# WaCC Audit Framework

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| 3.4 | Aimee Henley | 17th July 2019 |
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# 1. Introduction

The WaCC role is integral to the running of the Integrated Urgent Care Service and keeps the patient flowing through the service.

Our WaCCs are expected to collect information accurately and to ensure that cases are forwarded to the correct Adastra queue in a timely manner.

We will audit that the correct process is followed for all case types, information correctly noted and that the WaCC is polite and professional and demonstrates confidence and knowledge. This applies to appointment booking only, as the visiting element of the role is closely monitored on shift.

This audit sits alongside the monthly Call Handler Audits to enable us to audit both incoming calls and the management of despatch and outgoing calls.

Variations may be made to the WaCC audit, should significant process changes be made and assurance in these areas be needed.

# 2. Performance Standards

A colour coding system has been developed to denote the status of a particular WaCC. The status of each WaCC can be seen in the excel document ‘WaCC Audit Framework <year>, summary tab.

|  |  |  |
| --- | --- | --- |
| **Status** | **Description** | **Audit Requirements** |
| **Red**  <80 | WaCC is not currently performing well in the role and needs to be performance managed according to company policy | 100% of cases to be monitored by Line Manager as they go through the Performance review process |
| **Amber**  **<**90 | Partial achievement - WaCC manages the flow of cases but does not adequately follow guidelines or processes. | 5 cases to be reviewed following month by Lead Auditor & line manager |
| **Green**  >90 | Full achievement - WaCC has demonstrated excellent knowledge of process, patient care and systems. | 2 cases to be routinely reviewed as per schedule by Lead Auditor |
| **Purple** | New WaCCs in first month of working for the service | 5 cases of first solo shifts listened to. |

# 3. The Process

## Case Selection

The cases will be selected at random using the Adastra report:

* 19. Booked appointment cases
* Select filter IUC – ALL

There should with a minimum of 2 cases audited every month per WaCC. The template in appendix 1 will be used for the audit.

Any calls listened to as part of the process will be taken from Sesui.

## Individual Review

Every WaCC is routinely audited monthly. The LA will review a minimum of 2 cases per WaCC as an initial audit, the volume of cases for further review will depend on the results of this initial audit (see appendix 2)

Once the audit has been completed the LA will feedback to the WaCCs the findings with the review and the need for any further action. This email will contain the scoring breakdown and overall score of each call audited, as well as the overall average score across all Shift Managers, in comparison to target performance (95%).

There is also a ‘comments’ column where specific feedback can be addressed. The Line Manager of each Wacc will be copied into the feedback email so that they can keep track of their team member’s progress and can address feedback with them.

## Control Process

Control of the process and a database of the performance of individuals is managed by the LA. All incidents and observations/feedback regarding WaCCs following the audit are fed back to line managers and raised in the Quality and Performance Review meeting monthly.

See Call Audit flow for follow on process.

# 4. Development and Training

As part of training for those new in the role WaCCs will take part in WaCC Hubs led by the Training Support Cordinators (TSCs) as well as shadow shifts with experienced WaCCs. The training is organised by one of the Team Managers and will take place with specifically identified established team members.

A review will be held if someone is on a red or amber status for more than 2 consecutive months, and will be managed by the employees Line Manager who will arrange for mentoring to take place until a significant improvement is shown.

Lack of improvement may result in the employee being put into the formal Performance review process (see Managing Performance Policy).

## Tools

A WaCC audit criteria form notes the areas in which we assess the ability and performance of a WaCC (see appendix 1). The LA will use this form to review all calls to ensure continuity of the process and a fair assessment of all staff.

# 5. Roles and Responsibilities

|  |  |  |
| --- | --- | --- |
| **ROLE** | **NAME** | **RESPONSIBILITY** |
| Lead Auditor (LA) | Team Manager – WaCC Lead | To provide the initial WaCC audit of all staff taking incoming calls from the professional line.  To maintain database and collate the results of Audit.  To attend monthly management meeting and report on performance of WaCCs. To provide further audit of WaCCs as per initial audit results and training courses.  To provide feedback to members of team and arrange training if necessary. |
| Line Manager (LM) | Assigned | To assist in further training of WaCCs causing concern. |
| HR Manager | Mike Duncan | To support in the Formal Performance Management process. |

# 6. Monitoring

The WaCC audit results and action plans will be reviewed during the Severnside Operational Quality and Performance Review (QPR) meeting.

# Appendices

Appendix 1 - WaCC Audit process

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Effective despatch process** | | | **Patient information** | | **Effective communication** | | |
| Case despatched to appropriate queue (111 info or clinical direction) | Case despatched with correct priority | Case booked within an appropriate time frame, or notes for pt choice added if out of disposition | Patient appropriate for our service e.g. location/medical need) | Where relevant additional notes added to case e.g. is patient housebound | Demonstrates a polite and professional manner | Explains process to caller and gives clear information | Establishes rapport and treats caller with respect and understanding |
| Criteria 1 | Criteria 2 | Criteria 3 | Criteria 4 | Criteria 5 | Criteria 6 | Criteria 7 | Criteria 8 |

Appendix 2 – WaCC Audit Flow

If RED

Send feedback to WaCC and flag to LM.

LA & LM to listen to 5 calls the following month and …

If AMBER

Send feedback to WaCC and flag to LM.

LA & LM to review 5 cases the following month and…

GREEN

Send feedback to WaCC and copy in TM

RED

LA to send feedback email, copying LM.

IF GREEN send feedback to WaCC and copy in TM

**AMBER**

LA to send feedback email, copying LM.

IF GREEN send feedback to WaCC and copy in LM

Still AMBER

LA to send feedback email, copying LM.

RED

LA to send feedback email, copying LM.

Audit continues as per agreed annual schedule

LM to hold review session with WaCC to agree support needed

Following month revert back to reviewing 2 cases and usual schedule

LM to hold review session with WaCC to agree support needed inc PIP

LM to hold review session with WaCC to agree support needed

LM to hold review session with WaCC to agree support needed

Following month revert back to reviewing 2 cases

Change Table

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Version** | **Author** | **Change details** |
| Unknown | V1 | Nat Ryan | Created |
| Unknown | V2 | Nat Ryan | Full review |
| Unknown | V3 | Nat Ryan | Amend to frequency |
| 12.02.2024 | 3.1 | Lucy Grinnell | Addition of new version table at the beginning, Sop title and version number in header, and change table |
| 16.04.2024 | 3.2 | Aimee Henley | Update to filter process |
| 25/06/2024 | 3.3 | Aimee Henley | Addition of feedback email information including target performance. |
| 14/08/2024 | 3.4 | Aimee Henley | Full review of document.  Update Osprey call recorder to Sesui  Removal of annual live audit  Change of Lead Auditot from Nat Ryan to TM  Removal of Related Document section  Addition of QPR monthly review |