



Dedicated team effort is key to success for West Suffolk

QSI reaccreditation and transition to version 3, plus an extension to scope

A whole team effort, as well as hard work and dedication from all staff across all modalities and satellite locations, has been the key to not only successful reaccreditation and transition to version 3 of the Standard, but also securing an extension to scope, according to Natalie Hulyer, West Suffolk Hospital's radiology accreditation and quality lead.

"Our accreditation is seen as being highly positive across the trust, so radiology is now being called upon to provide expertise to other departments to assist them through their own accreditation processes," Natalie said.

"The team-based approach has allowed staff to develop expertise and leadership in all areas, to ensure the department's safe and effective practice is embedded at every level. It has had a really positive impact on the culture of the department."

The West Suffolk Hospital (WSH), which has held QSI accreditation since 2011, is a 474-bed general hospital located in Bury St Edmunds. The radiology department has 170 staff at WSH and four satellite sites: Sudbury, Newmarket, Botesdale and Thetford.



The radiology service offers DR and CR imaging, ultrasound (general, musculoskeletal, vascular and obs/gynae); mammography (including mobile screening); CT; MRI; radio nuclide imaging; interventional radiography; fluoroscopy; diagnostic and interventional angiography, including cardiac.

The department's reaccreditation process this time involved the transition to version 3.0 of the QSI standard. This involved the introduction of the Leadership and Management domain, which provided staff with a good opportunity to pause and review management processes.

"QSI makes the department think about the processes they are using and why they are doing them. Staff are then able to assess potential improvements that benefit patients and service delivery. The new domain was a slightly daunting prospect at first but it encouraged us to look at ways of operating and increase efficiency and effectiveness," Natalie said.

The extension to scope process involves discussing with QSI any potential changes to the department's 'schedule of accreditation'. This could be a result of adding a new imaging location, setting up a new service, or making changes in response to customer requirements.

"In recent months we have installed a new cardiac catheterisation lab and had two new satellite locations to manage. Whilst it is not mandatory to have these under the QSI umbrella, we felt they should be included.

"As we have been participating in the QSI programme for nine years and have been



The Imaging Services Accreditation Scheme - QSI

The Royal College of Radiologists and College of Radiographers have developed the Imaging Services accreditation Scheme (QSI) to support diagnostic imaging services to manage the quality of their services and make continuous improvements; ensuring that their patients consistently receive high quality services delivered by competent staff working in safe environments.

Accreditation to Professional Standards is supported by the CQC, NHS England, NHS Northern Ireland and NHS Wales.

involved in CQC visits we are well versed with the intense prep work that is involved. Good team work is essential, along with clear communication to ensure that systems are robust. However, with the introduction of the new Leadership & Management domain, we felt like we were 'starting from scratch' again! We soon realised because we had relatively good robust systems in place, we just needed to confidently evidence them," Natalie continued.

"I am immensely proud. It is a whole team effort and is a result of hard work and dedication from all staff across all modalities and satellite locations. For staff members, it is always time that is the main challenge - there is a lot of work involved - but the hard work pays off and the benefits are worth it!

"We continually experience the benefits of QSI accreditation to patients, staff and all service users through reassurance that we provide a safe and effective service. With our accreditation, patients can be assured that they will receive high level of care in a safe environment where ever their imaging takes place within the West Suffolk Foundation Trust," Natalie added.



UKAS

UKAS accreditation gives formal third-party recognition that an imaging services provider has demonstrated their organisational competence to deliver high quality imaging services.

Visit the QSI website to find out more, including information about organisations accredited so far, workshops to help services prepare for QSI accreditation, and becoming an QSI assessor.