



Royal College of  
Obstetricians &  
Gynaecologists

# Introducing the RCOG Invited Review Service

Supporting change, improving practice  
and assisting with service design for  
better women's health care.





*“The review has been well received and a positive experience for our service.”*

## The RCOG Invited Review Service

The RCOG's Invited Review Service is designed to help employers, commissioners and managers provide safer and sustainable services that improve outcomes for women's health.

We regularly receive requests for reviews from healthcare organisations that provide, plan or commission O&G services who have concerns about service delivery, individual clinical performance, patient safety and workload issues or are planning a service reconfiguration.



*“Helpful in terms of a general review and providing assurance for the department and Trust board.”*

## Experienced, Independent and Confidential

Over the last 12 years, the RCOG Invited Review Service has offered independence, influence, expertise and confidentiality for healthcare organisations and clinical teams.

Our experienced, RCOG-trained senior clinicians have in-depth knowledge of standards and successful service models. We recommend ways to ensure compliant and effective working arrangements that enable clinicians to deliver improved patient outcomes.

## Early involvement is recommended

Our aim is to support healthcare organisations and clinical teams in resolving concerns and supporting change. We always recommend early involvement as soon as issues arise as the best way to ensure patient safety, regulatory compliance and high quality women's health care.

## Three services in one

RCOG provide three types of reviews:



**Service reviews:** usually focused on safety, sustainability and quality issues and carried out in response to an invitation from an organisation to visit and review a current service.



**Individual performance reviews:** carried out following a request to examine the clinical practice of an individual doctor that may be a cause for concern. We also facilitate case note reviews.



**Configuration reviews:** delivered when commissioners and healthcare organisations need clinical assurance of proposals for significant design changes to local obstetric and gynaecology provision and the wider interdependencies across maternity paediatric and anaesthesia services.

## Benefits of an RCOG Invited Review

- Centrally coordinated liaison, on-site support and communication
- A consistent approach, tailored to individual situations
- Clear procedures and templates to focus the review
- Experienced and trained obstetric and gynaecology assessors providing clinical assurance, a fresh perspective and breadth of knowledge
- Formal involvement of additional experienced clinicians in midwifery, anaesthesia, neonatology and surgery, if required
- Trained lay assessors fully integrated into the RCOG Invited Review approach
- Clear timescales for report delivery
- Indemnity and support for the assessors
- Compliance with confidentiality and data management standards



## Quality assured reviews and follow up support

Following the review we remain committed to supporting organisations with a quality-assured report endorsed by the RCOG which includes recommendations for improvement.

We always follow up our reviews with a request to see action plans and review progress in relation to the recommendations provided in the report. This follow up process ensures patient safety issues are being addressed and supports implementation of the review recommendations.

## Expert insight and practical help

Here are two examples of how we have helped UK Trusts and Health Boards.

Further examples of our work can be found at [rcog.org.uk/invitedreviews](http://rcog.org.uk/invitedreviews)

**ONE**

### Compliance with guidance and standards:

Adverse events and untoward incidents triggered an RCOG review of the obstetric and gynaecology services in a Trust.

Our assessors concluded that, although the women's services had improved, there were aspects that fell below the expected standard and recommended that the Trust:

- Review clinical practice on the management of miscarriage against NICE Guidelines
- Set up a prospective audit of hysterectomy and laparoscopic surgery
- Develop the 'Lead for the Early Pregnancy Unit' role to ensure more consistent decision-making

**TWO**

### Governance:

Following receipt of an anonymous letter to the GMC regarding patient safety, poor practice and flawed investigations our assessors reviewed reports and documents available within the clinical guidance framework and investigated specific cases involving surgical practice in gynaecology, and pre-natal and intra-partum care. Our recommendations to improve safety included:

- A named Executive Director to increase awareness and compliance with the Whistleblowing Policy
- Improvements to record keeping and effective procedures to ensure incidents are reported and actioned
- The adoption of a robust root cause analysis approach for investigations

## If you think we can help...

We welcome enquiries from healthcare organisations (usually the Medical Director or Chief Executive) and Responsible Officers. We are happy to discuss informally and **in confidence** the review options that would best match your needs.

## Becoming an assessor

If you are an experienced obstetrician and/or gynaecologist and would like to know more about becoming an assessor for the RCOG Invited Review Service, please get in touch.

## Contact us

Please contact:

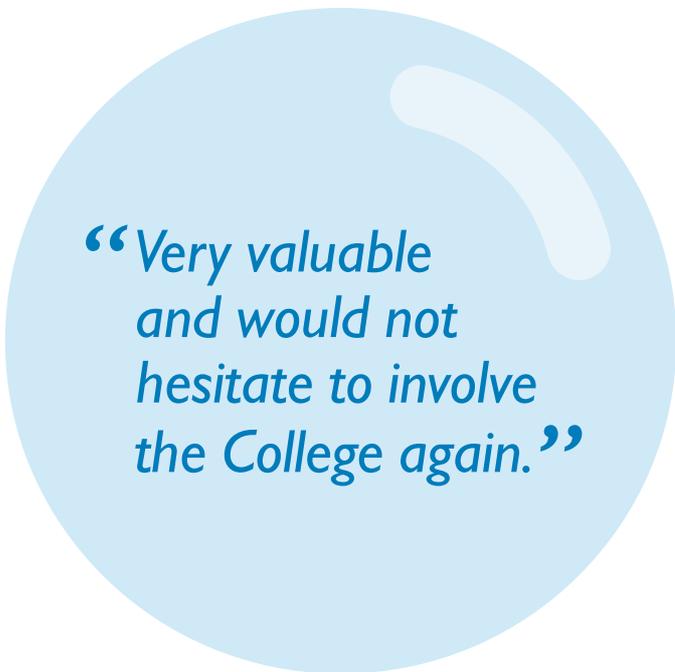
**invitedreviews@rcog.org.uk**

or **+44 20 7772 6240**

to find out more about the RCOG Invited Review Service and how we can help.

For more information visit

**rcog.org.uk/invitedreviews**



*“Very valuable and would not hesitate to involve the College again.”*

## The small print

For full details of our service together with our Invited Review Policy document and conditions of service that sets out the governance, structure and operational process we follow visit **rcog.org.uk/invitedreviews**



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*“The review met our expectations fully, the supportive approach helped us achieve our quality improvements and has resulted in a safer service and reduced incidents/SIRIs.”*

*“Our dashboard has now been green for post partum haemorrhage for the past 12 months signifying that our outcomes have improved. We have also only had one (planned) Caesarean hysterectomy.”*

Contact the RCOG Invited Review Office to find out more about the Service and how we can help:



+44 20 7772 6240



invitedreviews@rcog.org.uk



[www.rcog.org.uk/invitedreviews](http://www.rcog.org.uk/invitedreviews)



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