



Paediatric Global Rating Scale (P-GRS) Census Report

October 2018

Executive summary

This report summarises the results of the October 2018 Paediatric Global Rating Scale (P-GRS) annual census of paediatric services. The P-GRS is a self-assessed quality improvement tool. This is the second UK wide census for paediatric services, the first having been completed in October 2017.

The GRS is broken down into domains (clinical quality, patient experience, workforce and training). The domains are further divided into standards. Each standard is underpinned by a series of measures. Services answer 'yes', 'no' or 'not applicable' to each measure. The answers to each measure generates a score (A, aspirational level – D, minimal achievement) for each standard. This report shows census completion and then the scores for each standard (see appendix 3 for further info).

Key results for domain and recommendations

The table below shows the measures that have been identified as key areas services are failing to meet. The following recommendations have been prompted from discussion between the Joint Advisory Group on GI Endoscopy (JAG) and the British Society of Paediatric Gastroenterology, Hepatology and Nutrition endoscopy group (BSPGHAN).

Domain	Measure	% *	Recommendation
Clinical quality	- The leadership team have protected time in their job plans and/or roles to lead and manage the service	56%	<ol style="list-style-type: none"> 1. JAG to identify number of procedures completed on under 16s by adult services to create understanding of number of services undertaking paediatric endoscopy. 2. All servicing completing paediatric endoscopy should be strongly encouraged, or if possible mandated, to complete the annual GRS census
	- The service has clear guidance on managing endoscopist performance and the action required if levels are not achieved and maintained	50%	
	- Actions taken in response to poor performance by an endoscopist are reviewed within agreed timescales	50%	
	- Systems are in place for monitoring BSPGHAN auditable outcomes and quality standards for endoscopy	38%	
	- Key quality indicators and auditable outcomes defined by BSPGHAN for the procedures performed in the service are available in the department	19%	
Quality of patient experience	Details of changes made in response to patient feedback are reported to patients and carers who attend the service (e.g. 'you said, we did')	44%	<ol style="list-style-type: none"> 3. BSPGHAN EWG to contact services who achieve these measures and develop best practice process and documents to be shared with all services
Workforce	The service has a documented matrix of staff competencies for all procedures undertaken. This should be clearly visible within the service, to ensure safe patient care.	19%	
Training	The performance of all endoscopy trainers is regularly reviewed and meets the standards of the BSPGHAN quality and safety indicators	57%	<ol style="list-style-type: none"> 4. JAG to develop paediatric specific area of JETS to ensure paediatric trainers are clearly identified. 5. Paediatric specific training lead job description to be drafted and sent to services and CEO to note importance of role and allowing time in job plans to complete activity.

*This shows the percentage of paediatric services answering 'no' to each measure in October 2019

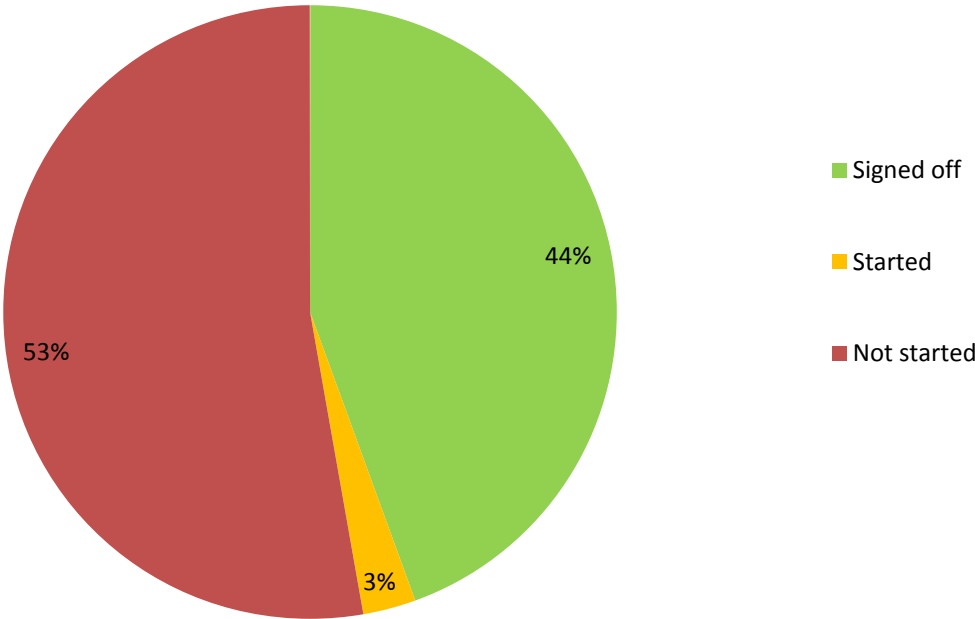
Census completion

Table 1. Summary table of completion, October 2017 and October 2018

Status	Number of services	
	2017	2018
Signed off	11	16
Not started*	12	19
Started but not completed	4	1

*This shows the number of services who registered with JAG to complete paediatric GRS census, but did not complete census in 2018

Figure 1. Paediatric GRS completion rate for October 2018



The pie chart shows total percentage of endoscopy services that have identified themselves to JAG as carrying out paediatric endoscopy. There may be others in UK which offer paediatric endoscopy but have not completed the census.

Census results

The figures below show a breakdown of the GRS census scores as completed by paediatric services. Definitions of each census levels are shown in Appendix 3.

Figure 2. Comparison of total scores by paediatric services by standards in 2018 and 2017 – Clinical Quality

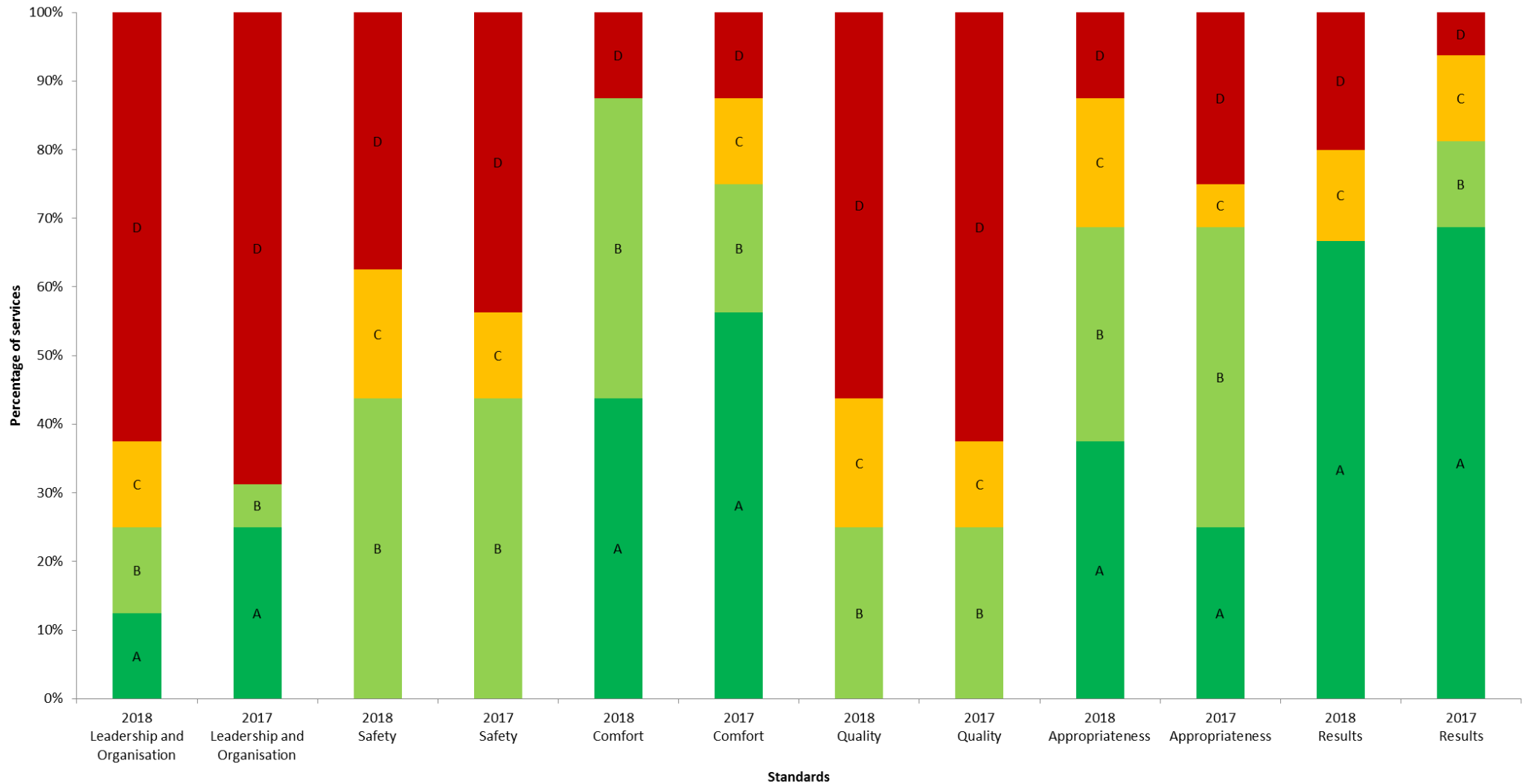




Figure 3. Comparison of total scores by paediatric services by standards in 2018 and 2017– Quality of Patient Experience

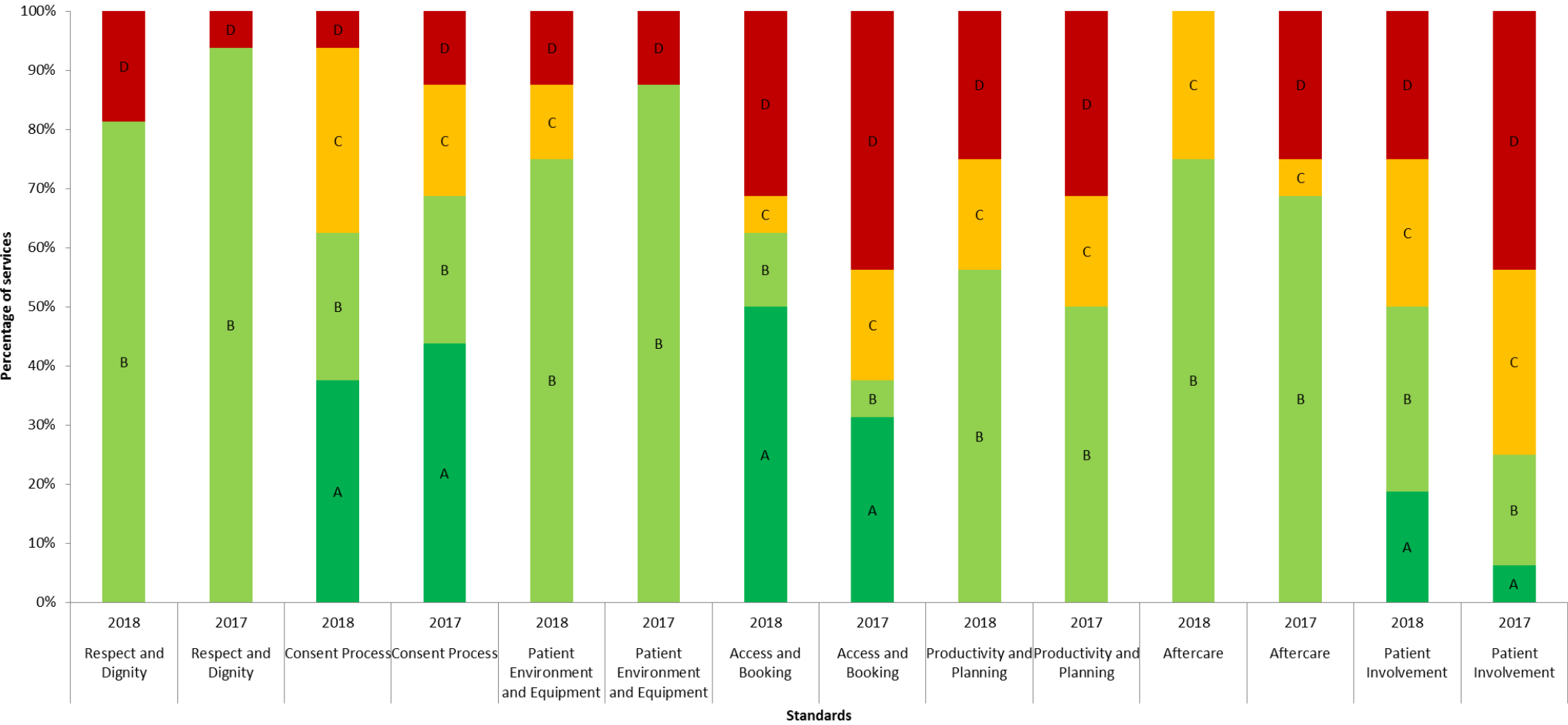


Figure 4. Comparison of total scores by paediatric services by standards in 2018 and 2017– Workforce

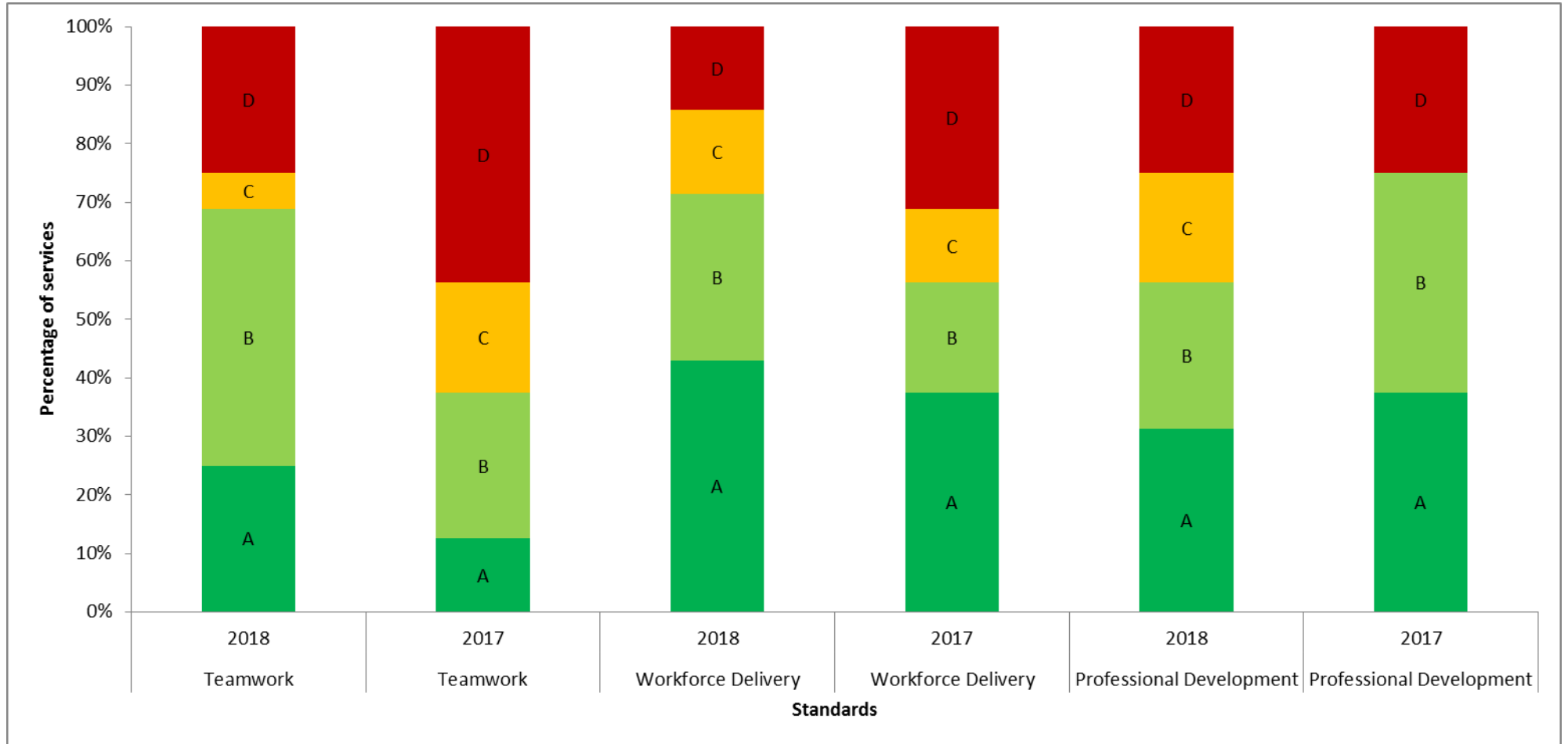
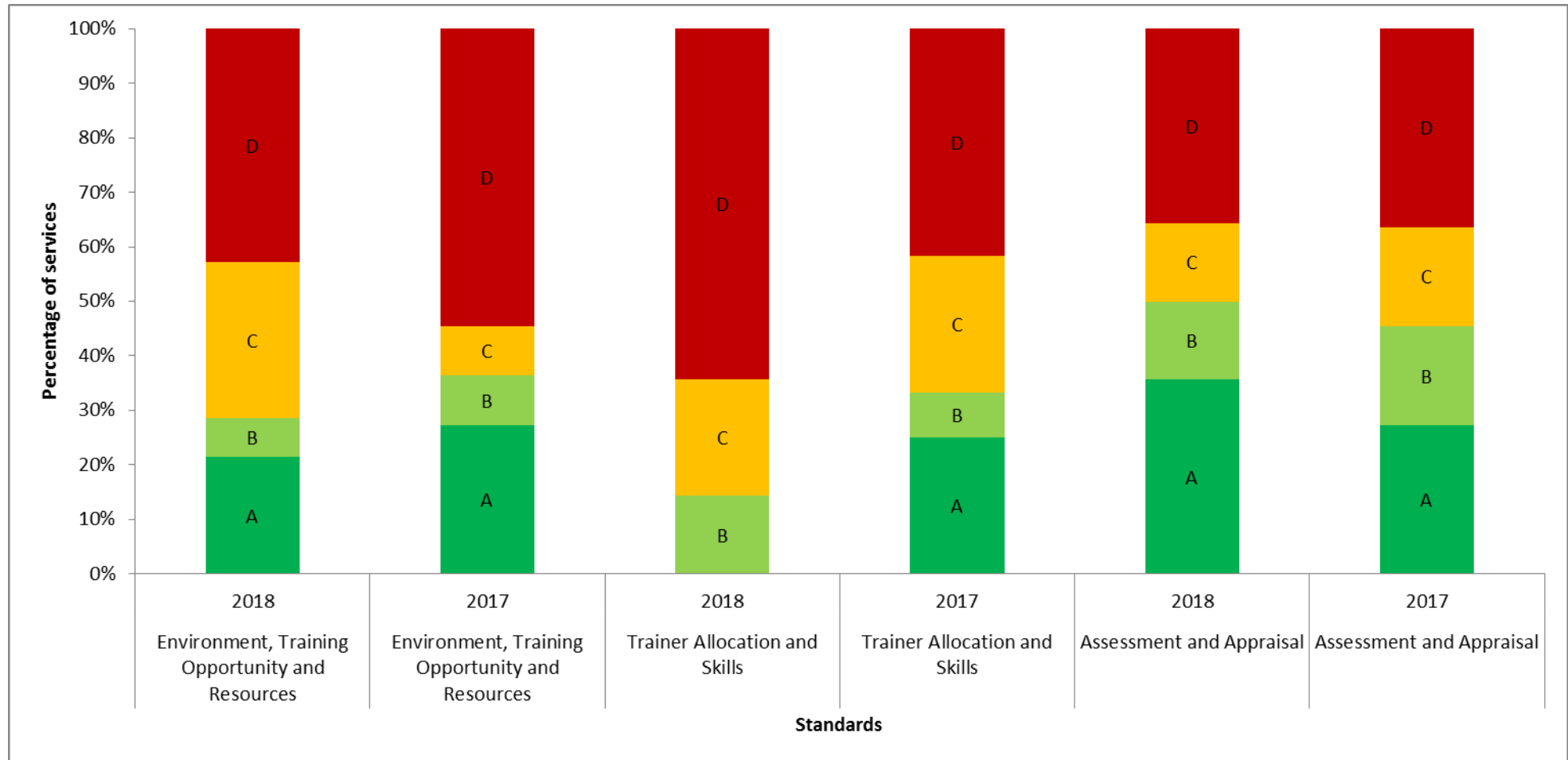



Figure 5. Comparison of total scores by paediatric services by standards in 2018 and 2017– Training



The graph above shows results of 14 services, 2 independent sector services did not complete the training domain in 2018 as do not have trainees. These are results of 11 services in 2017, 2 services did not complete the training domain.

Appendix 1. List of service completion status for P-GRS in October 2018

Organisation	Site Name	GRS Status
Cambridge University Hospitals NHS Foundation Trust	Addenbrooke's Hospital - paediatrics	Not started
Alder Hey Children's NHS Foundation Trust	Alder Hey Children's Hospital	Signed Off
Birmingham Children's Hospital NHS Foundation Trust	Birmingham Children's Hospital	Signed Off
BMI Healthcare	BMI The Alexandra Hospital - paediatrics	Signed Off
University Hospitals Bristol NHS Foundation Trust	Bristol Royal Hospital For Children	Not started*
BUPA International	BUPA Cromwell Hospital - paediatrics	Signed Off
University Hospitals of Derby and Burton NHS Foundation Trust	Derbyshire Children's Hospital	Not started
The Newcastle Upon Tyne Hospitals NHS Foundation Trust	Great North Children's Hospital	Not started
Great Ormond Street Hospital For Children NHS Trust	Great Ormond Street Hospital Central London Site	Signed Off
Oxford University Hospitals NHS Trust	John Radcliffe Childrens hospital	Signed Off
King's College Hospital NHS Foundation Trust	King's College Hospital - paediatrics	Signed Off
The Leeds Teaching Hospitals NHS Trust	Leeds Children's Hospital	Signed Off
University Hospitals Of Leicester NHS Trust	Leicester Royal Infirmary - paediatrics	Started
United Lincolnshire Hospitals NHS Trust	Lincoln County Hospital - paediatrics	Not started
Maidstone And Tunbridge Wells NHS Trust	Maidstone District General Hospital - paediatrics	Signed Off*
Abertawe Bro Morgannwg University Health Board	Morrison Hospital - Paediatrics	Signed Off
Norfolk And Norwich University Hospitals NHS Foundation Trust	Norfolk & Norwich University Hospital - paediatrics	Not started
North Tees And Hartlepool NHS Foundation Trust	North Tees & Hartlepool Hospital - paediatrics	Not started
Nottingham University Hospitals NHS Trust	Nottingham Children's Hospital	Signed Off
Barts Health NHS Trust	Paediatric Endoscopy Service at Royal London	Signed Off
East Kent Hospitals University NHS Foundation Trust	Queen Elizabeth The Queen Mother Hospital - paediatrics	Not started
NHS Grampian	Royal Aberdeen Children's Hospital	Not started
Royal Berkshire NHS Foundation Trust	Royal Berkshire Hospital - paediatrics	Not started
NHS Greater Glasgow and Clyde	Royal Hospital for Children, Glasgow	Not started
NHS Lothian	Royal Hospital for Sick Children, Edinburgh	Signed Off
Central Manchester University Hospitals NHS Foundation Trust	Royal Manchester Children's Hospital	Not started
The Shrewsbury And Telford Hospital NHS Trust	Royal Shrewsbury Hospital - paediatrics	Not started



University Hospitals of North Midlands NHS Trust	Royal Stoke Children's Service	Signed Off
The Dudley Group Of Hospitals NHS Foundation Trust	Russells Hall Hospital - paediatrics	Not started
Sheffield Children's NHS Foundation Trust	Sheffield Children's Hospital	Signed Off
University Hospital Southampton NHS Foundation Trust	Southampton Children's Hospital	Signed Off
London North West Healthcare NHS Trust	St Mark's Hospital - paediatrics	Not started
NHS Tayside	Tayside Children's Hospital	Not started
Maidstone and Tunbridge Wells NHS Trust	Tundbridge Wells Hospital - paediatrics	Not started*
Lewisham and Greenwich NHS Trust	University Hospital Lewisham - paediatrics	Not started
West Hertfordshire Hospitals NHS Trust	Watford General Hospital - paediatrics	Not started

*Please note that those in bold are newly registered services with JAG.

Appendix 2. Breakdown of P-GRS scores by standard and service

Table 3. Breakdown of P-GRS scores by domain as completed by each service in October 2018 – Clinical Quality

Clinical Quality							
Organisation	Service	Leadership and Organisation	Safety	Comfort	Quality	Appropriateness	Results
Alder Hey Children's NHS Foundation Trust	Alder Hey Children's Hospital	D	B	A	C	A	A
Birmingham Children's Hospital NHS Foundation Trust	Birmingham Children's Hospital*	B	B	B	C	B	C
BMI Healthcare	BMI The Alexandra Hospital - paediatrics	A	D	A	B	C	A
BUPA International	BUPA Cromwell Hospital – paediatrics*	A	B	B	B	A	A
Great Ormond Street Hospital For Children NHS Trust	Great Ormond Street Hospital Central London Site	D	C	B	D	A	A
King's College Hospital NHS Foundation Trust	King's College Hospital - paediatrics	D	B	A	D	A	A
Oxford University Hospitals NHS Trust	John Radcliffe Children's hospital*	C	B	B	B	A	A
The Leeds Teaching Hospitals NHS Trust	Leeds Children's Hospital	C	B	B	D	B	D
Maidstone And Tunbridge Wells NHS Trust	Maidstone District General Hospital - paediatrics	B	D	B	D	C	A
Abertawe Bro Morgannwg University Health Board	Morrison Hospital - Paediatrics	D	C	A	D	D	A
Nottingham University Hospitals NHS Trust	Nottingham Children's Hospital	D	D	B	D	D	D
Barts Health NHS Trust	Paediatric Endoscopy Service at Royal London	D	D	D	D	B	A
NHS Lothian	Royal Hospital for Sick Children, Edinburgh	D	D	D	D	C	D
University Hospitals of North Midlands NHS Trust	Royal Stoke Children's Service	D	D	A	D	B	A
Sheffield Children's NHS Foundation Trust	Sheffield Children's Hospital	D	C	A	C	B	A



University Hospital Southampton NHS Foundation Trust	Southampton Children's Hospital	D	B	A	B	A	C
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*Services highlighted in bold are close to accreditation standards.

Table 4. Breakdown of P-GRS scores by domain as completed by each service in October 2018 – Quality of Patient Experience

Quality of Patient Experience								
Organisation	Service	Respect and Dignity	Consent Process	Patient Environment and Equipment	Access and Booking	Productivity and Planning	Aftercare	Patient Involvement
Alder Hey Children's NHS Foundation Trust	Alder Hey Children's Hospital	B	B	B	D	B	B	B
Birmingham Children's Hospital NHS Foundation Trust	Birmingham Children's Hospital*	B	B	B	A	B	B	C
BMI Healthcare	BMI The Alexandra Hospital - paediatrics	B	A	B	D	D	B	A
BUPA International	BUPA Cromwell Hospital – paediatrics*	B	B	B	A	B	B	B
Great Ormond Street Hospital For Children NHS Trust	Great Ormond Street Hospital Central London Site	B	A	B	A	B	B	A
King's College Hospital NHS Foundation Trust	King's College Hospital - paediatrics	B	A	B	A	B	B	B
Oxford University Hospitals NHS Trust	John Radcliffe Children's hospital*	B	A	B	B	C	B	B
The Leeds Teaching Hospitals NHS Trust	Leeds Children's Hospital	B	C	D	D	B	B	D
Maidstone And Tunbridge Wells NHS Trust	Maidstone District General Hospital - paediatrics	B	C	B	A	D	B	C
Abertawe Bro Morgannwg University Health Board	Morrison Hospital - Paediatrics	B	C	C	D	C	D	D
Nottingham University Hospitals NHS Trust	Nottingham Children's Hospital	D	C	C	A	B	D	D
Barts Health NHS Trust	Paediatric Endoscopy Service at Royal London	B	D	B	B	D	D	D
NHS Lothian	Royal Hospital for Sick Children, Edinburgh	B	C	D	D	D	B	B
University Hospitals of North Midlands NHS Trust	Royal Stoke Children's Service	D	A	B	A	C	D	C
Sheffield Children's NHS Foundation Trust	Sheffield Children's Hospital	B	B	B	A	B	B	A
University Hospital Southampton NHS Foundation Trust	Southampton Children's Hospital	D	A	B	C	B	B	C

*Services highlighted in bold are close to accreditation standards.

Table 5. Breakdown of P-GRS scores by domain as completed by each service in October 2018 – Workforce

Organisation	Service	Workforce		
		Teamwork	Workforce Delivery	Professional Development
Alder Hey Children's NHS Foundation Trust	Alder Hey Children's Hospital	B	D	A
Birmingham Children's Hospital NHS Foundation Trust	Birmingham Children's Hospital*	B	B	B
BMI Healthcare	BMI The Alexandra Hospital - paediatrics	A	A	A
BUPA International	BUPA Cromwell Hospital – paediatrics*	A	B	A
Great Ormond Street Hospital For Children NHS Trust	Great Ormond Street Hospital Central London Site	B	A	C
King's College Hospital NHS Foundation Trust	King's College Hospital - paediatrics	D	A	A
Oxford University Hospitals NHS Trust	John Radcliffe Children's hospital*	B	C	B
The Leeds Teaching Hospitals NHS Trust	Leeds Children's Hospital	D	A	D
Maidstone And Tunbridge Wells NHS Trust	Maidstone District General Hospital - paediatrics	B	C	D
Abertawe Bro Morgannwg University Health Board	Morrison Hospital - Paediatrics	C	D	C
Nottingham University Hospitals NHS Trust	Nottingham Children's Hospital	B	C	D
Barts Health NHS Trust	Paediatric Endoscopy Service at Royal London	B	B	B
NHS Lothian	Royal Hospital for Sick Children, Edinburgh	D	D	D
University Hospitals of North Midlands NHS Trust	Royal Stoke Children's Service	A	B	C
Sheffield Children's NHS Foundation Trust	Sheffield Children's Hospital	A	A	A
University Hospital Southampton NHS Foundation Trust	Southampton Children's Hospital	D	A	B

*Services highlighted in bold are close to accreditation standards.

Table 6. Breakdown of P-GRS scores by domain as completed by each service in October 2018 – Training

Organisation	Service	Training		
		Environment, Training Opportunity and Resources	Trainer Allocation and Skills	Assessment and Appraisal
Alder Hey Children's NHS Foundation Trust	Alder Hey Children's Hospital	A	B	A
Birmingham Children's Hospital NHS Foundation Trust	Birmingham Children's Hospital*	C	C	B
BMI Healthcare	BMI The Alexandra Hospital - paediatrics			
BUPA International	BUPA Cromwell Hospital – paediatrics*			
Great Ormond Street Hospital For Children NHS Trust	Great Ormond Street Hospital Central London Site	C	D	D
King's College Hospital NHS Foundation Trust	King's College Hospital - paediatrics	A	C	A
Oxford University Hospitals NHS Trust	John Radcliffe Children's hospital*	B	B	B
The Leeds Teaching Hospitals NHS Trust	Leeds Children's Hospital	D	D	C
Maidstone And Tunbridge Wells NHS Trust	Maidstone District General Hospital - paediatrics	D	D	D
Abertawe Bro Morgannwg University Health Board	Morrison Hospital - Paediatrics	D	D	D
Nottingham University Hospitals NHS Trust	Nottingham Children's Hospital	D	D	A
Barts Health NHS Trust	Paediatric Endoscopy Service at Royal London	C	D	D
NHS Lothian	Royal Hospital for Sick Children, Edinburgh	C	D	A
University Hospitals of North Midlands NHS Trust	Royal Stoke Children's Service	D	D	D
Sheffield Children's NHS Foundation Trust	Sheffield Children's Hospital	D	D	C
University Hospital Southampton NHS Foundation Trust	Southampton Children's Hospital	A	C	A

*Services highlighted in bold are close to accreditation standards.



Appendix 3 - GRS Description

The GRS is a web-based self-assessment tool that supports agreed endoscopy standards. The primary purpose of the GRS is to:

- Support quality and service improvement by helping staff identify issues
- Provide ideas and information that will support change
- Monitor quality improvement progress against the standards
- Support greater patient involvement in services.

The GRS provides a framework on which to prioritise tasks in the first instance and is supported over time with a web-based knowledge management system linking solutions directly to challenges.

For adult endoscopy services in the UK, the online checklist of measures provides a framework for service improvement and underpins service accreditation. The GRS invites self-assessments against the standards enabling services to benchmark their progress and produce reports on a regular basis. The recommended minimum requirement of a biannual census point provides the opportunity to produce a national view of progress against the standards.

The application of a standards framework such as the GRS leads to a significant improvement in the patient experience. This has been demonstrated in the United Kingdom adult endoscopy services where the benefits attained far outweigh investment.

From experience, the initial input required into the GRS is considerable but once developed and implemented, input becomes much less frequent and is generally incorporated into existing workloads easily.

Services progress is indicated by a score. The score is given in levels (A – D). A brief description of the GRS levels is given below.

Levels	Level Descriptor
Level D	A minimal achievement that shows inadequate levels of adherence to requirements
Level C	The service is only reactive to changes with only the most basic of adherence to requirements
Level B	The service is proactive to changes with a good adherence to requirements
Level A	The service is 'outward looking' with excellent adherence to requirements