Haemophilia Centre Peer Review Audits

**What is peer review:**

Peer Review audits are a common practice in the NHS and involve a multi-disciplinary team of health professionals, including nurses, physiotherapists, and psychotherapists as well as patient representatives, to review a department/ sector against a set of quality standards.

The UK Haemophilia Centres Doctors’ Organisation (UKHCDO) is planning a series of face-to-face peer review audits of Haemophilia Comprehensive Care Centres across the UK, with audits due to take place from late February to July 2024. These centres will be measured against the Quality Standards for Inherited and Acquired Haemophilia and other Bleeding Disorders (v2 September 2023).

All Comprehensive Care Centres (CCC) will be audited as part of the peer review process plus two which are looking to be upgraded to full CCC status (Hammersmith and Kingston upon Hull), as well as Truro Haemophilia Centre. In total 31 centres are due to be audited and as service users we need your help to provide valuable patient perspectives.

**Why are these Peer Review audits happening?**

The aim of the standards and the Peer Review process is to help centres to improve clinical outcomes as well as improve service users’ and carers’ experiences by improving the quality of services. It is not just about reviewing individual centres but also about looking at the wider Haemophilia service provision across the UK.

Peer reviews are not about being solely negative, they are a great opportunity for centres to share good or best practice. Any issues raised can be used by centres to gain more funding for individual services and ensure consistency across the UK.

**Why be involved in peer review audit process?**

The quality standards cover a wide area of Haemophilia services, and it is important that we have patient and or carer perspectives during the peer reviews. Patients and carers can provide valuable insight and experience of using services that health professionals may not be able to provide. This is why it is essential we have a patient representative at each audit.

The areas in which you as patient representatives can have the most effect relate to the accessibility of services, what service and condition-specific information is available and how clear it is.

We will be reviewing both adult and children’s centres, therefore, we are also looking for parents and carers for children with these disorders to provide their perspective. Please be rest assured that you will not be auditing your own local centre, this is to stop any awkwardness as you will be familiar with many of the staff. As such you will be expected to travel to another centre for the peer review, and whilst steps will be taken to avoid excessive distances you may need to travel for several hours. All travel and accommodation costs will be reimbursed by the UKHCDO. Peer reviews will be taking place during weekdays and during normal working hours.

**Main objectives of the peer review process are:**

* To improve the quality of services and outcomes for patients with Haemophilia and other bleeding disorders, by identifying areas for improvement and good practice against the quality standards.
* To produce an overarching outcomes report to highlight the provision of services across the UK for the treatment and care of people with Haemophilia and other bleeding disorders. This report will show the areas where more funding or resources may be required across the UK.

**Training:**

There will be 3 training sessions available for volunteers, which could total up to 3 to 4 hours but can be completed in the evenings or weekends.

The first training will be for all auditors including health professionals and will be about implementing the standards fairly and without bias.

The other training sessions will be specifically for patient representatives. One of the training sessions will be about what a peer review audit is, why it is important, and the objectives.

The other session(s) will be about the different types of Haemophilia, WVD and other bleeding disorders from a more personal perspective, the aim of this training is for all patient reps to understand the different disorders so they can effectively represent the wider community when auditing. This training will include input/ talks from those who suffer from different disorders.

**Volunteering:**

Further details of how you can volunteer for the peer review process will be provided in due course.