



# Clinical Audit and Improvement

# 2010

9 and 10 February 2010  
Savoy Place, London



## TENTH ANNUAL CONFERENCE

### Topics include:

- National Clinical Audit, patient outcomes and quality improvement
- Ensuring Clinical Audit leads to outcomes improvement
- Clinical Audit for quality improvement: critical success factors
- Using Clinical Audit to benchmark, monitor and improve standards of care against national quality indicators
- Using lean thinking alongside Clinical Audit
- Evidence based recommendations on Clinical Audit from Italy
- Improving the quality of junior doctor Clinical Audit
- Clinical Audit in mental health
- Developing an electronic tool for auditing clinical notes in a mental health setting
- What's the problem with Clinical Audit? re-evaluating Clinical Audit
- National Clinical Audit update
- National Audit setting National service standards
- The ongoing development of core National audit tools
- Learning from significant event audits
- Commissioning and Clinical Audit

### Workshops:

- Essential Clinical Audits
- Patient involvement in Clinical Audit
- Clinical Audit support and skills development
- Delivering Clinical Audit training and education

**“We can only be  
sure to improve  
what we can  
actually measure”**

HIGH QUALITY CARE FOR ALL: NHS NEXT  
STAGE REVIEW FINAL REPORT: LORD DARZI,  
30TH JUNE 2008

### Chair and keynote speakers:

**Robin Burgess** *Chief Executive*  
The Healthcare Quality Improvement Partnership

**Dr Marius Buiting** *Director of the Department of Knowledge Management and Innovation* The Dutch Institute for Healthcare Improvement  
*and Fellow* The European Society for Quality in Healthcare (ESQH)

**Professor Nick Black** *Chairman*  
The National Clinical Audit Advisory  
Group *and Professor of Health Services Research* London School of Hygiene and Tropical Medicine

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# Clinical Audit and Improvement

**2010** 9 and 10 February 2010  
Savoy Place, London



The National Clinical Audit Advisory Group annual report 2008-09 by the Department of Health states that: “In 2009-10 we plan to: create portfolios of good quality local and national audits; establish an advisory service for NCAs; develop strategy for education and training of clinical audit staff and clinicians; refine the criteria for selecting topics for NCAs; extend the scope of NCAs to encompass primary and social care, and patient reported outcomes; establish funding policies for NCAs to allow the development of new audits from the NCAPOP budget; and encourage wider participation in clinical audit policy making, management and delivery through support for the National Clinical Audit Forum.”

Now in its 10th year, this two day Clinical Audit and improvement conference brings together an exceptional gathering of leading practitioners, clinicians, policy makers and academics to set out the major developments, promote innovative areas of work, and debate the key challenges affecting you and your organisation – through a mix of plenary sessions, debates, panel discussions, workshops and poster presentations.

**Robin Burgess** *Chief Executive* The Healthcare Quality Improvement Partnership chairs the conference and opens day one with an update on the National Clinical Audit and patient outcomes programme and looks at how Clinical Audit fits within quality accounts. Following joint introductory sessions, the conference programme splits into a series of streams, workshops and focus sessions providing delegates the opportunity to hear from a variety of speakers on topics including: advancing patient care and outcomes

through Clinical Audit, International perspectives on Clinical Audit, engaging junior doctors in Clinical Audit, National Clinical Audit updates, Clinical Audit and the disclosure of information, and a series of speciality case studies including mental health, Primary Care and end of life care.

You will have the opportunity, on day two, to hear from **Professor Nick Black** *Chairman* The National Clinical Audit Advisory Group *and Professor of Health Services Research* London School of Hygiene and Tropical Medicine who will deliver important updates from the National Clinical Audit Advisory Group. Day two continues with a session delivered by the Clinical Audit 2010 Abstracts review panel that will look at learning from over 100 of this year's Clinical Audit project abstract submissions and how self assessment may help to improve Clinical Audit practice. The panel will also reflect on the fundamentals that should be included in a Clinical Audit programme or project.

# Poster Presentations

Posters can be viewed during the conference, breaks and sessions in the posters exhibition area

## **Audit of in-patient prescription and administration cards in elderly care: immediate feedback audit**

**Julie Ninkovic**

Sheffield Teaching Hospitals NHS FoundationTrust (STHFT)

## **Testing the link between the MDT meeting and MDT working at the patient's bedside**

**Chris Allison / Julie Stones**

NHS South of Tyne and Wear

## **To review, monitor and improve the quality of patient care across NHS South of Tyne and Wear**

**Julia Haggerston / Julie Stones**

NHS South of Tyne and Wear

## **Referral pathway for management of adults presenting with a first seizure – A Clinical Audit**

**Chee S, MacCormack N, Shah G, Tirmizi A, Lai C, Chadwick B, Albon LM.**

Medical Assessment Unit, Portsmouth Hospitals NHS Trust, Queen Alexandra Hospital

## **Dignity in care audit within community healthcare services at NHS Bath and North East Somerset**

**Jody Smalley**

NHS Bath and North East Somerset

## **A Web-based system of National multidisciplinary audit**

**Elizabeth A Murphy, Garry Milne,**

**Jodi Binning**

Clinical Standards Group, Scottish Society for Rheumatology

## **“Making a difference: Clinical Audit in substance misuse services”**

**Jackie Lind / Pam Tester**

Lancashire Care Foundation Trust

## **Engaging clinicians in a directorate-wide audit of record keeping to provide evidence of attainment of national standards**

**Dr Karen Rouse, Philip Mumberson, Jennifer Wilcox**

Provider Services Directorate, NHS North Lancashire

## **Enabling change in practice for patients with a nasogastric feeding tube**

**Ann McMulkin**

Whittington Hospital NHS Trust

## **Audit of documentation in clinical notes against trust standards**

**Topping, JR; Evans, LJ; Pettersson, P; Zettergren, M.**

Guy's and St Thomas' NHS Foundation Trust

## **Risk management of endotracheal tube suctioning on the neonatal unit in an acute, urban teaching hospital: an audit cycle**

**Alison Carter / Jacky Jones**

Guy's and St Thomas' NHS Foundation Trust

## **A Clinical Audit of the 'NICE' pathway for women with urinary incontinence**

**Kath Wilkinson, Carmel Ramage, Anne Connolly, Stephanie Knight, Heather Sharp**

NHS Bradford and Airedale, Bradford and Airedale Community Health Services Bradford Teaching Hospitals NHS Foundation Trust, Airedale NHS Trust

## **The periodic service review (PSR)**

**Lisa Musselwhite / Martin Clark**

Surrey and Borders Partnership NHS Foundation Trust

## **Audit of bowel care in patients with difficult to manage constipation**

**Dr Helen Morgan, Delphine Corgié, Dr Wendy Makin.**

The Christie NHS Foundation Trust

## **Real patient involvement in Clinical Audit**

**Sue Cumming**

West London Mental Health NHS Trust

## **Making audit and performance information public**

**Helen Brady**

The Royal Surrey County Hospital NHS Trust,

## **Governance review tool (quality accounts and Clinical Audit)**

**Andrea Allcock, Catherine Onanda,**

**Sarah Flaherty, Claire Simister**

Manchester Community Health, NHS Manchester

## **Service user involvement in the Clinical Audit cycle of community meetings**

**Sara Kelly**

*Clinical Effectiveness and Audit Coordinator*  
West London Mental Health NHS Trust

## **Rainbows children's hospice: Clinical Audit zeros to heroes**

**Tracy Ruthven**

*CASC Director*

## Info

**Venue** Savoy Place, London WC2R 0BL. A map of the venue will be sent with your confirmation of booking.

**Dates** Tuesday 9 and Wednesday 10 February 2010.

**Terms and conditions** A refund, less 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the conference. We regret that any cancellation after this time cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome any time.

**Accommodation** Special rates for hotels close to the conference venue have been arranged. Details will be sent with your confirmation of booking.

**Confirmation of booking** All bookings will be confirmed by email, unless stated otherwise. Please contact us if you have not received confirmation 7-10 days after submitting your booking.

**Accreditation** This conference is recognised by the Institute of Healthcare Management (IHM) and endorsed by HQIP. CPD Accreditation is being sought.

**Exhibition** If you are interested in exhibiting at this event, please contact Carolyn Goodbody on 020 8481 0354 or email [carolyn@healthcare-events.co.uk](mailto:carolyn@healthcare-events.co.uk).

Tuesday 9 February 2010

# Clinical Audit and Improvement 2010

9 and 10 February 2010  
Savoy Place, London

**Chairman: Robin Burgess** *Chief Executive* The Healthcare Quality Improvement Partnership  
*HQIP, led by a consortium of the Academy of Medical Royal Colleges, the Royal College of Nursing and National Voices now have responsibility for the National Clinical Audit and Patient Outcomes Programme*

## 10.00 Chairman's opening address National Clinical Audit, patient outcomes and quality improvement

**Robin Burgess**  
*Chief Executive*  
 The Healthcare Quality Improvement Partnership  
*HQIP, led by a consortium of the Academy of Medical Royal Colleges, the Royal College of Nursing and National Voices now have responsibility for the National Clinical Audit and Patient Outcomes Programme*

- an update from the National Clinical Audit and Patient Outcomes Programme
- where Clinical Audit fits within quality accounts
- developing criteria to validate national clinical audits and feeding back
- moving forward: ensuring Clinical Audit leads to improvement

## CONFERENCE

### Stream A: Advancing patient care and outcomes through Clinical Audit

- 11.50 **Clinical Audit for quality improvement: critical success factors**  
**Back to basics: what a good Clinical Audit should include**  
**Stephen Ashmore**  
*Director*  
 The Clinical Audit Support Centre
- back to basics: what a good Clinical Audit should include
  - evaluating the impact: examples of excellence in Clinical Audit
- 12.20 **Clinical Audit for quality improvement and assurance: a Chief Executive's perspective**  
**Dr Gareth Goodier**  
*Chief Executive*  
 Cambridge University Hospitals  
 NHS Foundation Trust
- engaging frontline staff in delivering change and redesign through Clinical Audit
  - using Clinical Audit tools including care pathways to understand variation
  - Clinical Audit for board assurance
  - the effective patient care transformation programme in Cambridge
- 13.00 Questions and answers, followed by lunch and exhibition at 13.10
- 14.00 **Using Clinical Audit to benchmark, monitor and improve standards of care against national quality indicators**  
**Dr Rosie Rowe**  
*Service Improvement Manager*  
 NHS Bath and North East Somerset
- embedding essence of care through Clinical Audit: the vital aspects of clinical safety system
  - empowering clinical staff to own the audit process
  - informing matrons and managers of pressure points and producing meaningful data for quality accounts
- 14.30 **Using lean thinking alongside Clinical Audit**  
**Lucie Lleshi**  
*Service Improvement Manager*  
**with Christine Adams**  
*Head of Pharmacy Patient Services*  
 Southampton University Hospitals NHS Trust
- using lean alongside Clinical Audit
  - applying lean principals to improve processes and environment within a hospital dispensary
  - linking improved turn around times in the dispensary to improved timeliness of the whole patient discharge process
- 15.00 **Closing the audit loop: the Isle of Man experience**  
**Ginette Hattersley**  
*Chairperson Clinical Audit*  
**with Sue Tyrer**  
*Clinical Audit Manager*  
 Noble's Hospital Isle of Man Health Services
- making a difference: implementing change and improving practice
  - introduction of core audits and developing action plans
  - closing the audit loop: tips for success
- 15.30 Questions and answers, followed by tea and exhibition at 15.40

### Stream B: Focus Issues including speciality case studies

#### FOCUS ISSUE 1: Engaging junior doctors in Clinical Audit

- Facilitators: Mr Danny Keenan** *Consultant Cardiologist*  
*Advisor Care Quality Commission and Board Member*  
**with Tracy Ruthven** *CASC Director*
- 11.50 **Improving the quality of junior doctor Clinical Audit**  
**Dr Emma Stanton**  
*Chair Emeritus* BAMMBino (The Junior Doctors Division of the British Association of Medical Managers) *Psychiatrist* South London and Maudsley NHS Foundation Trust *Clinical Advisor to the CMO and Core Member* National Leadership Council
- 12.30 **An example of a junior doctor led Audit**  
**Speaker to be announced**
- This session will be followed by interactive discussion*
- 13.00 Questions and answers, followed by lunch and exhibition at 13.10

#### FOCUS ISSUE 2: Speciality case studies in mental health

- Facilitator: Maureen McGeorge** *Development Manager*  
 for Quality Improvement
- 14.00 **Clinical Audit in mental health**  
**Maureen McGeorge**  
*Development Manager*  
 Royal College of Psychiatrists' Centre for Quality Improvement
- 14.40 **Developing an electronic tool for auditing**  
**Andrew Daniels**  
*Head of Audit Policy and Regulation*  
**with Sue Taylor**  
*Clinical Nurse Manager*  
 Arbury Court Psychiatric Services Partnerships in Care
- 15.10 Interactive discussion followed by tea and exhibition at 15.15

### Joint Closing Session ▶ FOCUS ISSUE: International perspectives on Clinical Audit

ALL DELEGATES

#### 16.00 Evidence based recommendations on Clinical Audit from Italy

**Dr Ulrich Wienand**  
*Quality Manager*  
 University Hospital Ferrara Italy  
*and Member*  
 Working Group on Evidence for Clinical Audit Programmes The Italian Society for Quality in Healthcare

- clarifying meanings and definitions of Clinical Audit: what is Clinical Audit and what is not?
- evidence about how to do and manage Clinical Audit programmes
- obstacles and supporting factors in introducing Clinical Audit into routine work: the Italian perspective



10.45 **Ensuring Clinical Audit leads to outcomes improvement**

**Dr Marius Buiting**  
*Director of the Department of Knowledge Management and Innovation*  
The Dutch Institute for Healthcare Improvement and Fellow The European Society for Quality in Healthcare (ESQH)

- delivering quality outcomes: making a real difference
- understanding quality variation and identifying priorities for improvement
- measuring and monitoring success: the role of Clinical Audit
- what are you going to do that will make a difference after attending this conference?

11.15 Questions and answers, followed by coffee and exhibition at 11.25

**SPLITS**

**Study sessions**

**What makes a difference to patient care**

*Thoracic Surgeon Manchester Royal Infirmary National Clinical Audit*  
The National Clinical Audit Advisory Group

**Clinical Audit**

- the junior doctors perspective: does junior doctor Clinical Audit lead to improvement?
- improving the quality of junior doctor Clinical Audit
- the junior doctor's perspective

**Workshop on improving the quality of junior doctor led Clinical Audit**

13.10

*Manager Royal College of Psychiatrists' Centre*

- developments in national Clinical Audit in mental health
- an update from the Royal College of Psychiatrists Centre for quality improvement

**Workshop on clinical notes in a mental health setting**

- a novel approach to Clinical Audit based on a user friendly electronic tool to encourage participation and completion of the audit cycle
- involving frontline staff
- using audit to achieve a positive impact on clinical practice and care

15.30

**Stream C: Workshops**

11.50 **Workshop 1: Essential Clinical Audits**

**Facilitator: Chris Swonnell** *Assistant Director for Audit and Assurance and Governor University Hospitals Bristol NHS Foundation Trust and General Secretary National Audit Governance Group*

*This interactive workshop will present short case studies of the most common Clinical Audits in practice which will then be discussed. The focus will be on sharing best practice in these common areas and would also be a good introduction to Clinical Audit for those relatively new to the role.*

**Mortality audit**

**Dr Mike Browne**  
*Medical Director*  
Walsall Hospitals NHS Trust

**Care programme approach Clinical Audit**

**Lynne Maskill**  
*Clinical Governance Lead*  
Leeds Partnerships Foundation Trust

**Record keeping Clinical Audit**

**Speaker to be announced**

13.00 Lunch and exhibition

14.00 **Workshop 2: Patient involvement in Clinical Audit**

**Workshop Facilitator: Representative invited** The NHS Centre for Involvement  
With Members of the HQUIP Patient Panel

*This interactive workshop will be led by the NHS Centre for Involvement and will include patient participation. The workshop will also include a short presentation giving an example of patient involvement in a Clinical Audit project. Delegates who attend this workshop will receive a copy of HQUIP's guidance on involving patients in Clinical Audit.*

**Involving patients: tools and techniques**

**Speaker to be announced**

**20 minute presentation: Involving patients in the National COPD Audit: a new approach**

**Nancy Pursey**  
*Project Manager The National COPD Audit*  
*Clinical Effectiveness and Evaluation Unit*  
The Royal College of Physicians, London

- involving patients in National Clinical Audit: our experience

15.30 Tea and exhibition

◀ **Joint Closing Session**

ALL DELEGATES

16.30 **Clinical Audit: lessons from Belgium**

**Professor Dr Dirk Ramaekers**  
*Professor in Evidence Based Medicine Chief Medical Officer and former CEO*  
Belgium Knowledge Centre

- Clinical Audit as a tool for creating evidence and knowledge
- making the most of the data and benchmarking
- lessons from Belgium

17.00 Questions and answers, followed by close

Wednesday 10 February 2010

# Clinical Audit and Improvement 2010

9 and 10 February 2010  
Savoy Place, London



**Chairman: Dr Mick Peake** *Member The National Clinical Audit Advisory Group Department of Health and Consultant and Senior Lecturer in Respiratory Medicine University Hospitals of Leicester NHS Trust*

## 10.00 Chairman's introduction

## 10.15 Opening address: National Clinical Audit: the challenges ahead

**Professor Nick Black**  
*Chairman*  
The National Clinical Audit Advisory Group  
*and Professor of Health Services Research*  
London School of Hygiene and Tropical Medicine

- an update from the National Audit Advisory group
- delivering audit that makes a real difference in practice
- priorities and challenges moving forward

## CONFERENCE

### Stream A: National Clinical Audit

#### 11.50 National Clinical Audit update

**Robin Burgess**

*Chief Executive*

The Healthcare Quality Improvement Partnership

- current programmes and priorities
- new National Clinical Audits coming on board
- ensuring the results of National Clinical Audit lead to local improvement

#### 12.20 National Audit setting National service standards

**Clare Moloney**

*Project Coordinator UK IBD Audit Clinical Effectiveness and Evaluation Unit*

The Royal College of Physicians London

- closing the gap between current and best practice
- identifying variations in care
- the contribution of the UK inflammatory bowel disease audit towards the creation of the National service standards for the healthcare of people with IBD

12.50 Questions and answers, followed by lunch and exhibition at 13.00

#### 14.00 Evaluating care in Primary Care as part of the National COPD Audit: a pragmatic approach

**Nancy Pursey**

*Project Manager The National COPD Audit Clinical Effectiveness and Evaluation Unit*  
The Royal College of Physicians, London

- extending the National COPD Audit into general practice: our experience

#### 14.30 Implementing outcomes of National Clinical Audit at a local level

**Debbie Pickford**

*Clinical Audit and Effectiveness Facilitator*

**with Dr Paul Dawkins**

*Consultant in Respiratory Medicine*  
The Royal Wolverhampton Hospitals

- ensuring local improvements follow National Clinical Audit findings
- engaging the team: from data collection to making improvements
- how Clinical Audit can ensure the actions taken to remedy issues are clearly evidenced

#### 15.00 The ongoing development of core National audit tools for use by all UK hospices

**Dr Pauline Flanagan**

*Chair*

Help the Hospices National Audit tools Group

**with J Redman**

*Quality Manager Help the Hospices*

- enabling hospices to undertake good quality Clinical Audit
- working with hospices to develop high quality National Audit tools
- enabling hospices to contract their own in-house audit tools

15.30 Questions and answers, followed by tea and exhibition at 15.40

### Stream B: Focus issues including speciality case studies

#### FOCUS ISSUE 1: Speciality Case Studies in Primary Care

**Facilitator: Dr Sarah Schofield** *General Practitioner*  
The National Clinical Audit Advisory Group

#### 11.50 Learning from significant event audits

**Dr Vivian Tang**

*Clinical Advisor to the Medical Director*

**with Dr Christine Johnson**

*Clinical Advisor and General Practitioner*  
The National Patient Safety Agency

#### 12.20 Commissioning and Clinical Audit

**Martin Ferris**

*Head of Clinical Audit and Effectiveness*  
NHS Sheffield

#### 12.50 Questions and answers, followed by lunch and exhibition at 13.00

#### FOCUS ISSUE 2: Speciality case studies in end of life care

#### 14.00 The Liverpool care pathway as a Clinical Audit

**Dr Richard Latten**

*Clinical Fellow Marie Curie Palliative Care Institute*  
University of Liverpool

#### 14.30 Clinical Audit of medication in the last months of life

**Julie Kinley**

*Research Practice Nurse*  
St Christopher's Hospice

#### 15.00 Re-invigorating Clinical Audit in the hospice sector

**Edwina Gerry**

*Clinical Audit Facilitator*  
St Gemma's Hospice Leeds

15.30 Questions and answers, followed by tea and exhibition at 15.40

### Joint Closing Session ▶ FOCUS: Clinical Audit: disclosure of information

ALL DELEGATES

#### 16.00 Disclosure for patient safety: a patient's story

**Margaret Murphy**

*Steering Group Member Patients for Patient Safety Programme*  
WHO Patient Safety

- should patients and carers be able to access Clinical Audit findings and information?
- our journey and how patient involvement can help
- the importance of sharing information and being open



10.45 **What's the problem with Clinical Audit? re-evaluating Clinical Audit**

Panel members include:  
**Robin Burgess**  
*Chief Executive The Healthcare Quality Improvement Partnership*  
**Stephen Ashmore**  
*Director The Clinical Audit Support Centre*  
**Martin Ferris**  
*Member The National Clinical Audit Advisory Group and Head of Clinical Audit and Effectiveness NHS Sheffield*

*This session will be delivered by the Clinical Audit 2010 Abstracts review panel who will look at learning from over 100 of this years Clinical Audit project abstract submissions and how self assessment may help to improve clinical audit practice. The panel will also reflect on the fundamentals that should be included in a clinical audit programme or project.*

11.15 Questions and answers, followed by tea and exhibition at 11.25

**SPLITS**

**Study sessions**

er Southampton and Board Member

- Clinical Audit and significant event audit (SEAs): what's the difference?
- reviewing SEAs as a method of identifying and learning from patient safety incidents
- improving the quality of SEAs and exploring methods of sharing actionable learning beyond general practice boundaries

- Clinical Audit and commissioning
- using Clinical Audit to drive commissioning priorities and decisions
- our experience in Sheffield

tion at 13.00

**Audit tool**

- the national care pathway as a Clinical Audit tool
- national and local implementation and results
- making the link to improvement

**Month of life in a nursing care home**

- a Clinical Audit of nursing care home residents in relation to medication received in the last month of life
- determining nursing care home staff competence and confidence to manage symptoms at the end of life
- making improvements and re audit

**Hospice environment**

- achieving high quality Clinical Audit in the hospice environment
- implementing the role of the Clinical Audit facilitator
- achieving results through multidisciplinary working

n at 15.40

**Stream C: Workshops**

11.50 **Workshop 3: Clinical Audit support and skills development**

*This workshop will be focus on skills, tools and support for those delivering Clinical Audit projects in practice*

**Basic statistics for Clinical Audit**

**Interactive session facilitated by:**  
**Professor Jan van der Meulen**  
*Professor of Clinical Epidemiology Director of Clinical Effectiveness The Royal College of Surgeons of England and Board Member The National Clinical Audit Advisory Group*

**20 Minute Presentation: Innovative use of IT for Clinical Audit support**

**Jon Gilbert**  
*CAMHS Research Audit and Evaluation Officer Wakefield District Community Healthcare Services*

- embedding audit, research and evaluation within the day to day practices of staff
- using Microsoft Office InfoPath as an audit support tool
- our approach and the benefits we have seen

**Followed by discussion**

13.00 Lunch and exhibition at 13.10

14.00 **Workshop 4: Delivering Clinical Audit training and education**

*This workshop will be facilitated by the Healthcare Quality Improvement Partnership (HQIP)*

*This workshop, facilitated by HQIP staff, will set out ongoing work to develop an education and learning programme to develop skills and competence in clinical audit amongst both audit staff and clinicians.*

- The session will:
- describe work underway
  - consult on next steps for development
  - explore attitudes to the creation of a professional body for Clinical Audit and quality improvement staff based on qualifications

**Interactive Discussion**

15.30 Tea and exhibition

◀ **Joint Closing Session**

ALL DELEGATES

16.30 **Disclosure: legal focus session**

**Bertie Leigh**  
*Senior Partner Hempsons Solicitors*

- disclosure and Clinical Audit
- should a complaint be made can Clinical Audit information be used as evidence?
- implications of making Clinical Audit information public on a routine basis
- implications for those delivering Clinical Audit in practice
- legal implications of not doing audits

17.00 Question and answers, followed by close

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Conference  
Registration

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**Please tick the package you would like to book** A 15% discount is available to all but the first delegate from the same organisation booking at the same time.

### One day

- £365 + VAT at 17.5% (£428.88) for NHS, social care, private healthcare organisations and universities
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### Two days

- £545 + VAT at 17.5% (£640.38) for NHS, social care, private healthcare organisations and universities
- £465 + VAT at 17.5% (£546.38) for voluntary sector/charities
- £750 + VAT at 17.5% (£881.25) for commercial organisations
- £465 + VAT at 17.5% (£546.38) for IHM members

**Please tick which day(s) you would like to attend**  Tuesday 9 February 2010  Wednesday 10 February 2010  Both days

**Choosing a conference stream** Apart from the opening sessions on both days (which are common to both streams), if you wish to attend a focus issue and/or workshop, please indicate by ticking the appropriate box (*places on the workshops are limited and allocated on a first come, first serve basis*):

### Day 1, Tuesday 9 February 2010

#### Focus issues

- 1: Engaging junior doctors in Clinical Audit that makes a difference to patient care
- 2: Speciality case studies in mental health

#### Workshops

- 1: Essential Clinical Audit
- 2: Patient involvement in Clinical Audit

### Day 2, Wednesday 10 February 2010

#### Focus issues

- 3: Speciality case studies in Primary Care
- 3: Speciality case studies in end of life care

#### Workshops

- 3: Clinical Audit support and skills development
- 3: Delivering Clinical Audit training and education

## Your details

 (Please complete a new form for each delegate. Photocopies are acceptable)

Dr, Mr, Mrs, Ms (Please circle)	First name
Surname	
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Postcode	
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**Conference handbook** I cannot attend the conference but would like a copy of the conference handbook which includes speaker slides @ £80 a copy.

The handbook will be sent out a week after the conference, please fill in the 'Your details' section above for delivery. Handbooks ordered up until two months after the conference will be supplied as a hardcopy in an A4 ring binder, those ordered after this time will be posted as a PDF document on CD.

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