

INSPECTION

A Survival Guide

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Background

- Initial inspections are new experience...
- Confrontational approach reported
- There are issues to resolve
 - Risk areas
- Running out of time
- *What are we going to Do!?!?*



DO NOT



Plan your Survival...

- Act Smart Plan NOW
- Share
- Be Prepared
- A Good Host
- Go Site-Seeing
- Review Obvious targets
- People Matter
- The Ideal Auditee
- Last minute checks
- Things to Say ...
- Things to do
- Stick with it
- And finally



Act Smart, Plan now!

- Talk to colleagues
- Know your weaknesses
 - Robust Self Inspection
 - Prioritise on risk
 - Have a plan with staged actions
 - Escalate concerns

A Problem Shared

- Get the team involved
- Identify key people
 - Who the inspectors will want to see

Make sure they are prepared
share your knowledge
and concerns

Be Prepared for the call

- Inspector may have a date in mind
 - They can come when they want
 - But are usually co-operative
- Local hotels, restaurants
- Make sure they know how to find you and local parking arrangements

A Good Host

- Book rooms
 - Opening / Closing meetings
 - Inspector room
- Think about refreshments
 - Tea/coffee/water/biscuits
 - Lunch restaurant or buffet
- Transport to satellite sites

Go Site-Seeing

- First Impressions count
- Satellite Sites
- Cupboards and drawers
- Lab coats
- Notice Boards
- Filing
- Bins



Do you look professional and organised?

Review Obvious Targets....

- Record Management
(Training, Change Control, Events, Equipment Maintenance/Calibration, Temperature Control)
- Previous findings – self inspection or external
(Closed and action effective)
- Compliance Report
(What has changed, what did you say you were going to do? have you done it?)

People Matter

- Communicate
 - Plan for the day
- Decide
 - Main Guide
 - Who will host each section
 - ‘Gofers’
- Train
 - Auditee Behaviour

The Ideal Auditee

- Answer the question asked - **no more no less**
- Don't waffle
- Provide the record requested – **no more no less**
- Be prepared to justify your reasoning – **without being defensive or aggressive**
- Don't try to guess the answer or make one up – **refer to a document, procedure or find someone who knows**
- Admit if something is wrong and put it right – **by following correct procedure!**
- Doesn't criticise others
- Be polite, courteous & **enthusiastic!**

Last Minute Checks

- **Work areas clean and tidy**
- **Staff prepared
& clean and tidy**
- **Records filed away**
- **Rooms prepared**
- **Refreshments / parking sorted**
- **Key staff availability**



On the Day



You have been working towards compliance for sometime.

NOW you can show off your achievements
(and get a few tips for improvement)

Things to Say ...

- **Welcome to Ychester Hospital!!**
(firm handshake, be proud, good first impression, provides inspectors with confidence)
- **That's a good point, we will take that on board...**
(indicates you are going to do something about the issue & may mean it does not feature in the final report rolled up with others into a major!)

Things to do..

- If something can be fixed, do it there and then
(can limit the severity of an N/C or stop one altogether)
- If inspector talks about something from another area make sure you pre-warn them
(eg fridge maintenance)
- If you have electronic documents have PC in their room
(limits time spent around site & saves a few trees)
- ensure notes are taken throughout inspection
i.e. questions asked, issues discussed.
(Not all may be in the final report but prevention is better than cure for next inspection)

Stick with it...

- Inspector should always be accompanied
 - Security
 - Its only polite
 - It is amazing what can be found in cupboards and drawers.....

And Finally

- De-Brief your staff
- Share the experience

The easy bit is over now for the hard work:

- Respond to the report
- Track to completion (ready for the next time)

Summary...



Inspectors are actually human!

- They are not to be feared
- Be polite, honest, helpful, confident
- Defend your view (if appropriate!)
- Be enthusiastic at all times!

(they do notice and comment on good culture and practice)

We are all on the same side



The patients!

Any Questions?

Unfortunately NHSBT cannot accept any responsibility for any deficiencies found during your inspection