

Louise Waller



Practice Manager in St. Ives (Cambridgeshire)

Clinical Audit and QI Experience:

I was the very first Clinical Audit Hero in 2016! I first started my career in Clinical Audit back in 2007 learning the role, as a Clinical Audit and Effectiveness Co-ordinator at Hinchingsbrooke Hospital (based in Huntingdon). I was supporting a small team in the department, but over the coming years I increased interest and developed the materials the hospital offer to make audit less dull and boring. By developing an e-learning module and re-invigorating training the engagement grew.

Developing my enthusiasm and thirst for improvements I joined Papworth Hospital spending nine years there. Setting up Audit plans, running quality improvement projects and working with patients to improve their experiences was fundamental in moving Clinical Audit and Quality to the forefront in the Trust. I developed links with Governance, ensuring audits were used to provide evidence of change (for example, following Serious Incidents). I also led on the Patient Report Outcome Measures (PROMS): gaining high return rates, with excellent outcomes for our patients.

I then moved back to Hinchingsbrooke, but this time managing the department after it was brought back into the NHS hands and to assist with gaining a "good" CQC rating following being placed in special measures and being rated as "requires improvement.". This role enabled me to develop the staff in the Trust, assisting them with audit projects and showing them how to make audit less complicated. Engagement grew and led to the Trust gaining as Good 'Safety' rating from the CQC.

I see clinical audit as a tool for quality improvement, benefiting the service user/patients. Audit can help with streamlining, identifying safe effective processes and care to aid the NHS in being efficient, delivering high quality care for all.

Where are they now?

I am currently a Practice Manager for a GP surgery in St. Ives which still allows me to use Clinical Audit and my Quality Improvement skills. I work closely with Governance teams in local Trusts overseeing in shared care learning. Clinical Audit is now only a small part of my role, however I remain very passionate about this subject and will always ensure any roles I work in will link through to quality improvement.

Words of wisdom:

I feel Clinical audit and Quality Improvement is now embedded in secondary care, with the use of mandatory National Audits and outcome data like PROMs. However, I would like to see this work now become part of Primary Care, developing bespoke National Clinical Audits for GP practices to take part in and allowing protected time for such development and participation.



Meet Louise...

In 2016 the Healthcare Quality Improvement Partnership made Louise their first-ever Clinical Audit Hero! Sadly, Louise no longer works for a clinical audit team, but we wanted to track her down and share her story and thoughts on audit.

We are grateful that Louise has told her story and provided words of wisdom as part of Clinical Audit Awareness Week. As a community it is vital we listen to those who have worked in our profession and take on board their advice.

#CAAW18



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