



**Royal College
of Physicians**

Improving Quality
in Liver Services

Insights from an assessor

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About Me

- > Hepatologist in Gwent Liver Unit since 2010
- > Lead for the Wales Liver Disease Implementation Group since 2015
- > IQILS Quality Lead since 2021

Insights from an IQILS Assessor

- > What does an assessment involve ?
- > What are the requirements of an assessor?
- > What are the benefits of being an assessor?
- > What are the challenges involved in being an assessor?

What do site assessment visits involve?



Requirements of an assessor

- > Sound knowledge of IQILS principles
- > Training in providing feedback
- > A clear communicator
- > Patient centred
- > Balanced and fair minded
- > Collaborative

How do I acquire these skills?

- > The Accreditation unit provides training and support
- > Programme lead and Quality Lead support assessors
- > Other assessors mentor trainee assessors
- > As for the other skills ?

Down to you!!

What are the benefits of being an IQILS assessor?

- > Training in assessment
- > Exposure to Quality Improvement methodology
- > Experience of managing conflict
- > Learnt from multi-disciplinary assessor colleagues
- > Constantly exposed to innovations
- > Meet inspiring people

Benefits: Training in Assessment

- > Assessment and appraisal is a real skill
- > Relatively little attention given during ST
- > RCP accreditation unit are experts in appraisal methodology
- > Becoming an assessor opens up access to that experience
- > Translatable to the day to day clinical environment

Benefits: Quality Improvement Methodology

- > Understanding the IQILS QI Framework gives insights to delivering system wide change
- > Re-inforces the importance of good governance structures and how to implement them
- > Provides examples of creating a strong vision and how to share it
- > Highlights the importance of the patient voice and how to harness that for service improvement
- > Shows you how to identify your weaknesses as a service

Benefits: Managing conflict

- > Undertaking assessments can be unpredictable
- > Services may take issue with the standards or their application
- > Valuable reminder to “make the process serve the purpose”
- > You may be exposed to “curveballs” on site visits
- > Improves your communications skills

Benefits: Learning from assessor colleagues

- > Get to work with a dynamic group of people who share a common goal
- > Learn from different communication styles and approaches
- > Gather insights from their clinical experience
- > Broaden your horizons by working with nurse and lay assessors
- > You'll see things in a whole new light!

Benefits: Exposure to Innovation

- > We place great faith in publishing advances in journals
- > See relatively little on service improvement
- > Being an IQILS assessor is concentrated exposure to excellence and innovation
- > See what works in other environments and take it back to your own

Benefits: Meeting inspirational people

- > Single best part of being an assessor!
- > Assessor colleagues, medical, nursing and lay assessors
- > Colleagues you meet on site
- > I guarantee you learn something valuable every visit

Challenges of being an IQILS assessor

- > Time !
- > Potential for conflict
- > Genuinely among the most enjoyable things ive ever been involved with

Questions