

# The new Practice Standards Scheme:

## A pathway to improvement

- **Background**
- **Where we are currently**
- **The new Scheme**



# Set, uphold and advance standards





**Tier 3 – Veterinary Hospital**

**Tier 2 – General Practice**

**Tier 1 – Core**





[www.rcvs.org.uk](http://www.rcvs.org.uk)



**Launch  
of PSS**

**2005**

Survey  
non-  
members

**1902**  
Premises  
in PSS

**2007**

VMRs  
integrated  
into PSS

**2009**

**2376**  
Premises  
in PSS

Full  
Review  
of PSS

**2010**

Code of  
Professional  
Conduct

Review  
concept  
note

**2012**





Reactive

PRE **2005**







**Reactive**

PRE **2005**

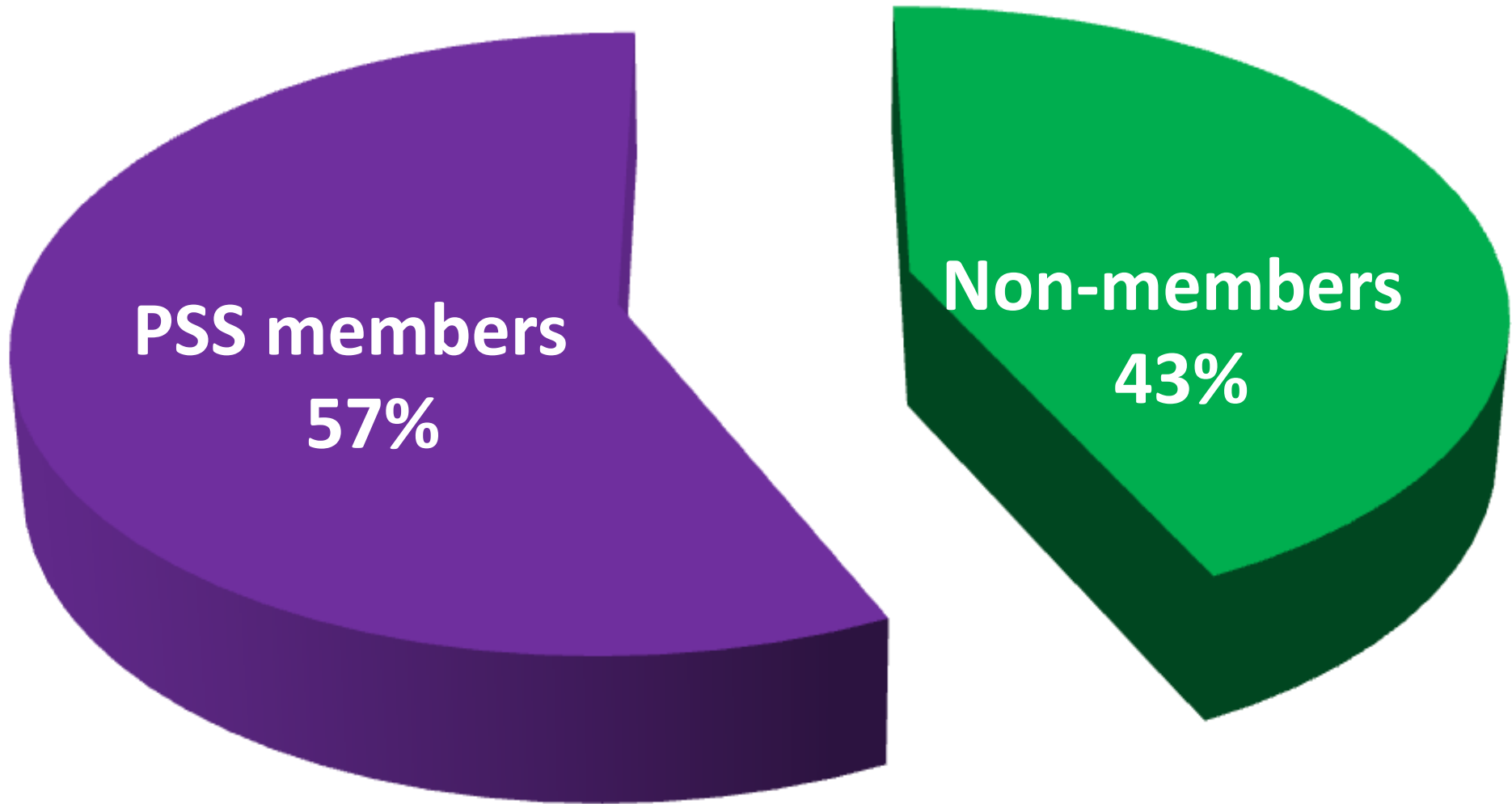
**Precautionary**

**2005<sup>+</sup>**

**Proactive**

**2013<sup>+</sup>**

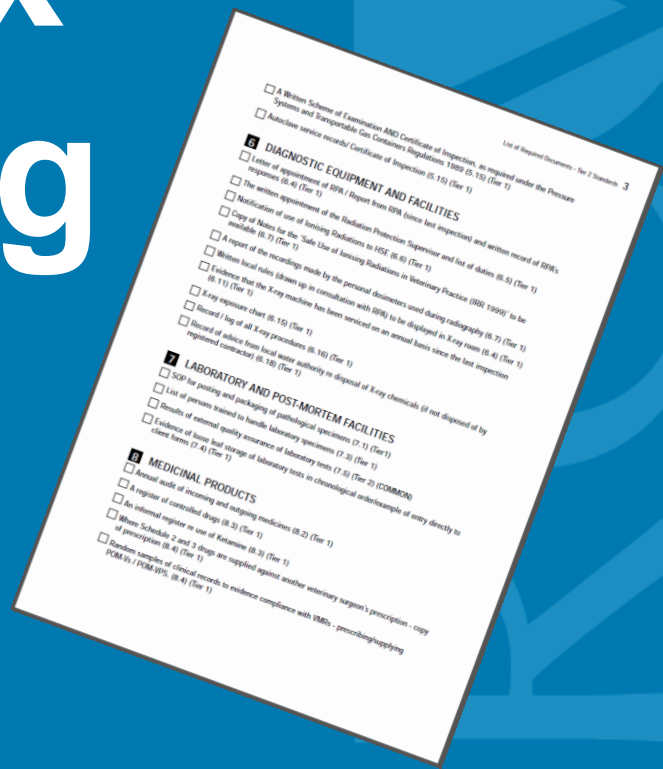
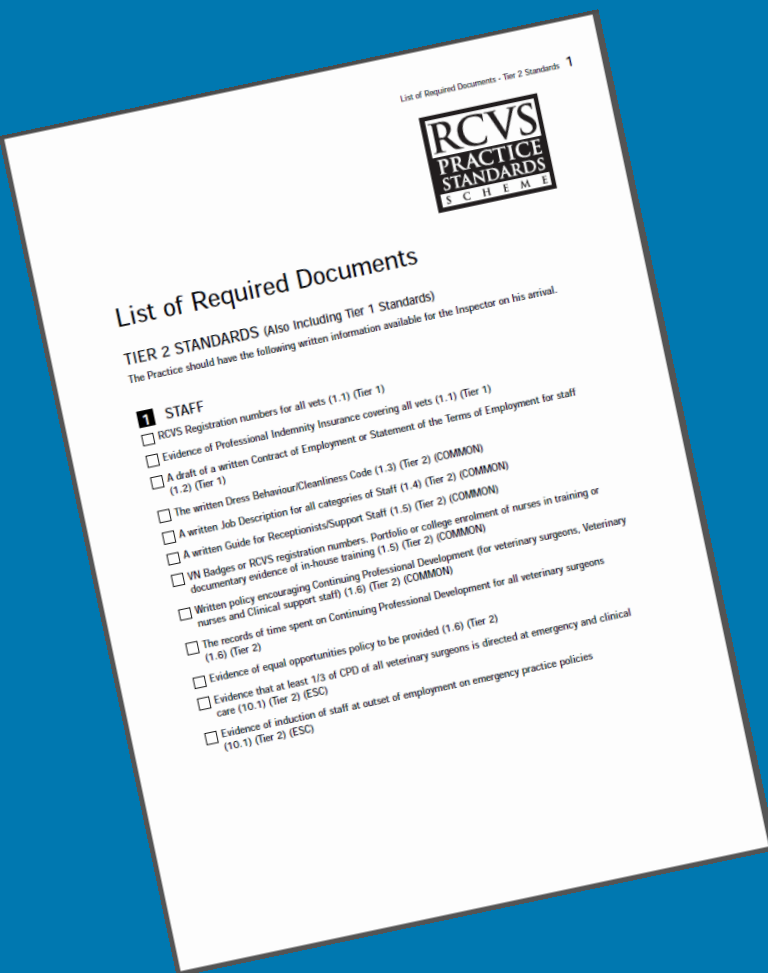
# Every reason to be in the Scheme



**No reason not to be**



## ...box-ticking







...inflexible





**...outcomes and  
behaviours**



***...a more easily understandable scheme can be a powerful tool for marketing to clients...***



... improve, excel

The Practice Standards Group has been working to redevelop the Practice Standards Scheme so that it:

- considers what matters, that which impacts on the veterinary care of animals, not just facilities and equipment;
- provides a pathway for practices to improve and show what they are good at;
- is clear and understandable to the public .



# What does the Scheme look like?

## Introduction of Awards

Base groups (Core, GP and Hospital), however, remain broadly the same.

Practices will also be able to apply to be inspected for additional optional Awards in specific areas.

- The Awards focus primarily on behaviours, outcomes and other factors that impact upon the veterinary care of animals.
- Within each award, practices would be designated as 'Outstanding' or 'Good'
- The Awards create a clear pathway to improvement, allowing practices to demonstrate the areas in which they excel.
- Practices would be free to market their awards as they choose, providing significant marketing benefits.

## **Small Animal / Equine Awards:**

Award 1: Team and Professional Responsibility

Award 2: Client Service

Award 3: Patient Consultation Service

Award 4: Diagnostic Service

Award 5: In-patient Service

Award 6: Emergency and Critical Care Service

## Farm Animal Awards:

Award 1: Team and Professional Responsibility

Award 2: Client Service

Award 3: Diagnostic Service

Award 4: Advisory / Consultation Service

# Small Animal awards

<b>Team and Professional Responsibility</b>  Medical Records Clinical Governance Infection Control Practice Team Premises Medicines	<b>Client Service</b>  Client Experience	<b>Patient Consultation Service</b>  Outpatient Care Pain Nursing Medicines Out-of-Hours Infection Control
<b>Diagnostic Service</b>  Imaging Laboratory Work	<b>In-patient Service</b> Nursing In-patient Care Pain Anaesthesia Surgery Out-of-Hours Dentistry Critical Care Infection Control	<b>Emergency and Critical Care Service</b>  Emergency and Critical Care



# Example module – Pain

Requirements	Behaviours and Guidance notes	Points
A pain scoring sheet (e.g. Glasgow pain score) is available throughout the practice	Evidence that relevant personnel understand why the sheet is there and its use / Relevant personnel have been trained in using the Pain scoring sheet / Evidence it has been used in practice / Has the practice measured the effectiveness of using the sheet and improved it's processes based on this?	10
Practice members have received additional training on recognising pain	Evidence of this training / how the practice assesses the impact of training / Have they retained or changed pain control policy based on this assessment?	10
Pain assessment is performed and recorded using a standardised system e.g. Glasgow pain score or Equine composite pain scale	Evidence that there has been thinking and planning behind acquiring the appropriate pain scale and this has been followed through with clear communication in the practice; training for relevant personnel; and an assessment of judging its impact and modifying its usage if necessary	40
Pain is reassessed and recorded regularly throughout procedures and recovery which have the potential to cause pain	Evidence that this reassessment has led to recorded decisions	20

# Dedicated online IT system

- The new Scheme will be underpinned by a dedicated online IT system which will:
  - provide a step-by-step guide to the requirements of the Scheme;
  - allow practices to upload evidence prior to inspection;
  - provide reminders;
  - free up time on inspection day.

- Greater emphasis on training to ensure high standards and constituency of inspection.
- An employed lead inspector will monitor inspections and provide guidance.
- External professional advice has been sought to help train inspectors in a behavioural-based inspections.

- Focus Groups have provided very positive feedback on the proposed new Scheme.
- The Awards and IT system tested especially well.
- Overall sense that we are heading in the right direction and that the new Scheme add significant value.

# Next steps

- In early 2015 the RCVS will launch a consultation exercise.
- The new Scheme is due to be launched in November 2015.







# Thank you for listening



# Questions and Comments