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NHS

SevernSide

Integrated Urgent Care

Host Audit Framework

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2.3	Julie Marshall	16.08.2022
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11.08.2026	Lucy Grinnell	05.05.2027

Contents

Introduction

Within SevernSide, the host role extends far beyond that of a traditional receptionist. While providing out-of-hours reception services at our treatment centres, hosts play a pivotal role in ensuring high standards of patient experience, whilst supporting our treatment centre clinical teams.

Full details of the Host role and it's expectations can be found in the Host handbook on Radar.

To ensure that we are delivering high levels of patient care and quality care, audits will be performed to ensure that all Host's are complying with all the latest SOPS and procedures, driving safely within the rules of the road and completing all their paperwork correctly.

Auditing Process

There are two audits that are completed for the host role:

1. Monthly paperwork audit
2. Annual host audit

Each audit is completed by the Team Manager responsible for the host role, with feedback provided to the host and their Team Manager. All hosts are audited.

1. Monthly Paperwork Audit

The monthly audit is carried out to ensure all hosts are completing the daily and weekly checks required to ensure:

- Our treatment centre clinical equipment is present and in working order,
- Our controlled and emergency drugs are checked and recorded,
- Our host paperwork is completed for every shift.

Auditing Process

Audits cover each host and can include any shifts, regardless of the day of the week, the time of the shift or the treatment centre worked at. As standard, hosts will have two shifts from the previous month audited. Audits will be carried out on a monthly basis to maintain a consistent and equitable approach across all treatment centres.

Steps to carry out the audit:

- Using Rotamaster, identify the shifts that each host has worked in the previous month and select two to audit
- Start logging the data in the Host Monthly Paperwork Audit Tracker (S:\Service Delivery Team\Audits\Host Audits\Host Audit Documents) by adding the Host name, date of the shifts being audited and the treatment centre they were working at
- Using the corresponding treatment centre Daily/Weekly Equipment Checklist, complete the auditing for each section
- The audit is completed in the first two weeks of a month, for the previous month and data shared at the Service Delivery Team QPR meeting (third Wednesday of a month).

Scoring for the Daily/Weekly Equipment checks is zero, one or two points (a maximum of 28 points). The criteria used is:

Drugs Checks - Daily	
Controlled Drugs	Emergency Drugs

Equipment Checks - Daily					
Panic Alarms	Respiratory Hood	Resus Bag	Blood Taking Box	Sharps Boxes	Oxygen

Paperwork Checks - Daily				
Clinical Box Allocation	Medication issued from stock	Patient & Download Folder	Manual Prescriptions	Drug Temperatures

Audits - Daily
Handwashing Awareness Audits

Equipment Checks - Weekly					
Health & Safety	Pulse Oximeter	Nebuliser	Doppler	Blood Glucose Machine	Respiratory Hood Charging

Audit Results

Results are recorded on the Host Monthly Paperwork Audit Tracker spreadsheet which calculates the audit score.

Maximum points are awarded if criteria are fully met, 1 point is awarded if criteria is partly met (where more than 1 point is available)and 0 points awarded if criteria are not met. Overall points are totalled and a percentage score assigned.

The host audit target performance is 90% or above, and the thresholds are as below:

100%	Host demonstrating exemplary performance	Feedback with Line Manager copied
90% and higher	Host demonstrating excellent performance	Feedback with Line Manager copied

85-90-89 %	Host has key areas of improvement to be made	**First amber** Feedback with Line Manager copied to discuss additional training requirements/support **Two consecutive ambers or three in 12 months** 1 - Auditor to feedback result to Line Manager 2 - Line Manager to follow up with the individual within two weeks and agree a plan for support/improvement 3 - Increase audits for next audit to 5 shifts (or all of shifts if less than 5)
Less than 85%	Host not displaying required performance, immediate performance 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 Management Plan

Feedback

Hosts will receive feedback on their audits monthly via email. This email will contain the overall score gained, the average score for the month across all hosts as group and the required audit target performance of 90% or above. Specific feedback should also be included.

The Line Manager of each host will be copied in to the feedback email so that they can keep track of their team member's progress and can address any feedback, development or performance areas with them. Where the audit score is green, no further actions are required.

2. Annual Host Audit

Annual in person audits will take place once a year, where an unannounced visit will be carried out during a host's shift, ideally but not necessarily, once they have set up the treatment centre and started their equipment checks. The audit consists of two parts; the first part is where the Host demonstrates knowledge of where key items at the treatment centre are located and paperwork completion, the second part is a set of audit questions to assess the host's knowledge of the role.

The question set to use in the audit is saved on the S Drive (S:\Service Delivery Team\Audits\Host Audits\Host Audit Documents/Host audit questions). This should be completed throughout the audit, and then data transferred to the master spreadsheet at the first opportunity (S:\Service Delivery Team\Audits\Host Audits\Host Audit Documents/Host audit tracker).

Scoring for the annual host audit is from zero to four points (a maximum of 39 points).

Audit Results

Results are recorded on the Host Audit Tracker spreadsheet which calculates the audit score.

Maximum points are awarded if criteria are fully met, 1-3 points are awarded if criteria is partly met (where more than 1 point is available) and 0 points awarded if criteria are not met. Overall points are totalled and a percentage score assigned.

The host audit target performance is 95% or above, and the thresholds are as below:

100%	Host demonstrating exemplary performance	Feedback with Line Manager copied
90% and higher	Host demonstrating excellent performance	Feedback with Line Manager copied
85-90 %	Host has key areas of improvement to be made	**First amber** 1 - Feedback with Line Manager copied - with learning highlighted 2 - Line Manager to meet with individual within two weeks and agree supporting/learning 3 - Re-audit in six months **Two consecutive ambers within 12 months** 1 - Feedback Line Manager copied - with learning highlighted 2 - Line Manager to meet with individual within two weeks and agree a plan for support/improvement in line with Managing Performance Policy 3 - Re-audit within three months
Less than 80%	Host not displaying required performance, immediate performance 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 Management Plan

Feedback

Hosts will receive feedback on their audits via email. This email will contain the overall score gained, alongside individuals marks for each question/check and the required audit target performance of 90% or above. Specific feedback should also be included.

The Line Manager of each host will be copied in to the feedback email so that they can keep track of their team member's progress and can address any feedback, development or performance areas with them. Where the audit score is green, no further actions are required.

Monitoring

Host audit performance is reported to and monitored through the SevernSide operational Quality and Performance Review meeting.

Change Table

Date	Version	Author	Change details
07/02/2017	1.0	Lucy Grinnell	Created document
15/08/2019	2.0	Nickey Walshaw	Reviewed and updated
30/08/2024	2.1	Nickey Walshaw	Reviewed and updated
14/10/2025	2.2	Nickey Walshaw	Reviewed and updated
24/07/2026	2.3	Julie Marshall	Full review and addition of monthly Host paperwork audits