

## Our Network Evaluation

### Introduction

The North East and North Central London Adult Critical Care Network was set up in 2014 and covers 15 critical care units. The role of the Network is to get the safest and best quality care for patients out of the available resources across the Critical Care Units in the network, aiming to ensure that the services are standardised in these hospital trusts. The Network carries out many activities including data benchmarking, transfer training, peer review and learning from serious incidents.

The aim of the questionnaire was to assess whether network members were benefiting from the network, its impact on their services, and to help with planning the future development of the network.

### Method

A six question survey was developed by members of the Network management team and the Pan London Network Steering group which represents: NHS England (London); the three London Adult Critical Care Networks, and NHS specialised commissioning. The survey used 'Survey Monkey', with a link sent by email to 100 members of the Network.

### Results

The survey was completed by 80 people over an eight month period (September 2017 to May 2018). Routine reminders sent by email until an 80% response was achieved. Respondents were asked how each of five aspects of the network's activity had impacted on their service. For shared learning from serious incident reviews and other data sharing, 93% said this had improved their service (26% slightly improved; 51% improved; 15% greatly improved; 5% N/A). For networking and peer support, 91% felt this had improved their service (18% slightly; 41% improved; 30% greatly improved; 5% N/A). For training 70% felt this had improved their service (18% slightly improved, 41% improved; 11% greatly improved; 18% N/A). For peer review, 91% felt this had improved their service (10% slightly improved; 37% improved; 20% greatly improved; 29% N/A). For building professional relationships, 95% felt this had improved their service (14% slightly improved; 44% improved; 38% greatly improved; 4% N/A) (all figures rounded, remainder indicated 'did not change my service').

On a scale of 0 – not useful to 10 – very useful; respondents rated the network as 8 (average).

The majority (57%) of respondents had not seen the network website, but of those who had 84% found it useful. Respondents were asked how the website could be improved; most suggestions were to add material such as guidelines and policies from network units.

70 respondents came to network meetings, with 100% indicating they found them useful.

Respondents were asked for any other comments or suggestions. There were many positive suggestions. Themes included: develop a more focussed structure for the Network; staff recruitment and retention / and developing a staff bank.

## **Conclusion**

The survey demonstrated that the network is valued by members, and has contributed positively to critical care services in the region. There were valuable suggestions as to future work for the network that could further enhance its effect.