

# Falls and Fragility Fracture Audit Programme Improvement Strategy 2023-2026

**“We have a responsibility in medicine, government and wider society to plan to ensure that older age is as healthy, independent and enjoyable as possible into the future”.**

Prof. Chris Whitty, Chief Medical Officer’s Annual Report 2023, [Health in an Ageing Society](#)

## 1. Introduction

The Falls and Fragility Fracture Audit Programme (FFFAP) aims to help patients understand and manage their condition and to ensure they are provided with the best possible care. Improving outcomes for patients suffering the consequences of falls and fragility fractures will go a long way towards transforming their lives, and those of their families.

FFFAP is a suite of national clinical audits, commissioned by the Healthcare Quality Improvement Partnership (HQIP) and run by the Royal College of Physicians (RCP), which provide an online improvement platform focused on people with falls and fragility fractures treated in hospitals in England and Wales. We have also extended audit participation to include Northern Ireland, Isle of Man and Guernsey.

The overarching aims of the programme are:

- To increase awareness of falls and fragility fractures management among patients and their families, so they can be more involved in their care
- To improve secondary fracture avoidance and inpatient fall prevention by supporting systems to provide comprehensive, high-quality, equitable and evidence-based services
- To help clinicians use data driven service improvement to deliver excellence in care provided for patients with falls and fragility fractures
- To demonstrate the value of clinical audit as a means of improving healthcare.

Performance against these aims and assessment of care that patients receive is recorded through three linked national clinical audits:

- [National Hip Fracture Database \(NHFD\)](#)

- [Fracture Liaison Service Database \(FLS-DB\)](#)
- [National Audit of Inpatient Falls \(NAIF\)](#)

The FFFAP healthcare improvement strategy is guided by the outputs and recommendations from these audits. The aim of this strategy is to outline the healthcare improvement priorities for the programme, the activity we will undertake to enable and support improvement and how we will measure progress and impact.

The strategy builds on our successful expansion of improvement support to teams/clinicians since 2018, including the delivery of in-person and online improvement collaboratives based on the IHI model for improvement, improvement masterclasses, online improvement workbooks and quarterly interactive webinars. We have evaluated these activities and the learnings have informed the development of this strategy.

## 2. Healthcare improvement strategy

The following priorities for improvement 2023-2026 have been developed in collaboration with the FFFAP improvement advisory group, members of the FFFAP patient and carer panel, as well as input from our wider stakeholders:

1. To build and maintain engagement with audit participants and improve delivery of healthcare improvement, through regularly updated data, availability of resources and networking opportunities
2. To build on existing stakeholder relationships and source other key stakeholders to collaborate, support, and benefit FFFAP as a world-leading audit programme
3. To ensure patients and carers are part of the healthcare improvement process and are kept up to date with news, information, and audit results
4. To further improve care of people with fragility fractures by seeking opportunities to promote the benefits for the establishment of fracture liaison services in areas that have none
5. To promote the wider use of FFFAP data for the purpose of improving bone health of older adults.

The strategy brings together all aspects of FFFAP's work across the three main audience groups:

For **patients and carers** our key areas for focus will be:

- Delivering a patient and carer panel that will guide the work of the programme

- Seeking networking opportunities with other patient engagement groups, for example to access a more diverse range of voices to inform and contribute to the improvement approach
- Consolidating and improving access to our existing patient and carer resources
- Developing resources to facilitate the inclusion of patients and carers in local improvement teams
- Developing awareness campaigns in collaboration with stakeholders and utilising other RCP communications channels (including Medical Care - driving change), for example: World Osteoporosis Day, patient safety and patient misinformation.

For **clinicians and audit teams** our key areas for focus will be:

- Sharing good practice and achievements through the existing online improvement repositories as well as newsletters and during webinars
- Publishing the improvement workbooks for each workstream
- Developing improvement support videos, podcasts and social media messaging
- Exploring ways to embed FFFAP in clinical staff training programmes, for example through deaneries and AHP training programmes
- Support for addressing health inequalities and inequity of care provisions through annual reports
- Support the community to deliver healthcare improvement through regular webinars including access to expertise for example through Q&A with clinical leads.

For **regional and national stakeholders** our key areas for focus will be:

- Sharing information at a regional/Integrated Care Board (ICB)-level to support the commissioning of services
- Supporting service development through provision of local and regional audit data, for example through a pilot of 'information packs'
- Describing the scale of health inequalities and inequity of care to inform regional interventions to improve equity within local patient populations
- Providing data to support national programmes, such as CQC and GIRFT.

### 3. Delivery plan

The following plan details the purpose of activities and methods for implementation. The FFFAP communications and engagement strategy describes the key tools and techniques that will be used to successfully deliver the key improvement messages to the intended audience.

Healthcare improvement focus	Implementation	Timeframe
<p><b>To increase awareness of fragility fractures and treatment:</b></p> <ul style="list-style-type: none"> <li>➤ Highlight the work of FFFAP and partnering stakeholders</li> <li>➤ Empower patients, carers and the public to influence the care they receive</li> </ul>	<ul style="list-style-type: none"> <li>➤ Patient and Carer Panel (PCP), the RCP Patient and Carer Network and networking with other patient groups</li> <li>➤ Develop ‘collaboratives’ with stakeholder groups to work closer on dissemination of resources and campaigns</li> <li>➤ Contribute to global and national awareness campaigns, for example, World Osteoporosis Day 2024, tackling misinformation, patient safety</li> <li>➤ Co-produce patient information and resources</li> <li>➤ Review FFFAP website access (and hosting links of partnering stakeholders)</li> </ul>	<ul style="list-style-type: none"> <li>➤ Bi-annual PCP meetings</li> <li>➤ In 2024, launch first collaborative to focus on dissemination of resources</li> <li>➤ Annual awareness campaigns</li> <li>➤ Annual workstream patient resources</li> <li>➤ In 2024, review access to website.</li> </ul>
<p><b>To support healthcare improvement initiatives:</b></p> <ul style="list-style-type: none"> <li>➤ Promote best practice</li> <li>➤ Increase awareness</li> <li>➤ Increase engagement</li> <li>➤ Empower clinicians to use the data for improvement</li> <li>➤ Focus improvement on 4-month outcome (NHFD KPI6 return</li> </ul>	<ul style="list-style-type: none"> <li>➤ Real-time data available in customisable and publicly available reports to empower local teams, patients, and the public to monitor and track performance</li> <li>➤ Production of State of the Nation reports</li> <li>➤ Review FFFAP website for easy access to information</li> <li>➤ Develop induction resources and user guides for those new to FFFAP</li> <li>➤ Promote use of FFFAP improvement workbooks for each workstream</li> </ul>	<ul style="list-style-type: none"> <li>➤ Continuous real-time data</li> <li>➤ Annual State of the Nation reports</li> <li>➤ In 2024, review access to website</li> <li>➤ In 2024, continue to develop induction resources</li> <li>➤ Annual promotion (and review) of workstream improvement workbooks</li> <li>➤ Two annual improvement support resources per workstream</li> </ul>

<p>home; FLS-DB KPI9 follow up) and bone protection (NHFD KPI7; FLS-DB10 and 11)</p>	<ul style="list-style-type: none"> <li>➤ Improvement support videos, podcast, social media messaging</li> <li>➤ Host webinars and ‘exchanges’</li> <li>➤ Explore the option of offering coaching to teams wanting additional support on their improvement projects</li> <li>➤ Presentations at conferences and stakeholder meetings</li> <li>➤ Seek opportunities to integrate views of patients and carers across all our work.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Workstream quarterly webinars</li> <li>➤ Presentations at annual BOA, BGS and ROS conferences.</li> </ul>
<p><b>To provide data to national programmes</b></p>	<ul style="list-style-type: none"> <li>➤ Annual State of the Nation reports will include national recommendations developed in partnership with AGs and wider stakeholders</li> <li>➤ Support Best Practice Tariff (BPT) by collecting data on hip and femoral fracture care, calculating where this meets BPT and allowing NHS England to access data to support the administration of the tariff</li> <li>➤ Provide data to inform Best MSKHealth programme</li> <li>➤ Provide FFFAP data to support CQC inspections</li> <li>➤ Provide data to GIRFT to inform data packs for visits</li> <li>➤ Provide data to support Welsh government on its six key performance indicators.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Annual State of the Nation reports</li> <li>➤ Continuous support of BPT</li> <li>➤ Annual submissions of CQC and data for GIRFT</li> </ul>
<p><b>To recognise and celebrate excellence:</b></p> <ul style="list-style-type: none"> <li>➤ Inspire clinicians and systems to use FFFAP data for improvement</li> </ul>	<ul style="list-style-type: none"> <li>➤ Annual awards for excellence in healthcare improvement</li> <li>➤ Introduce local FFFAP ‘clinical champions’ who are enabled to increase engagement and use of data locally</li> </ul>	<ul style="list-style-type: none"> <li>➤ In 2024, scope annual awards for implementation in 2025</li> <li>➤ In 2024, scope introduction of new clinical champions</li> </ul>

<ul style="list-style-type: none"> <li>➤ Seek opportunities to further engage those who are not yet using FFFAP data</li> <li>➤ Promote peer-to-peer learning.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Share case studies in webinars and through the FFFAP best practice repositories</li> </ul>	<ul style="list-style-type: none"> <li>➤ Gathering of case studies through quarterly newsletters and webinars</li> </ul>
<p><b>To seek opportunities to incorporate a FFFAP module in training programmes:</b></p> <ul style="list-style-type: none"> <li>➤ Increase awareness of FFFAP</li> <li>➤ Promote understanding of the use of data</li> <li>➤ Embed good practice</li> <li>➤ Encourage use of data for service improvement.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Contact two deanery areas</li> <li>➤ Target particular professional group (e.g., Orthogeriatrics trainees, AHPs training programme, nursing programme, foundation doctors)</li> <li>➤ Task and finish group to lead content, delivery mode and evaluation.</li> </ul>	<ul style="list-style-type: none"> <li>➤ In 2024, scope opportunities to work with deaneries and develop task and finish group</li> <li>➤ In 2024, work with new clinical fellows to support his work and promote the use of FFFAP data for service improvement</li> </ul>
<p><b>To seek opportunities to promote data automation to improve quality of data entry:</b></p> <ul style="list-style-type: none"> <li>➤ Improve data quality and reduce errors</li> <li>➤ Reduce burden of data</li> </ul>	<ul style="list-style-type: none"> <li>➤ Support sites using data automation for improvement act activity, for example through the FFFAP improvement workbooks</li> </ul>	<ul style="list-style-type: none"> <li>➤ In 2024 identify areas/hospitals using data automation and scope the benefits/challenges through case studies/audits</li> </ul>
<p><b>To pilot use of regional/ICB data packs:</b></p> <ul style="list-style-type: none"> <li>➤ Support clinicians to improve services (manage gaps, resource allocation)</li> <li>➤ Promote equity of service provision and health inequalities.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Use existing data from FFFAP and from partnering stakeholders</li> <li>➤ Combine information on demographics, health inequalities benchmarks, fracture rates, fracture 'burden predictors' economic modelling tool (ROIs) and service improvement tools (REDUCE toolkit).</li> </ul>	<ul style="list-style-type: none"> <li>➤ In 2024, develop pilot pack of information for one region, review and evaluate for further roll-out.</li> </ul>

#### **4. Enablers for delivery**

The delivery of the strategy will be supported by:

- FFFAP programme team, including clinical leads and clinical fellows
- FFFAP patient and carer panel
- FFFAP workstream advisory groups
- FFFAP improvement advisory group (TBC)
- FFFAP communications and engagement strategy 2023-26.

#### **5. Measurement of impact**

Building on our existing evaluation framework of the FFFAP communications and engagement strategy, we will measure impact through the following measures:

- Participation – number of providers engaging with the audits and improvement activities, including attendees at webinars
- Satisfaction – regular user surveys, feedback received on the helpdesk via email and telephone
- Improvement in knowledge and competence in improvement methods – before/after webinars, use of workbooks and case studies demonstrating projects' impacts and using established frameworks to demonstrate outcomes, for example Moore's outcome framework
- National changes in policy, standards and guidelines using FFFAP data
- Patient health – KPI change at site/ICS level.
- Community health – reduced variability and improvement in national KPIs.

Specifically, we will measure progress against the following KPIs to address the healthcare improvement goals as defined by HQIP:

- 1.** Improve secondary fracture prevention service – with the aim of reducing the occurrence of secondary fragility fractures by 40%:
  - NHFD: KPI7: Improve bone medication from 32% (2022) across all femoral fracture types.

2. Ensure that at least 90% of people over 60 years of age, who have sustained a non-ambulatory fracture, receive a 120 day follow-up call to check 1) they have returned to their former place of residence 2) if they have any additional rehabilitation needs that require addressing and 3) that they are continuing with relevant bone sparing medication:
  - Focus improvement on 4-month outcome (NHFD KPI6 return home; FLS-DB KPI9 follow up) and bone protection (NHFD KPI7; FLS-DB10 and 11).

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