and for eSEA select maximum 3 hours. Please note that NES reviewers will review all applications and that the hours you have requested may not necessarily be the same as the hours that you are awarded. This will be communicated to you in the approval email.
- **Select Continue Application:** This will create a record with a status of Draft and will take you to the project details page. You now need to complete the application.
- **Guidance:** The detailed guidance available at the top of the project details page will be relevant to the type of Quality Improvement Activity you have chosen to do. Please download and read this guidance, before continuing with your application.

Please note that all documents must be submitted in Word or PDF format and, although you may be successful in uploading and submitting other documents such as .pages, we will not be able to open them in NES Portal and you will be asked to re-submit in the appropriate format. This will obviously delay the process of reviewing and certifying. All documents must be the original documents and we will not accept handwritten, scanned or photographed documents.

If you require any help, you should either press the Contact Admin box which is under the title of the project in the Your QI projects section. If you have not yet finished the joining process, you are still the administrator so if you require help at this stage, please email QI.Hub@nes.scot.nhs.uk

Quality Improvement Activity: some FAQs

1. *I am a Practice Manager - Can I complete the Application Form on behalf of my Dentist(s)?*
   No: The Dental QI Projects area on iBooklet is only open to Dentists. Dentists must complete the application form themselves and logging in under another's credentials breaches Portal Terms & Conditions.

2. How do I know I've submitted the Application ok?
   Everyone listed on the project will get an email confirmation. The project will also be listed in the Your QI Projects panel with the status of Application Submitted.

3. What happens after I submit an Application for QI Approval?
   The application will be screened and reviewed. The outcome will be to advise that the project status is either (1) Approved (2) Rejected (3) Further Info required or (4) Ask for a Second Opinion. You will be alerted to any outcome at the appropriate time, and feedback will be given.

4. I do not see much progress – who can I call?
   The best way to contact us is to use the **Contact Admin** button located in the Your QI Projects panel. If you have not yet had approval, then you are still the administrator so email QI.Hub@nes.scot.nhs.uk Give as much information as possible including your name (as registered on Portal), GDC number and, where possible, the project number.

5. My hours are not the same as I remember adding them on the application – why is that?
   The review process has the ability to adjust the hours awarded. What you apply for and what you are awarded may be different.

6. I am not seeing the hours on my vCPD report, but they do appear on the Your Dental QI Projects panel – why is that?
   The project needs to be **Completed** and processed by the QI Administrator before that will happen. The hours awarded on the Your Dental QI projects panel will show a green tick when this is done. Contact the Administrator if you wish further clarification.

7. I am ready to upload the Project Report – where do I do this?
   Go to the Submitting Your Final Report and Supporting Evidence section of the guidance document available in the project details section of the application.

8. How do I upload Round 1 data after Round 1? Do not upload Round 1 data at this stage, unless the project requires only 1 round. Save all the documents locally until the project is complete and you are ready to upload and submit the final report and all supporting evidence including your data collection forms. If you do upload and submit, the system assumes this is the final report and the final reports tab will be locked down. Only upload documents at the end of the project with the final report. If you do upload too early and have not uploaded all the required documents, contact the Administrator who can unlock the tab.

9. I have missed the deadline date for submitting my final report. What are the consequences?
   This should not happen as you will have been sent two reminder emails. It is expected the report and all supporting evidence will be submitted on time. If this fails to happen, the project is deemed **incomplete** and you will be unable to submit it for review.

10. Can I use another Dentists' records for data collection? No, the data used must be from the Dentists' own records.

Useful contacts:

Quality Improvement Activity Hub – QI.Hub@nes.scot.nhs.uk