

Network for Inherited Cardiac Conditions Scotland (NICCS)

Annual Report 2020/21

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Background

Managed Clinical Networks are defined as co-ordinated groups of health professionals that support clinical services to continuously improve service delivery in order to ensure equitable provision of high quality, clinically effective services.

In 2019, following a review of the Familial Arrhythmia Network Scotland (FANS) the remit of this network was extended to formally incorporate inherited cardiomyopathies. As a result, a new name for the network was agreed and the Network for Inherited Cardiac Conditions Scotland (NICCS) was launched on 26th November 2019. The role of the Network is to support improvements in the diagnosis, treatment and outcomes of people with inherited cardiac conditions (ICC).

Improving outcomes in patients with ICCs requires specialist clinical management to improve both life expectancy and quality of life. The Network provides a framework to facilitate delivery of standardised quality patient care for patients with ICCs throughout Scotland. The Network ensures that the care delivered meets agreed national standards and support services in improving standards of care through the establishment of continuous quality improvement.

Current position

The Network has demonstrated good progress against the 2020/21 workplan despite the challenges resulting from the COVID pandemic. Progress against the workplan is detailed in Appendix 1.

This year saw the completion of the rebranding to NICCS and a restructure of the Network to support delivery of improvements across its expanded remit. To reflect the extended scope a joint appointment has been made to provide clinical leadership across the two main areas of focus - Drs Caroline Coats, Consultant Cardiologist in NHS Greater Glasgow & Clyde, and John Dean, Consultant Geneticist, NHS Grampian. A Service Agreement for 2020-2023 has been agreed and the 2021-2024 workplan has been developed to support a shared vision and goals to work towards for network members. The Networks Communication, Patient Experience and Engagement and Education Strategies were published in March 21 following engagement with stakeholders and these will guide activity planned for 2021-22.

The COVID pandemic has resulted in a new way of working for everyone with the move to virtual meetings. All Steering Group and subgroup meetings have been taking place using MS Teams and this has worked well with participation across the Network increasing. The Networks relaunch event in October 2020 took place virtually and plans are in place for monthly education sessions, the annual symposium and a patient engagement event to take place virtually in the coming months. While many of the Network activities will continue to take place virtually, when guidance allows for in person events to take place this format would be preferred for future annual symposiums and patient/family events.

In response to the COVID-19 pandemic, the network used its website to share the latest guidance and useful links relevant to people living with an inherited cardiac condition. The network also developed an Information Resource Pack to share links to organisations, information materials and support available for people living in Scotland affected by Inherited Cardiac Conditions and their families. Over the course of the last year website activity more than doubled from the previous year (8,114 page views in 2020/21 compared to 4,035 in 2019/20).

Highlights

Effective Network Structure

To meet the operational needs of the Network a range of standing working groups and time limited topic specific working groups have been established. The standing working groups support and meet the ongoing requirements for the Network (Data Subgroup, Nurse/AHP Subgroup and Patient Engagement Group). Topic specific working groups established (Pathology Subgroup, Long QT Pathway) give flexibility to meet the Networks specific needs with membership tailored to the topic being discussed. Promotion of the new structure has taken place and a Communications Plan was published in March 2021 to support greater participation in the Network from those with an interest in Inherited Cardiac Conditions.

Data Needs of the Network

The Data Subgroup was established in September 2020 to explore potential solutions to the Networks data needs. Representation on this group includes people directly involved in providing ICC care together with representatives from Information Management Service, NSS and Public Health Scotland. Some key initiatives this subgroup are taking forward include:

- Considering how to make best use of the National Clinical Audit System available to NICCS eg data input process, following the patient journey, gathering/analysing information to help ICC patients in the future.
- Promoting uniformity in ICD-10/READ codes of ICCs across secondary and primary care.
- Undertaking a data linkage project to review the quality of care for patients/families affected by hypertrophic cardiomyopathy (HCM). This audit will compare current ICC services against the National Service Specification, which was developed by the Network and endorsed by the National Advisory Group for Heart Disease. Data is currently being collected and will be used to evaluate mortality, follow-up, use of unscheduled care and the role of ICC specialist nurses.

Miles Frost Project Implementation

In 2018, NHS Scotland received support from the British Heart Foundation Miles Frost Fund to pilot new models for delivering ICC care. This funding increased capacity within specialist cardiology nursing services to identify and support patients with HCM and their immediate relatives through cascade screening. Feedback from families has been very positive and with the funding now at an end, health boards are asked to continue these

services longer term with the cost offset by patients seeing specialist nurses rather than cardiologists.

The Network provides facilitation and support to the Implementation Group who provide operational leadership for this Project. The data linkage project outlined above will stratify which patients were seen by a BHF nurse to allow a comparison of the impact of nurse led care versus standard care.

Patient Experience and Engagement

The Networks Patient Experience and Engagement Strategy published in March 2021 outlines how the experiences of people and families affected by ICCs, and understanding what matters to them, will inform the activities of the network. The strategy was developed by the Patient Engagement Group which includes patient and family representatives and voluntary sector organisations with an interest in ICCs. Some key initiatives from this work include:

- Informing the development and review of patient information to ensure these meet the needs of people attending ICC services.
- Planning a patient/family evening in June 2021 that provides an opportunity for networking, sharing information and for identifying priorities in ICC care.
- Developing a patient experience survey for distribution in the autumn to tailor services to meet the needs of people affected by ICCs.

Management of Sudden Cardiac Death (SCD)

The development of the Sudden Unexplained Death (SUD) and Sudden Cardiac Death (SCD) pathway was delayed due to COVID-19 however this is now undergoing final review and will be published in Spring 2021. A patient information leaflet '*What happens after a sudden unexpected death which may be due to an inherited cardiac condition?*' developed by the Patient Engagement Group, will be published to coincide with the launch of this pathway.

Postcode Audit of Genetic Testing

A postcode audit of the genetic testing for arrhythmias across all health boards in Scotland was undertaken by the Network to gauge variance in testing across Scotland (see Appendix 2). This demonstrated that in 2019/20 the number of tests per 100,000 of the population within the health board varied from 13.09 to 0.80. Some of this variance can be explained by some smaller health boards being known to have a high prevalence of ICC families. However, the reasons for variation across other areas requires further exploration and this will be discussed with these health boards in 2021/22 to promote equity of access to ICC services across Scotland. The Network plans to repeat this audit annually to gauge any change in variance in testing and is considering extending the audit to include genetic testing for cardiomyopathies across all health boards.

Mapping Inherited Cardiac Conditions Services

A mapping exercise was due to take place to highlight any potential gaps in service against the framework set out in the National Specification for Inherited Cardiac Conditions. A Service Standard Audit of the four main centres took place in December 2020 however further information gathering was delayed due to COVID-19. Meetings will

take place with all health boards in 2021/22 to discuss how services could improve in line with the service specification and any further support that the Network could offer.

Education

The Annual Symposium took place virtually on 1st October 2020 with around 60 people in attendance. The focus of this year's event was to formally relaunch the network as the Network for Inherited Cardiac Conditions Scotland with discussions taking place around the impact of the COVID 19 pandemic on services, implementing the National Service Specification and developing the three year vision for the Network. Of the 20 respondents who returned an evaluation, 85% felt that this event had given them the opportunity to influence the direction of the network (see Appendix 3).

The Network used the Annual Symposium together with feedback obtained through a Learning Needs Analysis to inform its Education Strategy which was published in March 2021. This strategy outlines the networks approach to supporting continuing professional development of staff directly supporting people affected by ICCs. Consideration is also given to the education need of professionals that do not have a direct role in ICC care, but are nonetheless important providers of support for patients and their families.

Looking forward

The Network for Inherited Cardiac Conditions Scotland (NICCS) will continue to support improvements in the diagnosis, treatment and outcomes of people with ICCs through the delivery of its 2021-24 workplan.

The 2020/21 Network objectives are outlined in the workplan in Appendix 4. Key priorities for the coming year include:

- Developing the Network's Quality Improvement Strategy, building on the work started in 2020/21 around the data linkage project for HCM, postcode audit of genetic testing and the pathology audit. The Clinical Quality Indicators outlined in the 2020 Clinical Service Strategy will be formalised and used to monitor the effectiveness of services.
- Supporting the continuing professional development of staff directly and indirectly supporting people affected by ICCs. This will include monthly online education events, the annual symposium and initiatives to improve awareness of ICCs across primary care.
- Continuing to use the experiences of people and families affected by ICCs and understanding what matters to them to inform the activities of the network. This will include the launch of the patient information materials developed in 2020/21, an online patient engagement event and roll out of a patient experience survey.
- Developing the Networks website so that this is an effective communication, education and information resource for patients, families and health professionals.
- Publishing the SCD Pathway and Long QT Pathway Protocol and updating existing pathways and guidelines as required to ensure the delivery of ongoing improvements in the management of ICCs.

Finance

There network did not utilise any of its budget this year. Due to the restrictions in place and the move to virtual meetings, anticipated costs associated with face-to-face meetings and education events have not been incurred. While the planned review and update of patient information materials has taken place these were not published in time to accrue the costs this year and therefore the cost associated with this will be incurred in 2021/22.

Appendix 1 Detailed Description of Progress in 2020/21

When defining network objectives please consider the NHS Scotland policy aims described in [Realistic Medicine](#), as well as the Institute of Medicine's six dimensions of quality, which are central to NHS Scotland's approach to systems-based healthcare quality improvement:

1. **Person-centred**: providing care that is responsive to individual personal preferences, needs and values and assuring that patient values guide all clinical decisions;
2. **Safe**: avoiding injuries to patients from healthcare that is intended to help them;
3. **Effective**: providing services based on scientific knowledge;
4. **Efficient**: avoiding waste, including waste of equipment, supplies, ideas, and energy;
5. **Equitable**: providing care that does not vary in quality because of personal characteristics such as gender, ethnicity, geographic location or socio-economic status; and
6. **Timely**: reducing waits and sometimes harmful delays for both those who receive care and those who give care.

KEY

RAGB status	Description
RED (R)	The network is unlikely to achieve the objective by the agreed end date.
AMBER (A)	There is a risk that the network will not achieve the objective by the agreed end date but progress has been made.
GREEN (G)	The network is on track to achieve the objective by the agreed end date.
BLUE (B)	The network has been successful in achieving the network objective to plan.

Objective Number	Smart Objective	Planned start/ end dates	Detailed Plan Available / Owner	Description of progress towards meeting objective as at 31-03-2021	Anticipated Outcome	RAGB status
1 Effective Network Structure and Governance [linked to Quality Dimensions 3,4,5,6]						
Ensure NICCS has robust and effective governance arrangements and is structured appropriately to delivery its objectives:						
2020-01	The network will implement the revised structure agreed with a view to making it more effectively deliver improvement across the extended network scope. This will include the recruitment of 2 new Lead Clinicians to be in prior to June 2020.	June 2020	Network Team	The 2 new Lead Clinicians are now in post and the new Service Agreement agreed and signed (2020-2023). Further discussion on the network structure has taken place. The revised structure was agreed and implemented in February 2021.	There are effective governance arrangements in place for network activity. To deliver a new structure which enables the network to deliver its objectives.	B
2019-02	The network will complete the process of renaming and rebranding to NICCS as part of 2020-01.	31/03/2020	Network Team	Rebranding complete. Promotion of the network is ongoing in line with the Communication, Patient Engagement and Education Strategies.		B
2020-02	The network will review and revise the network strategies – Communication, Education and Quality Improvement	June/July 2020	Network Team/Steering Group	The Network has agreed its Communication, Patient Engagement and Education Strategies and these will inform the 2021-22 workplan. The Quality Improvement Strategy will be reviewed in 2021/22		A

Objective Number	Smart Objective	Planned start/ end dates	Detailed Plan Available / Owner	Description of progress towards meeting objective as at 31-03-2021	Anticipated Outcome	RAGB status
2020-03	The network will set out a work plan for the next 3 years	June 2020	Network Team	The network has developed its 2021 – 24 workplan.	Network members have a shared vision and goals to work towards	B
2 Service Development and Delivery [linked to Quality Dimensions 1,2,3,4,5,6]						
2020-04	The network will continue to support and facilitate developments for the BHF Miles Frost Project. This will include implementation group meeting administration and facilitation of data collection, using the Clinical Audit System, for quarterly reporting until end of project	Jan 21 tbc	Dr Anna Maria Choy	The network has continued to support the BHF Miles Frost Project. Due to COVID-19 only one meeting of the implementation group has taken place in in 2020/21. The last meeting of this group will take place in May 2021 following the end of this project.	The development for inherited cardiac conditions (ICCs) services in Scotland will be set out and implemented to support the delivery of ongoing improvements in the management of ICCs	B
2019-07	The network will update its sudden cardiac death (SCD) pathway.	June 2020	Steering Group	The sudden cardiac death (SCD) pathway is being finalised. The update was delayed due to COVID-19 and will be published in April 2021.		A
2019-08	The National Specification for Inherited Cardiac Conditions has been completed and NICCS will seek the endorsement of the National Advisory Committee for heart Disease (NACHD). A mapping exercise	31/12/20	Network Team/Steering Group	A Service Standard Audit of the 4 main centres took place in December 2020. Further information gathering was delayed due to COVID-19.		A

Objective Number	Smart Objective	Planned start/ end dates	Detailed Plan Available / Owner	Description of progress towards meeting objective as at 31-03-2021	Anticipated Outcome	RAGB status
	will take place to highlight any potential gaps in service against the framework set out in the spec.			Meetings will take place with all health boards in 2021/22 to discuss how services could improve in line with the service specification and further support that the network could offer.		
2020-05	The network will develop guidelines advising on virtual management of patients with particular emphasis on risk and follow-up due to change in outpatient services for patients	June 2020	Lead Clinicians	Guidance not developed. Survey circulated to ICC staff to find out what has worked well/what could be improved/what practices will continue with regards to virtual management of patients. This feedback will be combined with the results from patient engagement undertaken by PHS. Examples of best practice will be shared.	To provide a consistent , safe approach to management of patients in the outpatient setting	A
3. Stakeholder Communication and Engagement [linked to Quality Dimensions 1,3,4,5,6]						
NICCS will communicate effectively with a wide range of stakeholders to ensure its stakeholders are aware of the work that the network is undertaking and are involved and able to influence its work.						
2020-06	The network will develop a small patient engagement planning group to develop a strategy to capture patient priorities and	June - Dec 2020	Network Team/Patient group	A Patient Engagement Group (PEG) was established and has supported the	Patients' needs/priorities drive the work of the network	B

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	also to have patient input in specific pieces of work including development of a patient satisfaction questionnaire			development of the networks Patient Engagement Strategy. The PEG are meeting monthly and are currently involved in developing/reviewing the networks patient information materials and informing the format/content of the 2021 patient engagement event.		
2020-07	The website will evolve to become an effective communication/ education and information resource for patients, families and professionals	31/03/2021	Network Team Steering Group	The website is continuing to evolve this will be further informed by a formal website review undertaken by the network and patient engagement group in 2021/22	NICCS website and social media links will provide the most up to date information for health professionals and patients	A
2020-08	NICCS will increase communication via social media to engage with the global ICC community.	31/03/21	Network Team	The network is awaiting further guidance from NSS re: use of Twitter account. NICCS Facebook Page disbanded in March 2021 as per NSS guidance.		A
2020-09	NICCS will produce 3 newsletters during 2020/21	31/03/21	Network Team	Two newsletters were issued (June and December 2020). The next newsletter will be published in April 2021		A

Objective Number	Smart Objective	Planned start/ end dates	Detailed Plan Available / Owner	Description of progress towards meeting objective as at 31-03-2021	Anticipated Outcome	RAGB status
4. Education Quality Dimensions 1,2,3,4,5,6]						
Deliver education opportunities for NHS Scotland inherited cardiac conditions staff						
2019-12	The network will begin planning for the next NICCS National Symposium, due to be held in the Autumn of 2020.	April/Oct 2020	Network Team / Education leads	The Symposium was cancelled due to COVID-19. This will now take place virtually on 7 September 2021.	Provide educational opportunities to specialist and non-specialist clinical staff to enhance knowledge of managing inherited cardiac conditions	R
2020-10	The network will plan for a Nurse/AHP Education Day to be held in Spring 2021	Oct 20- Mar 21	Network Team	A programme of monthly Education Sessions will take place with Nurse/AHPs starting April 2021		B
2019-13	NICCS will scope options for promoting inherited cardiac conditions (ICC) to primary care by looking to adapt the ICC module project from the online Heart-E training resource. This could then be targeted at GP trainees as part of their coursework on genetics.	July 2020	Dr Anna Maria Choy/Mrs Christie / GP Lead	This has been put on hold due to COVID-19. Further discussion will take place in 2021/22 to explore the needs of primary care.		R
2020-11	NICCS will revise its Education Strategy to explore different ways of delivering education to suit the needs of stakeholders, in line with findings from a Learning Needs Assessment	June/July 2020	Network Team	The Education Strategy was finalised in March 2021. This was informed by the LNA and discussion at the launch event and Nurse/AHP Subgroup.		B

Objective Number	Smart Objective	Planned start/ end dates	Detailed Plan Available / Owner	Description of progress towards meeting objective as at 31-03-2021	Anticipated Outcome	RAGB status
5. Audit and Continuous Quality Improvement <small>[linked to Quality Dimensions 1,2,3,4,5,6]</small>						
NICCS will progress the use of data to identify areas for improvement and demonstrate improvements in service delivery and/or patient outcomes.						
2019-14	NICCS will, as a matter of urgency, develop and adopt its Quality Improvement (QI) Strategy with defined clinical quality indicators (CQI)	June/July 2020	Prog. Manager / Data Lead	This has been delayed due to COVID-19. The Strategy is being drafted and will be finalised in summer 2021	An ongoing programme of data management, CQI development and clinical audit to facilitate high quality care for people with inherited cardiac conditions and their families	A
2019-15	In conjunction with the networks pathology representatives, NICCS will roll-out nationally the pathology audit currently undertaken in Lothian and the south east.	June 2020	Prog. Manager / Pathology Leads	This has been delayed due to COVID-19 but is now underway.		A
2019-16	NICCS will repeat its Postcode Audit of Genetic Testing for inherited cardiac conditions to gauge any change in variance in testing across Scotland.	June 2020	Prog. Manager/Lead Clinician	This was been delayed due to COVID-19 but has been completed with results discussed with the Data Subgroup.		B
2019-17	The network will undertake a first audit of its new Clinical Quality Indicators.	End March 2021	Network Team	This has been delayed due to COVID-19.		R
2020-12	The network will undertake a service specification audit at each centre	End Dec 2020	Network Team/Centre leads	An audit was undertaken in December 2020.		B
2020-13	NICCS will establish a sub-group to explore potential solutions to the network data needs.	Now-Mar 21	Data Group/ISD	The Data SLWG was established in September 2020 and continues to meet quarterly to consider the network's data needs.		B

Objective Number	Smart Objective	Planned start/ end dates	Detailed Plan Available / Owner	Description of progress towards meeting objective as at 31-03-2021	Anticipated Outcome	RAGB status
6. Value [linked to Quality Dimensions 1,2,3,4,5,6]						
2019-18	Use the outcomes from the Postcode Audit of genetic testing to promote equity of access to ICC services across Scotland.	31/03/2021	Network Team	This audit was delayed due to COVID-19 but has now been completed with results discussed with the Data Subgroup. This will inform the discussions with Boards in 2021/22.	To demonstrate the added value that the network provides.	R
2020-14	Use outcomes from the patient survey and service audits to improve quality of ICC services across Scotland	31/03/2021	Network Team	This has been delayed due to COVID-19. Patient Survey planned for Autumn 2021 and discussions with Boards will take place in 2021/22 to inform this objective.		R

Appendix 2 Postcode Audit of Genetic Testing

Fig 1 Arrhythmia Tests by Health Board 2019-2020

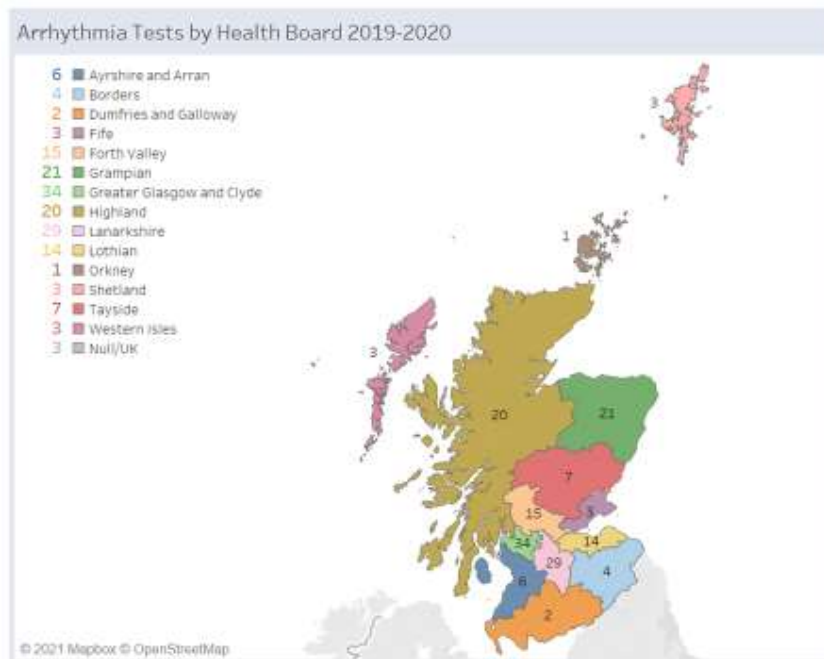


Fig 2 Test by Health Board per 100,000 Head of Population

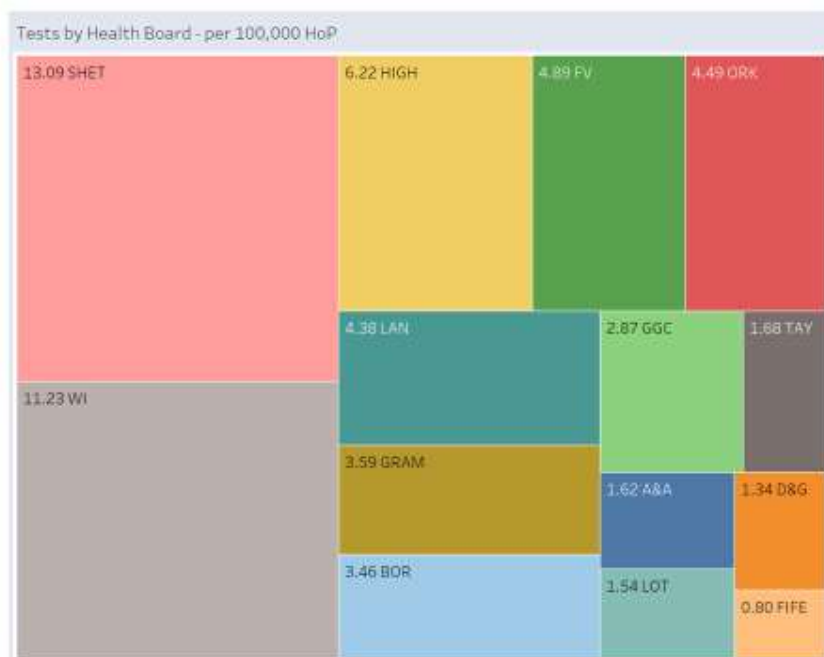
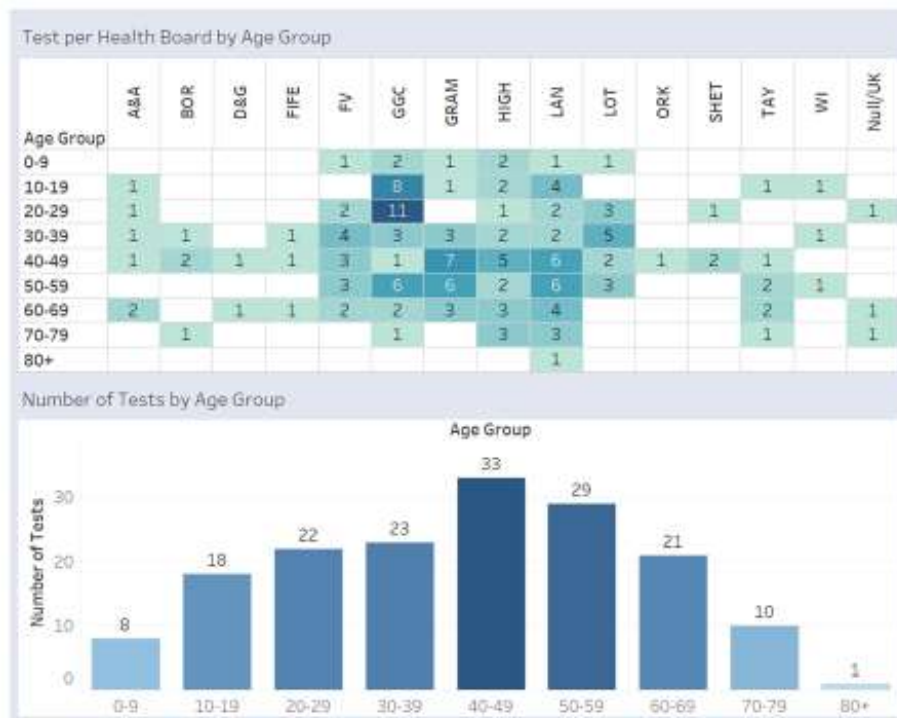


Fig 3 Number of Tests per Health Board per Age Group



Appendix 3

Evaluation of Annual Event

The NICCS Annual Education event took place on 1 October 2020 virtually. Around 60 delegates attended the meeting and 20 evaluation forms were completed. Of the people who completed an evaluation, 17 were from health care professionals and three were from patient representatives.

Fig 1 Have we provided enough information to allow you to contribute to discussion about the future of the network?

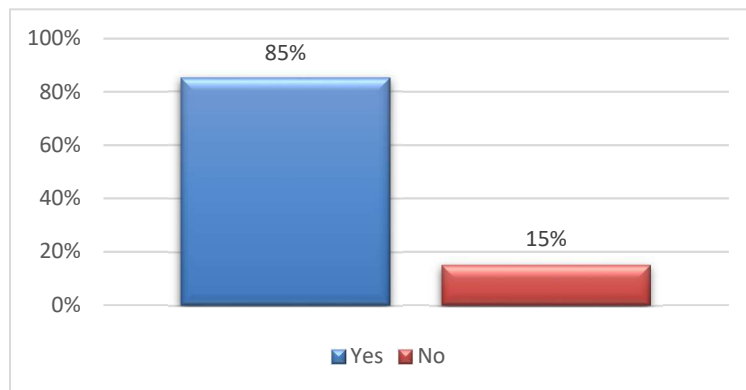
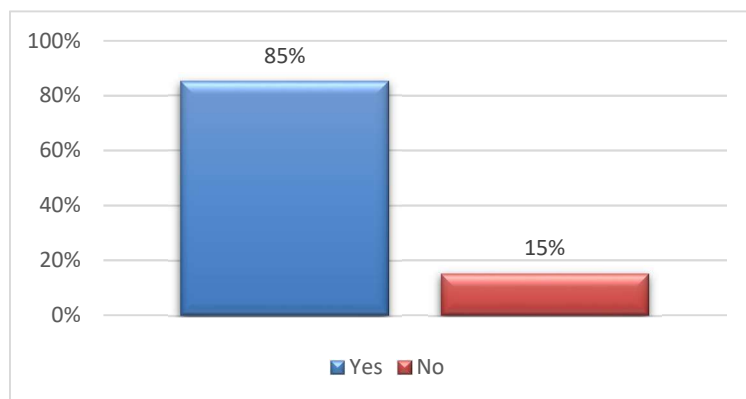


Fig 2 Do you feel you have had an opportunity to influence the future of NICCS?



Attendees were asked to share how they felt they could contribute to the network and delivering the plan of work discussed at the event. A range of responses were

received including supporting development of protocols, sharing experiences of living with an ICC, championing ICC care locally and supporting a national approach to testing and management of these conditions. It was also suggested that it would be helpful to go out to Boards across Scotland to find out what was happening locally with ICC care in each area.

When asked to provide one thing that could be done differently respondents provided a range of responses. This included providing education for GPs, involving the whole multi-disciplinary team in developing referral pathways and sharing regular updates on the work of the Network. Several respondents highlighted that issues with IT on the day prevented them from fully engaging in all aspects of the event. It was also noted that patient representatives would have been unfamiliar with the use of acronyms and medical terminology discussed at the event and this should be considered for future events.

Appendix 4

NICCS 2021/22 Workplan

When defining network objectives please consider the NHS Scotland policy aims described in [Realistic Medicine](#), as well as the Institute of Medicine's six dimensions of quality, which are central to NHS Scotland's approach to systems-based healthcare quality improvement:

1. **Person-centred**: providing care that is responsive to individual personal preferences, needs and values and assuring that patient values guide all clinical decisions;
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4. **Efficient**: avoiding waste, including waste of equipment, supplies, ideas, and energy;
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Objective Number	Smart Objective	Planned start/ end dates	Detailed Plan Available / Owner	Description of progress towards meeting objective as at	Anticipated Outcome	RAGB status
1. Effective Network Structure and Governance <small>[linked to Quality Dimensions 3,4,5,6]</small>						
Ensure NICCS has robust and effective governance arrangements and is structured appropriately to delivery its objectives:						
2021-01	The network will organise three Steering Group meetings during 2021/22 to oversee strategic development of NICCS	March 2022	Network Team		There are robust and effective governance arrangements in place to deliver the networks objectives.	
2021-02	The structure in place and representation within the network supports the network to deliver improvements in ICC care.	March 2022	Steering Group			
2021-03	The network will establish a robust process for guideline development and timely review of existing guidelines/protocols.	March 2022	Network Team			
2. Service Development and Delivery <small>[linked to Quality Dimensions 1,2,3,4,5,6]</small>						
2019-07	The network will finalise and publish its sudden cardiac death (SCD) pathway.	April 2021	Pathology Subgroup	Carried forward from 2020/21 work plan.	The development for inherited cardiac conditions (ICCs) services in Scotland	
2021-04	The network will finalise and publish its Long QT Protocol. This will be used as a template for updating the other NICCS protocols.	June 2021	Long QT Subgroup			
2021-05	Building on the work funded by the Miles Frost Fund, the network will consider workforce-planning requirements and develop staff competencies to identify how	Autumn 2021	Nurse/AHP Subgroup			

Objective Number	Smart Objective	Planned start/ end dates	Detailed Plan Available / Owner	Description of progress towards meeting objective as at	Anticipated Outcome	RAGB status
	ICC services can be delivered effectively across Scotland.				will be set out and implemented to support the delivery of ongoing improvements in the management of ICCs	
2021-06	The network will work with boards to review services against the National Specification for Inherited Cardiac Conditions to highlight any potential gaps in service, share best practice and identify areas where the Network could further support.	31/12/21	Network Team/ Steering Group			
2020-07	Virtual management of patients: share with ICCs information on what has worked well/what could be improved/what practices following service and patient feedback.	July 2021	Lead Clinicians		To provide a consistent, safe approach to virtual management of patients.	
3. Stakeholder Communication and Engagement [linked to Quality Dimensions 1,3,4,5,6] NICCS will communicate effectively with a wide range of stakeholders to ensure its stakeholders are aware of the work that the network is undertaking and are involved and able to influence its work.						
2021-08	The website will evolve to become an effective communication/ education and information resource for patients, families and professionals	31/03/2022	Network Team/ Steering Group/ Patient Group	Carried forward from 2020/21 work plan.	NICCS share the most up to date information with health professionals and patients via the website and in accordance with the Communications Strategy.	
2021-09	NICCS will issue four newsletters during 2021/22	31/03/2022	Network Team			
2021-10	Develop/Review patient resources in partnership with patients.	31/03/2022	Network Team/ Patient Group		Patients' needs/priorities drive the work of the	

Objective Number	Smart Objective	Planned start/ end dates	Detailed Plan Available / Owner	Description of progress towards meeting objective as at	Anticipated Outcome	RAGB status
2021-11	Hold a patient engagement event the format/content of which is informed by patients.	June 2021	Network Team/ Patient Group		network in accordance with the Patient Engagement Strategy	
2021-12	Undertake a patient experience survey.	Autumn 2021	Network Team/ Patient Group			
4. Education [linked to Quality Dimensions 1,2,3,4,5,6]						
Deliver education opportunities for NHS Scotland inherited cardiac conditions staff						
2021-13	The network will host the annual NICCS National Symposium.	September 2021	Network Team / Lead Clinicians		Provide educational opportunities to specialist and non-specialist clinical staff to enhance knowledge of managing inherited cardiac conditions	
2021-14	The network will host virtual monthly education sessions for Nurse/AHPs.	April – Nov 2021	Network Team/ Nurse/AHP Subgroup			
2021-15	The network will consider how best to support primary care. This could include guidance/referral pathways and education sessions specifically for primary care. Consideration to be given to adapting the ICC module project from the online Heart-E training resource for GP trainees as part of their coursework on genetics (2019-13).	31/03/2022	Network Team/ Steering Group			
5. Audit and Continuous Quality Improvement [linked to Quality Dimensions 1,2,3,4,5,6]						
NICCS will progress the use of data to identify areas for improvement and demonstrate improvements in service delivery and/or patient outcomes.						

Objective Number	Smart Objective	Planned start/ end dates	Detailed Plan Available / Owner	Description of progress towards meeting objective as at	Anticipated Outcome	RAGB status
2019-16	NICCS will, as a matter of urgency, develop and adopt its Quality Improvement (QI) Strategy with defined clinical quality indicators (CQI)	June/July 2020	Prog. Manager / Data Lead	Carried forward from 2020/21 work plan.	An ongoing programme of data management, CQI development and clinical audit to facilitate high quality care for people with inherited cardiac conditions and their families	
2019-17	The network will undertake a first audit of its new Clinical Quality Indicators.	End March 2021	Network Team	Carried forward from 2020/21 work plan.		
6. Value [linked to Quality Dimensions 1,2,3,4,5,6]						
2020-18	Use outcomes from the patient survey and service audits to improve quality of ICC services across Scotland	31/03/2022	Network Team	Carried forward from 2020/21 work plan.	To demonstrate the added value that the network provides.	