

WaCC Audit Framework

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| 3.5 | Hollie Gage | 17th July 2019 |
| Published: | Approving Service Lead: | Next Review |
| 11.05.2026 | Lucy Grinnell | 11.05.2029 |

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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.

The F2F booking element of the WaCC role will be audited – we will check that cases are booked appropriately, in a timely way and that WaCCs are informative and courteous on the phone to patients.

The Pharmacy First role will also be audited to ensure smooth management and appropriate booking for patients being referred to pharmacy.

As the allocation, home visiting and photograph tasks are more dynamic, these are closely monitored on shift by the shift manager therefore do not need to be audited retrospectively.

2. The Process

Case Selection

The cases will be selected using the Sesui call recorder. Using the rota and weekend WaCC role tracker, the LA will identify shifts on which each WaCC has booked appointments and/or carried out the Pharmacy First task. The LA will then search calls for the specified date on the call recorder and listen to calls from the WaCC Sesui logins.

The LA will use PharmRefer to identify patients referred to pharmacy during the shift of the WaCC being audited, and use this information to find the call on Sesui.

There will be a minimum of 2 cases audited every month per WaCC. There will be two versions of the audit criteria – one for F2F booking, and one for pharmacy first.

Individual Review

Every WaCC is routinely audited every other month, and will have 2 x cases audited. The LA will decide whether each WaCC is audited for F2F booking or pharmacy first, depending on which tasks the WaCC has carried out during the audit period- ideally, each WaCC will have 1 x F2F case and 1 x pharmacy first case audited per audit. The LA will aim to audit a fair spread of both roles throughout the year for each WaCC, and will identify any WaCCs who are not covering either role regularly, to ensure that this is addressed.

Should performance concerns arise, action will be taken in line with the table in the Scoring section of this document.

Once the audit has been completed the LA will feedback via email to the WaCCs the findings of 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 WaCCs, 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.

Audit criteria

See below for a breakdown of the audit criteria for both F2F and Pharmacy First audits, as well as the total points available for each criterion. Scoring is weighted so that the most critical criteria score a maximum of 3 points, with all other criteria scoring a maximum of 2 points. The LA will use this form to review all calls to ensure continuity of the process and a fair assessment of all staff.

| | | | | | | |
|--------------------|--------------|--------------------|---|---|---|--|
| F2F booking | | | Case managed correctly by WaCC- e.g. case was for F2F, case had been approved by CC | WaCC books case correctly in CLEO (e.g. booking matches what was agreed in phonecall) | WaCC books case within required timeframe - or a note added to document why not | Where relevant, WaCC adds additional notes to the case - e.g. sample collection only |
| Name | Month | Case Number | Criteria 1 (2pt) | Criteria 2 (3pt) | Criteria 3 (3pt) | Criteria 4 (2pt) |

| | | | |
|--|---|--|--|
| WaCC sends text message to confirm appointment | WaCC demonstrates a polite and professional manner when speaking to the patient | WaCC explains process and next steps to patient and gives all required information | WaCC establishes rapport with patient and treats them with respect and understanding |
| Criteria 5 (3pt) | Criteria 6 (2pt) | Criteria 7 (3pt) | Criteria 8 (2pt) |

| | | | | | | | |
|-----------------------|--------------|--------------------|--|--|--|--|-------------------------------------|
| Pharmacy First | | | Case had been flagged for PF by Clinical Navigator | WaCC follows script when calling patient | WaCC displays a polite and professional phone manner | WaCC establishes rapport with patient and treats them with respect and understanding | WaCC adds case to PharmRefer system |
| Name | Month | Case Number | Criteria 1 | Criteria 2 | Criteria 3 | Criteria 4 | Criteria 5 |

| | | | | | |
|---|--|--|--|------------------------------|---|
| WaCC adds non clinical note to case to denote pharmacy referred to / If declining, WaCC adds appropriate note to case | WaCC closes CLEO case correctly via Complete > No clinical input required / If declining, WaCC keeps case open | Demographics on PharmRefer referral match CLEO | Pharmacy referred to matches note on CLEO case/discussed on call | Auditor - Hollie Gage | |
| Criteria 6 | Criteria 7 | Criteria 8 | Criteria 9 | Total score | % |

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 Severnside Ops Quality and Performance (QPR) Review meeting monthly.

3. Scoring

A colour coding system has been developed to denote the status of a particular WaCC and action required.

| Status | Description |
|---|---|
| Red <=80 WaCC not displaying required performance, immediate improvement required | 1 - Line Manager to follow up with the individual within one week and agree support/immediate remedial actions and plan. 2 - If improvement is not achieved manage in line with performance manager policy including Performance Management Plan |
| Amber 81-95% WaCC has key areas for improvement to be made | First Amber audit – Feedback with Line Manager copied - with learning highlighted Two consecutive Ambers OR Three in rolling 12 months (monthly audits) 1 - Lead Auditor to feedback result to individual and Line Manager 2 - Line Manager to follow up with the individual within two weeks and agree a plan for support/improvement |

| | |
|---|---|
| | 3 – a minimum 5 calls to be audited for next |
| <p>Green >=95</p> <p>WaCC demonstrating excellent performance</p> | <p>Full achievement - WaCC has demonstrated excellent/exemplary knowledge of process, patient care and systems.</p> |
| <p>100%</p> <p>WaCC demonstrating exemplary performance</p> | |

4. Roles and Responsibilities

| ROLE | NAME | RESPONSIBILITY |
|-------------------|---|---|
| Lead Auditor (LA) | Team Manager – WaCC Lead | <p>To provide the initial WaCC audit of all staff taking incoming calls from the professional line.</p> <p>To maintain database and collate the results of Audit.</p> <p>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.</p> <p>To provide feedback to members of team and arrange training if necessary.</p> |
| Line Manager (LM) | Assigned | To assist in further training of WaCCs causing concern. |
| The People Team | People Team Advisor and/or Business Partner | To support in the Formal Performance Management process. |

5. Audit reporting

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

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 Auditor from Nat Ryan to TM Removal of Related Document section Addition of QPR monthly review |
| 01.04.2026 | 3.5 | Hollie Gage | Full review Amended scoring section to align with audit frameworks of all IUC Ops roles. Updated audit criteria and moved these to main body of document from appendix. Removed of 'WaCC audit flow' flowchart. Reworded of other sections. |