National Audit of Inpatient Falls (NAIF)

Webtool user guide - from 1 January 2025

[Last revised: December 2024]

Introduction

The National Audit of Inpatient Falls (NAIF) is one of three clinical audits managed by the Falls and Fragility Fracture Audit Programme (FFFAP) at the Royal College of Physicians (RCP) and commissioned by the Healthcare Quality Improvement Partnership (HQIP). The programme is designed to audit the care that patients with fragility fractures and inpatient falls receive in hospital and to facilitate quality improvement initiatives.

This document has been produced by Crown Informatics and the National Audit of Inpatient Falls team to assist users of the FFFAP NAIF website. All headings in the contents page are hyperlinked to the appropriate chapter for ease of navigation.

Crown Informatics audit team is commissioned by the RCP to operate the data collection and reporting service as part of the audit project.

Information Governance

Working together, the RCP and Crown Informatics are fully commissioned to run and host the audit.

All audit data will be managed securely and in accordance with all legal regulations, NHS guidelines and protocols.

The RCP and Crown Informatics are duly authorised and contractually bound to uphold strict information governance in respect of:

> Data Protection Act 1998 (RCP Registration: Z708553, Crown Informatics Registration: Z3566445)
> NHS IG-Toolkit Statements of Compliance (Reference 8J157)
> All staff handling patient data are IG trained and bound by confidentiality agreements.

Registered sites should ensure that data processing information about NAIF is readily accessible for patients and their families.

> NAIF patient leaflet

Project management team:

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For further information regarding the Falls and Fragility Fracture Audit Programme (FFFAP), please visit our website.

Getting access to the database

To participate in NAIF, each trust/local health board (LHB) will need to complete the registration form and return it to falls@rcp.ac.uk.

Once your organisation is registered, all staff members who have access can create additional users for their colleagues with the approval of the registered lead clinician.

Registering additional users for your organisation

Anyone can add a user to the webtool by following the steps below:

1. Log into the **webtool**
2. Select **Support > New user > Create user**:
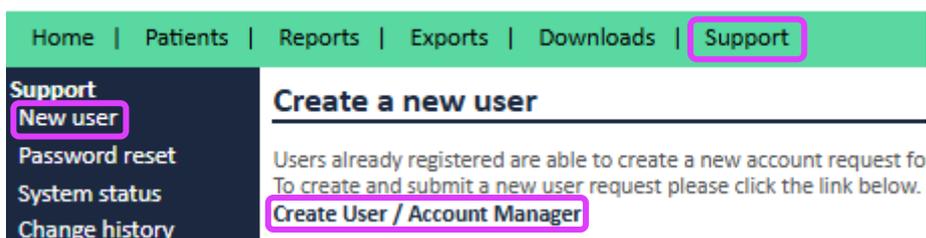
3. Enter new user's details and submit – details required:
    > Name:
    > Email:
    > Job title:
    > Job type (e.g. Administrator/Consultant/Clinician etc):
    > Direct phone number (landline with extension where possible):
    > Access level (data inputter/lead clinician):
    > Mobile number (optional):

This request will then automatically be sent to the lead clinician who will need to log in and approve or decline it in **Account Manager** (as pictured on the same page). If the lead clinician creates the new user account, it will be automatically authorised at that time. The newly registered user will be sent instructions on how to create a password to the supplied email address.

Approval

Each organisation will have an allocated 'Lead clinician' who has the ability to approve access for new users. Where a 'Lead clinician' is not allocated, a nominated deputy can be granted approval rights, or in the last instance the RCP may grant approval.

Note: Approval should only be granted upon verification of the user's identity and legal entitlement to access the data, according to NHS guidelines and other applicable local policies and requirements.

Suspending Users

Any registered user may request to suspend access for a colleagues account. Please email falls@rcp.ac.uk to do so.

Organisations are encouraged to keep their user list up to date and suspend any access in a timely manner should there be any changes to their team.

Logging into the database

To log into the FFFAP NAIF webtool, please visit https://fffap.org.uk/fffap/naifrep.nsf/.

1. Select Login:

National Audit of Inpatient Falls (NAIF)
Part of the Falls and Fragility Fracture Audit Programme (FFFAP)

Login

2. Enter your username and password:

This will log you into the Crown Audit portal.

3. From Your Applications select **National Audit of Inpatient Falls (NAIF)**
4. Read the warning and **click I agree**
5. The browser will then navigate to the NAIF homepage:

Always log out of the database by clicking '**Logout**' at the end of the session.

Forgotten username and password

Usernames for this system are in the form 'John Smith/ORG/NCASP' The username has a space between the first and last name and the 'ORG' code is specific to your hospital or unit.

Forgotten usernames and passwords can be reset automatically by clicking on '**Username reminder/Reset password?**'

Complete the form that appears and press the **Send/Reset** button.

Clinical audit data entry

From 1 January 2025, trusts and health boards will need to manually add eligible new cases to the NAIF webtool following the steps below:

1. On the home page, select '**Create record**' (top left of page):
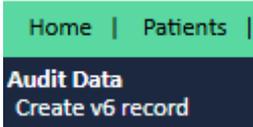
2. Complete the audit data starting with specifying your trust/health board and basic information about the patient.
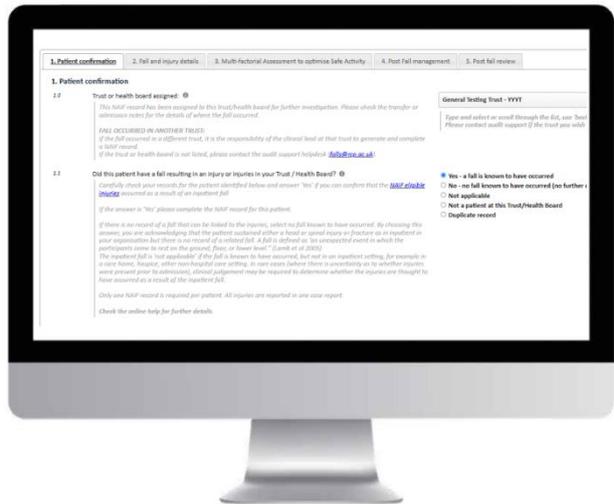
You can save the record as 'Draft' at any point after completing the '1. Patient confirmation' essential fields by selection '**Save**' on the top right-hand corner of the page.

Editing patient records

If you are unable to complete a record at any one time, you have the option to 'Save as draft'.
You can access all cases created, both drafts and submitted cases, by selecting '**Patients**'.

Incomplete records can be identified as below and must be completed to be submitted for analysis:

NHS Number	Surname	Forename	Date of Birth	Gender	Audit Ref	Fall confirmed	Admission date	Fall date	Trust code	Completion	Dataset
						Yes	19/09/2024 00:34	19/09/2024 09:45	YYYT	100% ✔	V6
						Yes	09/09/2024	13/08/2024 16:57	YYYT	26%	V5
						Yes	09/09/2024 09:00	09/09/2024 13:00	YYYT	48%	V6
						Yes	23/10/2024 06:00	24/10/2024 10:00	YYYT	97%	V6

* Where there is delay in the reporting of the level of harm (Q4.6), draft records will still be included in data analysis if every other mandatory field is complete. However, these records must still be completed as soon as the information becomes available. Delayed attribution will be recorded as an outcome in itself in addition to the data provided upon the completion of Q4.6.

Drafts can be edited by selecting the patient's NHS number and clicking '**Edit**':

| Home | Patients | Reports | Exports | Downloads | Support | **General Trust** | Logout |

Patient record (v6 Pilot): OVERSEAS DRAFT record - 1 question remaining (97% complete)   Close   Edit

| **1. Patient confirmation** | 2. Fall and injury details | 3. Multi-factorial Assessment to optimise Safe Activity |
| 4. Post Fall management | 5. Post fall review | ℹ |

1. Patient confirmation

Reports

National and trust/health board level reports are delivered annually.
Past national annual reports can be found in 'Downloads' or on our website.

Your organisation's reports are available in **'Reports' > 'Downloadable audit reports':**

Exports

All patient data submitted to NAIF can be exported in spread sheet format.

1. Go to the '**Exports**' tab and click '**New Export'**
2. Select the dataset (year) and option to select the date range by admission date. Once selections are made, click 'Export' then select the file to view/download report spread sheet in CSV format.
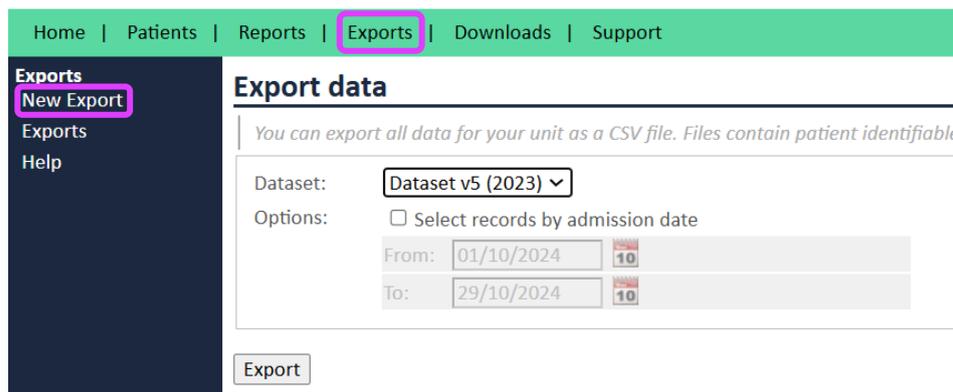
Downloads and resources

In the 'Downloads' tab, you will find useful documents relating to the audit. NAIF also produced helpful resources for clinicians, patients and carers available in our resource repository.

Support

For any technical assistance, please contact helpdesk@Crownaudit.org.

For any queries about the audit in general, please contact the NAIF team at falls@rcp.ac.uk.

National Audit of Inpatient Falls Webtool user guide 2025

This user guide was prepared by the NAIF workstream delivery team and Crown Informatics Limited.

Falls and Fragility Fracture Audit Programme (FFFAP)

The National Audit of Inpatient Falls (NAIF) is commissioned by the Healthcare Quality Improvement Partnership (HQIP) and managed by the Royal College of Physicians (RCP) as part of the Falls and Fragility Fracture Audit Programme (FFFAP), alongside the Fracture Liaison Service Database (FLS-DB) and National Hip Fracture Database (NHFD). FFFAP aims to improve the delivery of care for patients having falls or sustaining fractures through effective measurement against standards and feedback to providers.

Healthcare Quality Improvement Partnership (HQIP)

The Healthcare Quality Improvement Partnership (HQIP) is led by a consortium of the Academy of Medical Royal Colleges, the Royal College of Nursing and National Voices. Its aim is to promote quality improvement, and to increase the impact that clinical audit has on healthcare quality in England and Wales. HQIP hosts the contract to manage and develop the National Clinical Audit and Patient Outcomes Programme (NCAPOP). Their purpose is to engage clinicians across England and Wales in systematic evaluation of their clinical practice against standards and to support and encourage improvement in the quality of treatment and care. The programme comprises more than 30 clinical audits that cover care provided to people with a wide range of medical, surgical and mental health conditions.

The Royal College of Physicians (RCP)

The Royal College of Physicians is a registered charity that aims to ensure high quality care for patients by promoting the highest standards of medical practice. It provides and sets standards in clinical practice and education and training, conducts assessments and examinations, quality assures external audit programmes, supports doctors in their practice of medicine, and advises the government, public and the profession on healthcare issues.

Crown Informatics Limited

NAIF data collection webtool and the NAIF website are provided by Crown Informatics
http://crowninformatics.com/

Crown Informatics Limited is a technology company providing innovative data processing solutions for healthcare, technical and scientific markets. Our Crown Audit team develop clinical audit systems using our unique experience of working extensively in this area. Crown Informatics currently operates the National Hip Fracture Database (NHFD) clinical audit in collaboration with the Royal College of Physicians (RCP) as part of the FFFAP program. We build and operate secure, information governance compliant clinical audit solutions for health and social care. Our systems support local, regional, national, and international projects. Crown Informatics provides a full-service capability from design through to operational hosting.

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of Physicians