

Title:	North West Neonatal Operational Delivery Network Multi-Provider Review Process
Reference number	PD-ODN-02
Main Author (s)	Kelly Harvey
Target Audience	All Local Neonatal Units within the North West Neonatal Operational Delivery Network
Ratified by:	SMT
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North West Neonatal Operational Delivery Network

Multi-Provider Review Process

1. Introduction

The North West Neonatal Operational Delivery Network (NWNODN) encompasses three localities: Greater Manchester, Cheshire and Mersey and Lancashire and South Cumbria. The guiding principle of all providers within the NWNODN is to provide safe, effective care of the highest standard to babies and families.

Governance processes within the NWNODN require all neonatal high-level incidents and mortalities to be internally reviewed by the individual provider. Following this review the provider reports high level incidents and mortality summaries to their locality Clinical Effectiveness Group (CEG), sharing lessons learnt. If an incident or mortality is identified to be particularly complex, with multiple provider involvement, a multi-provider review may be requested by individual providers, CEG or the NWNODN. The aim of a multi-provider review is for all providers involved in the care of the infant to review and discuss the case identifying themes and lessons learnt for local implementation and wider dissemination.

2. Purpose

Describe and illustrate a process for a multi-provider review of clinical cases within the NWNODN.

3. Scope

Applies to all providers of neonatal care in the North West Neonatal Operational Delivery Network.

4. Responsibilities

4.1. Providers:

- To engage with NWNODN governance process and highlight any incidents/mortalities that would benefit from multi-provider review.
- Fully engage with the process of the multi-provider review when required.
- Provide requested information within set timeframes for the multi-provider review.

4.2. Connect North West (CNW):

- To engage with NWNODN governance process and highlight any incidents/mortalities that would benefit from multi-provider review.
- Fully engage with the process of the multi-provider review if CNW were a part of that infant's neonatal journey.

4.3. NWNODN Team:

- Support individual providers to contribute to the NWNODN governance process.
- Engage with providers outside the NW if involved in the care of a baby to involve them in the review.
- Facilitate and manage the multi-provider review process when requested by an individual provider or by clinical lead via CEG.
- Document multi-provider review and share lessons learnt across the NWNODN.

5. Multi-Provider Review Criteria:

- Any incident/mortality where care was provided by more than one provider and there are concerns raised identifying potentially avoidable harm.
- Any StEIS reportable incident including near miss where more than one provider is involved in the infant's care. (NHS Serious Incident Framework 2012)
- Any incident/mortality identified by locality clinical lead via CEG as requiring a multi-provider review.

6. Information required for multi-provider review:

- PMRT report if available.
- Internal governance/mortality review paperwork including timeline where applicable from each provider involved in the neonate's journey including transport services.
- CEG submissions.
- Confirmation of additional reporting undertaken (StEIS, MHRA, NPSA).
- Details of any RCA/SUI undertaken locally.
- Case notes will only be reviewed if the required information cannot be obtained from internal reviews submitted.

7. Responsibilities and Members of multi-provider review panel:

Member	Role	Responsibilities
NWNODN	Network Director. Not required at all reviews.	Oversee review process and report to NHSE.
NWNODN QILN	Governance QILN	Information gathering, process monitoring, report writing.
Clinical Lead	Clinical lead from each locality involved in the case should be present where possible.	Chair the review process. To provide overall medical expertise on the case.
Transport	If the infant was transferred during their neonatal care pathway CNW or other transport service should be present.	To provide clinical detail of the infants transfer and raise any issues identified by the transport team.
Providers (Medical and Nursing representation)	All providers involved in the clinical care of the infant.	To provide and contribute to clinical discussion regarding each providers involvement in the case.

8. Multi-provider review process:

- Flow chart to describe process in Appendix 1.
- NWNODN informed of requirement for multi-provider review.
- Information requested from all parties involved in neonate's care by K. Harvey (Governance QILN for NWNODN).
- Members of multi-provider review panel contacted for availability.
- Meeting date set when all documentation received (6 weeks).
- Review takes place with all parties present, lessons learnt and recommendations/action point identified.
- NWNODN compile report and identify lessons learnt, recommendations and wider learning.
- Report shared at subsequent locality CEG.
- Report shared with commissioners if StEIS reported.

- Any wider learning identified within a multi-provider review escalated appropriately within the organization where issues identified and with commissioners if necessary.

9. References

- NHS England. (2012). Serious Incident Framework: Supporting learning to prevent recurrence: <https://www.england.nhs.uk/wp-content/uploads/2015/04/serious-incident-framwrk-upd.pdf>

10. Monitoring Systems

Monitoring and or Audit

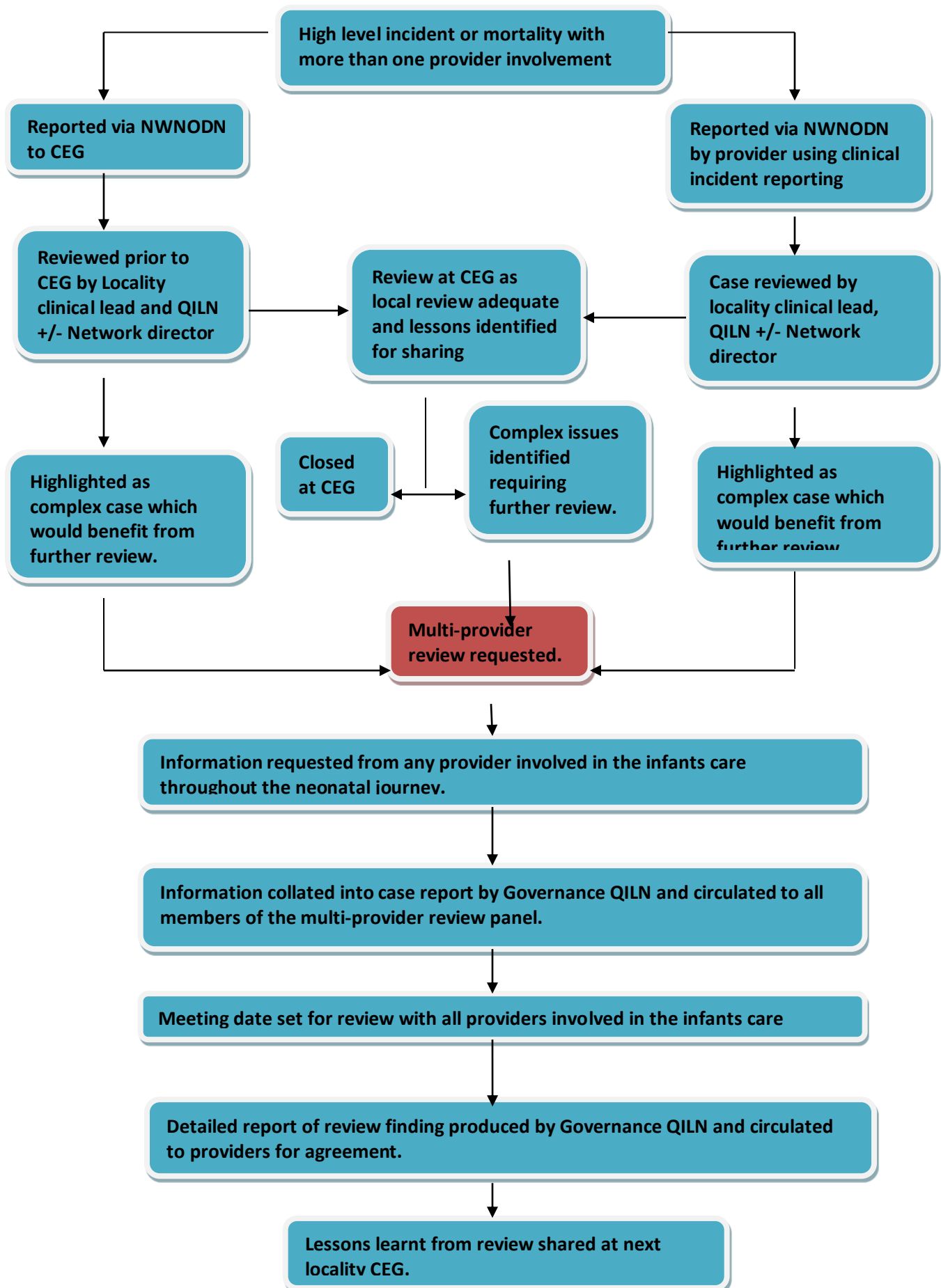
Monitoring and Audit	Frequency	By Whom	Reported to
	Annually	NWNODN Team	SMT & NSGs

11. Equality and Diversity Assessment Box

Equality and Diversity Assessment	18/06/2018 & 30.9.21
Impact Assessment Completed by	K. Harvey
Date completed	
Relevance Shown	none
Action plan completed	
Nominated Lead for Action Plan	
Completed Assessments held by	North West Operational Delivery Network

Appendix 1:

Multi-provider review process.



12. Appendix 2

Proforma for panel member feedback:



Multi-provider
Reviewer Feedback P

13. Appendix 3

Proforma for review meeting/report:



Multi-provider review
report proforma V1.d