

Welcome to the dedicated Newsletter for JAG Assessors

This newsletter is designed with you in mind and will provide you with quarterly updates of JAG activities. If there is information not included that you feel should be or would like to know about, please [click here](#) to email me at the JAG.

Please note this newsletter contains important information about details of your unit that will be available on the NHS Choices website for patients in the near future.

Olive Collier, JAG Office

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GRS and JAG Accreditation requirements – updates and alignment

The GRS has been revised and updated according to feedback. It is now completely aligned with the JAG visits requirements. All details can be accessed by logging onto the GRS website.

From the JAG Chair

Mr. John Stebbing

I am delighted to introduce the current round of JAG newsletters which highlight the vibrant level of activity taking place in the JAG in developing a number of key areas: refinement of the GRS; plans for annual JAG accreditation; further development of the JETS e-portfolio and certification of procedural competences; recruitment of additional personnel within the JAG Office to support our activities; and exciting opportunities to support adoption of JAG standards and processes internationally.

I was very pleased to be given an opportunity to talk at the recent BSG meeting, delivering a presentation entitled "The JAG - in pursuit of excellence: adapting to the new world of healthcare" which outlined a strategic direction for the JAG in supporting the quality assurance of endoscopy services in terms of delivering the highest quality of patient care, supporting appropriate development of the workforce (both endoscopists and endoscopy unit staff) and setting standards to ensure excellence in all that endoscopy units deliver.

I very much hope that the endoscopy community as a whole feel that the JAG is proving effective in supporting the development and maintenance of high quality endoscopy services and training. Please take time to read and digest the contents of the latest newsletters and please feel free to feedback comments via the JAG Office or directly to me by e-mail: j.stebbing@nhs.net.

From The QAWG for Units Chair

Dr. John O'Donohue

The JAG Assessors Review Day took place on 11th April. As previously, it was a useful forum for evaluating the current processes and outcomes of the Global Rating Scale and recent JAG assessments, and for suggesting refinements and improvements.

The most recent GRS census (October) was reviewed; it showed that, on the whole, standards are being maintained or improved, with the important exception of timeliness. In particular, surveillance waiting times are increasing in several regions. These 'hidden waits' are recognised to be an early indicator of problems with an endoscopy service. News just in from the latest census in May shows that this trend has continued.

The number of JAG visits decreased in 2010 for cyclical reasons, since the vast majority of acute units in England have been accredited under the current system since 2006. JAG visits are projected to increase next year as the independent sector and community health endoscopy units complete the GRS and engage with The JAG and as the first acute sector visits are due their five year re-accreditation visit.

In the devolved nations, Northern Ireland has three JAG Accredited acute units; Scotland are undertaking a comprehensive round of 'pre-

Thank you to all of you who provided feedback following the last census on your performance – this helps us help you and feed into policy at the national level.

NHS Choices update

JAG Accreditation status and information about the GRS levels achieved will go live for all endoscopy units in England that care for NHS patients in the next few weeks. We have worked with the NHS Choices team on the language and presentation and we hope you like what you see. All feedback welcome!

NEWSLETTER FEEDBACK

The JAG Assessor newsletter is aimed at all those involved in this area. We publish the newsletter quarterly and would welcome any feedback you could provide on the content of the newsletter. If you have any comments or would like to suggest a topic for the next newsletter please contact the JAG Office by emailing Olive Collier.

JAG OFFICE CONTACTS

Caroline Rogers

Accreditation Unit Manager

Tel | 020 3075 1485

email |

caroline.rogers@rcplondon.ac.uk

Warren Lynch

Accreditation E-Services Manager

Tel | 020 3075 1372

email | warren.lynch@rcplondon.ac.uk

Olive Collier

JAG Accreditation Manager

Tel | 020 3075 1372

email | olive.collier@rcplondon.ac.uk

Christine Samson

JAG Accreditation Development Manager

Tel | 020 3075 1372

email |

christine.samson@rcplondon.ac.uk

Matt Duffell

Accreditation Unit Administrator

Tel | 020 3075 1620

email | matt.duffell@rcplondon.ac.uk

JAG' assessments and is anticipating full JAG visits in 'beacon' sites later this year; and Wales are also undertaking 'pre-JAG' assessments to be followed by JAG visits later in the year.

JAG Accreditation and GRS methodologies are being internationally adopted in Ireland and New Zealand, with testing of the GRS taking place in Australia, the Netherlands and Canada.

Three important recommendations emerged from the Assessors Review Day. Firstly, it was recognised that the **deferral process** for visits already undertaken has become unwieldy, and there are several examples of sites that have had key actions from their original visit report which have not been acted upon within six months. We reiterated JAG's existing policy that deferral of accreditation can be only for a maximum of six months – which means that, to pass, the final revisit (physical or virtual) confirming the successful completion of key actions must take place within this interval. If the revisit is by evidence upload only, the Assessors should deal promptly with the evidence, the lead of the original visit should sign off the conclusion, and the revisit report will be subject to JAG's normal QA processes - which has not always been the case in the recent past.

The JAG will also take a firm stance against accepting plans for **rebuilding works** in isolation (without physical evidence of re-building) as satisfactory evidence of completion of any key action relating to environment. This follows several examples which have come to light of such plans, even when signed off by Trust management, being subsequently shelved.

The JAG will also require **satisfactory GRS scores** (A for timeliness and B for all others) to be maintained in any bi-annual census that takes place during a unit's deferral period, and reserves the right to verify timeliness.

Secondly, there was a consensus that JAG must adopt the national changes for **single-sex accommodation** rules. The Department of Health (England) has clearly mandated separation of male and female patients who are either undressed or sedated, and we have now incorporated this into the updated Privacy and Dignity GRS domain at level 'B'. This will also be reflected in the new JAG online visit questionnaire, which has been aligned with the GRS. Other GRS revisions follow recent practice at visits which has been to require satisfactory comfort, mortality and re-admission audits to achieve Level B.

Thirdly, we discussed the KPIs to support the proposed **annual re-accreditation**. There was a lively debate about how to balance the burden of yearly data upload against the benefits, and as a result a refined schedule of key performance indicators to be uploaded in the years between visits was proposed for further consultation. JAG has been fortunate in securing DH funding for development of processes and software to support an integrated system for the GRS and JAG Accreditation system – including the annual maintenance of Accreditation process - and we look forward to seeing developments on this front later this year.

The JAG recognises that the accreditation process and the standards that underpin it must continue to improve and evolve. Apart from the deterioration in surveillance waits, most units are now achieving level A in many domains of the GRS. Perhaps it would not be unreasonable to expect units that will be undertaking re-accreditation next year to achieve level A, for at least safety and quality.

Finally for clinicians, it is likely that the GRS process can produce data that is useful not just for your unit but for your appraisal, the GMC has produced guidance on this:

http://www.gmc-uk.org/doctors/revalidation/revalidation_relicensing.asp

Annual fee

Plans for the future of JAG Accreditation continue to be developed and communications will be sent out during this year.

From 2012 onwards there will be a number of changes to JAG:

- New integrated website: to include GRS, KMS, annual upload of KPIs, JAG visits webtool
- New requirement for annual maintenance of accreditation: promoting sustained high quality standards and preparing units for the five-yearly visit
- The requirement will involve uploading a small number of key performance indicators on an annual basis.
- New annual fee rather than one-off visit fee – this will need to be included in units' budgets from 2012-13 onwards. We hope that this will spread the cost of JAG Accreditation and also cover costs that the JAG has not had to fund before which it now does (e.g. the GRS).

Current plans for the annual fee are as follows:

Sector	JAG Accreditation Annual Subscription Fee*
Acute sector	£2000 (additional training element)
Independent sector	£1500
Community sector	£1500

* The annual fee will include:

- (i) accreditation visit every five years (and one revisit if necessary)
- (ii) JAG services (support, website, download centre, productivity tools)
- (iii) assessment of key performance indicators for annual maintenance of accreditation
- (iv) participation in the GRS and GRS reports
- (v) the Knowledge Management System
- (vi) access to the JETS scheme and portal for JAG-Accredited training courses

Introduction from JAG Accreditation Manager and other staff updates

Olive Collier

I recently started as the new JAG Accreditation Manager. I will be responsible for JAG visits, revisits, the JAG consultancy service and Assessor support. As most of the acute sector units have been JAG Accredited for the first time now I will be working with the few remaining units to complete their JAG Accreditation by the end of the year. From 2012 onwards the first JAG Accredited units will be coming up for their five-year re-accreditation visit and I will be organising these. I will also be working with the Independent and Community sectors to ensure they achieve JAG Accreditation. Over the last few weeks I've been working closely with Darran Cahill to ensure that a detailed handover took place. Darran is now managing the new accreditation scheme in occupational health, SEQOHS.

We also have a new addition to the Accreditation Unit in Christine Samson who joins us as JAG Accreditation Development Manager. Christine will be responsible for project managing the development of the new JAG Accreditation IT system and annual requirements; to include the annual maintenance of accreditation requirement, the GRS and the accreditation visits webtool (see above).

FAQs for JAG visits

Q - Is JAG Accreditation transferrable to a new site?

A - JAG Accreditation is not transferable to a new build or a new site in any way. The accreditation certificate is solely for the location that the JAG visit team attended. In cases where a move has taken place we would not expect a full team to go in, usually a Nurse Lead to assess the environment and make recommendations to the JAG if other assessments are required.

Q - Where can I find the JAG Accreditation criteria/standards?

A - JAG assessment criteria is based on a few things, the GRS domain standards, JAG visits checklist and the JAG visit guidelines. The updated GRS domain standards can be downloaded from the GRS site - <http://www.grs.nhs.uk/>, the JAG visit guidelines can be downloaded from the resource download section of the JAG visits website along with other useful resources - <https://www.jagvisits.org.uk/ResourceDownload.aspx>.

Q - Is my unit required to print and keep copies of images in patient files taken during procedures?

A - Photographic evidence is required for all endoscopic procedures. This is stipulated in the BSG quality and safety indicators. The JAG quality standards require all units to comply with BSG quality and safety indicators. Each unit will need to have a local agreement about what they take photographs of. All Bowel Cancer screening procedures need to be photographed. Please refer to the BSG or the BCSP for further information.

Our new email addresses

The JAG Office now has three new email addresses to ensure that queries are directed to the right people and that they can be dealt with if a member of staff is out of the office. They are:-

askjag@rcplondon.ac.uk - Use this address for all enquiries about JAG visits and revisits, training days and all things JAG Accreditation related and general enquiries.

askjets@rcplondon.ac.uk - Use this email address for all enquires about accessing the JETS, e-portfolio queries and all things trainee certification related.

askgrs@rcplondon.ac.uk - Use for all enquiries about access and passwords for the GRS site, including queries about completing the GRS census and accessing the KMS.

Although enquires@thejag.org.uk still exists it will be disconnected at some point soon so please only use the email addresses above.

Update from the recent assessors review day

JAG Accreditation deferral

As mentioned above, at the recent JAG Assessors Review Day the existing policy for deferral periods was reiterated and as a result we will be enforcing more strictly the deferral periods of 3 months or 6 months. We will shortly be contacting all units that have been deferred for longer than the stated periods to ensure they have a deadline to work

towards for their accreditation.

A revisit fee will be charged for units that do not meet the required standards after the maximum deferral period.

JAG visits webtool

We would like to remind all Assessors to use the JAG visits webtool for recording comments, actions and communications to the units. This ensures a proper audit trail is kept for the assessors, the unit and the JAG Office to view and also prevents confusion and error. Please do not create revisit forms outside of the webtool. Assessors can make private comments by changing the visibility from public to private. The comments will then only be seen by the other Assessors on the JAG visit team.