

Open and Honest Care in your Local NHS Trust



The *Open and Honest Care: Driving Improvement* programme aims to support organisations to become more transparent and consistent in publishing safety, experience and improvement data; with the overall aim of improving care, practice and culture.

Report for:

**South Tyneside NHS
Foundation Trust**

October 2015

Open and Honest Care at South Tyneside NHS Foundation Trust : October 2015

This report is based on information from October 2015. The information is presented in three key categories: safety, experience and improvement. This report will also signpost you towards additional information about South Tyneside NHS Foundation Trust's performance.

1. SAFETY

NHS Safety thermometer

On one day each month we check to see how many of our patients suffered certain types of harm whilst in our care. We call this the safety thermometer. The safety thermometer looks at four harms: pressure ulcers, falls, blood clots and urine infections for those patients who have a urinary catheter in place. This helps us to understand where we need to make improvements. The score below shows the percentage of patients who did not experience any harms.

90.5% of patients did not experience any of the four harms whilst an in patient in our hospital

93.3% of patients did not experience any of the four harms whilst we were providing their care in the community setting

Overall 92.6% of patients did not experience any of the four harms in this trust.

For more information, including a breakdown by category, please visit:

<http://www.safetythermometer.nhs.uk/>

Health care associated infections (HCAIs)

HCAIs are infections acquired as a result of healthcare interventions. Clostridium difficile (C.difficile) and methicillin-resistant staphylococcus aureus (MRSA) bacteremia are the most common. C.difficile is a type of bacterial infection that can affect the digestive system, causing diarrhoea, fever and painful abdominal cramps - and sometimes more serious complications. The bacteria does not normally affect healthy people, but because some antibiotics remove the 'good bacteria' in the gut that protect against C.difficile, people on these antibiotics are at greater risk.

The MRSA bacteria is often carried on the skin and inside the nose and throat. It is a particular problem in hospitals because if it gets into a break in the skin it can cause serious infections and blood poisoning. It is also more difficult to treat than other bacterial infections as it is resistant to a number of widely-used antibiotics.

We have a zero tolerance policy to infections and are working towards eradicating them; part of this process is to set improvement targets. If the number of actual cases is greater than the target then we have not improved enough. The table below shows the number of infections we have had this month, plus the improvement target and results for the year to date.

Although community providers do not have targets for reduction in the numbers of HCAI, planned programmes for infection prevention and control are embedded into practice for all of our community services across South Tyneside, Gateshead and Sunderland.

We also work very closely with infection prevention and control teams from other acute Trusts and primary care to reduce the number of HCAIs. Examples of this can be found on our website.

Patients in hospital setting	C.difficile	MRSA
This month	3	0
Trust Improvement target (year to date)	8	Zero avoidable
Actual to date	18	0

For more information please visit:

<http://www.sthct.nhs.uk/services/nursing-patient-safety/infection-prevention-control>

Pressure ulcers

Pressure ulcers are localised injuries to the skin and/or underlying tissue as a result of pressure. They are sometimes known as bedsores. They can be classified into four categories, with one being the least severe and four being the most severe. **The pressure ulcers reported include all avoidable/unavoidable pressure ulcers that were obtained at any time during a hospital admission that were not present on initial assessment.**

This month 20 Category 2 - Category 4 validated pressure ulcers were acquired during Acute hospital stay and 57 in the community.

Severity	Number of Pressure Ulcers in our Acute Hospital setting	Number of pressure ulcers in our Sunderland Community setting	Number of pressure ulcers in our Gateshead Community setting	Number of pressure ulcers in our South Tyneside name Community setting
Category 2	19	32	8	11
Category 3	1	1	3	1
Category 4	0	0	0	1

The pressure ulcer numbers include all pressure ulcers that occurred from hours after admission to this Trust

In the hospital setting, so we know if we are improving even if the number of patients we are caring for goes up or down, we calculate an average called 'rate per 1,000 occupied bed days'. This allows us to compare our improvement over time, but cannot be used to compare us with other hospitals, as their staff may report pressure ulcers in different ways, and their patients may be more or less vulnerable to developing pressure ulcers than our patients. For example, other hospitals may have younger or older patient populations, who are more or less mobile, or are undergoing treatment for different illnesses.

Rate per 1,000 bed days: Hospital Setting

In the community setting we also calculate an average called 'rate per 10,000 CCG population'. This allows us to compare our improvement over time, but cannot be used to compare us with other community services as staff may report pressure ulcers in different ways, and patients may be more or less vulnerable to developing pressure ulcers than our patients. For example, our community may have younger or older patient populations, who are more or less mobile, or are undergoing treatment for different illnesses.

Rate per 10,000 Population: Sunderland

Rate per 10,000 Population: Gateshead

Rate per 10,000 Population: South Tyneside

Falls

This measure includes all falls in the hospital that resulted in injury, categorised as moderate, severe or death, regardless of cause. **This includes avoidable and unavoidable falls sustained at any time during the hospital admission.** Falls within the community setting are not included in this report.

This month we reported 2 fall(s) that caused at least 'moderate' harm.

Severity	Number of falls
Moderate	2
Severe	0
Death	0

So we can know if we are improving even if the number of patients we are caring for goes up or down, we also calculate an average called 'rate per 1,000 occupied bed days'. This allows us to compare our improvement over time, but cannot be used to compare us with other hospitals, as their staff may report falls in different ways, and their patients may be more or less vulnerable to falling than our patients. For example, other hospitals may have younger or older patient populations, who are more or less mobile, or are undergoing treatment for different illnesses.

Rate per 1,000 bed days:

2. EXPERIENCE

To measure patient and staff experience we ask a number of questions. The idea is simple: if you like using a certain product or doing business with a particular company you like to share this experience with others.

The answers given are used to give a score which is the percentage of patients who responded that they would recommend our service to their friends and family.



Patient experience

The Friends and Family Test

The Friends and Family Test requires all patients, after discharge from hospital, to be asked: *How likely are you to recommend our ward to friends and family if they needed similar care or treatment? We ask this question to patients who have been an in-patient and/or attended Accident & Emergency (A&E). Both scores (if applicable) are below;*

In-patient FFT score*

93

 % recommended. This is based on 303 patients asked

A&E FFT score*

93

 % recommended. This is based on 258 patients asked

* Currently the Friends and Family Test is in development for community services.

For the patient and staff experience the Trust has a nine question format for patients in hospital, seven question format for patients in the community setting and a three question format for staff. We use an average percentage score. For how we work out the average percentage score see Supporting Information at end of this report.

We asked 100 patients the following questions about their care in the hospital:

	%
Were you involved as much as you wanted to be in decisions about your care and treatment?	97%
When you had important questions to ask a nurse, did you get answers that you could understand?	98%
Were you given enough privacy when being examined or treated?	100%
Did you have confidence and trust in the nurses treating you?	98%
If you were ever in pain, do you think the ward staff did everything they could to help control your pain?	99%
Did you get enough help from staff to eat your meals?	100%
On reflection, did you get the nursing care that mattered to you?	98%
If a friend or relative needed similar care or treatment, would you recommend this ward?	99%
Did you always have access to the call bell when you needed it?	99%

We also asked 30 patients the following questions about their care in the community setting:

Were the staff respectful of your home and belongings?	100%
Did the health professional you saw listen fully to what you had to say?	100%
Did you agree your plan of care together?	100%
Were you/your carer or family member involved decisions about your care and treatment as much as you wanted them to be?	98%
Did you feel supported during the visit?	100%
Do you feel staff treated you with kindness and empathy?	100%
How likely are you to recommend this service to friends and family if they needed similar care or treatment?	100%

A patient's story - Friends and Family Test, You said....we did

The Friends and Family Test

The Friends and Family Test (FFT), introduced to the Trust in April 2013, is now conducted in all clinical services in the Trust.

Whilst the original format of the FFT question and text box continues to be used in inpatient, A&E and maternity services, we have rolled out the Friends and Family Test Plus (FFT+) to outpatients and community services. The addition in the FFT+ of ten questions enables us to gather patients' and carers' views about more specific areas, e.g. consent, hygiene.

Text boxes continue to be important as patients and carers tell us in detail why they rate the service. These comments are fed back to the clinical areas where they are used to develop improvement plans under our 'You said ... we did' programme.

Real Time Feedback

In order to increase the depth of comments made by patients and their carers, the Friends and Family Test+ questionnaire is used as an interview framework supporting our Real Time Feedback (RTF) programme. Face to face interviews are conducted on a rotational basis with the emphasis on gathering the patient's story and also the perspective of their family and carers. The resulting report is shared with the relevant clinical area within 12 hours of the interviews which enables some rapid changes to be made to patient care. The comments supplement those from the FFT reports in the 'You said ... we did' programme.

You said ... we did

On receiving the reports from the FFT, FFT+ and RTF, each clinical team reviews how they can change practice to improve patient experience. They post the results of the report and implementation plans in their public areas and Assurance Matrons work with them to enable suggested improvements take place as often as practicable.

Where change is not currently possible, clinical areas are encouraged to provide this information in the public display to be open and honest about the service's limitations.

A story about telephones

One of our outpatient services had several patient comments made this month about their telephone service. One patient spent more than 30 minutes waiting for a call to be answered, one patient made several calls and received no response to two voice messages. One patient, however, noted that the staff always call back when requested.

Our outpatient service is aware that there is a problem with telephone capacity and are awaiting the installation of a new telephone system.

A story from the Emergency Assessment Unit

One of our EAU patients found sleeping difficult because of the noise in his cubicle at night. This was mainly the noise from the busy corridor and he suggested closing the cubicle door at night.

Unfortunately, the Unit are not able to close doors at night because, being an assessment unit, there is continuous activity throughout the night. The nursing staff also need to be able to observe patients throughout the night as many are unstable and may deteriorate.

Ward too hot

Patients have commented that our ladies' surgical ward is often too hot.

Because opening the windows creates a draught for patients sitting near them and the ward temperature needs to be high for the comfort of patients returning from theatre, the ward manager has ordered fans for the cubicles.

Staff experience

We asked 105 staff in the hospital the following questions:

I would recommend the ward/department as a place to work	%
I would recommend the standard of care on this ward/department to a friend or relative if they needed treatment	90%
I am satisfied with the quality of care I give to the patients, carers and their families	92%
	88%

We asked 37 staff working in the community setting the following questions:

I would recommend this service as a place to work	%
I would recommend the standard of care in this service to a friend or relative if they needed treatment	77%
I am satisfied with the quality of care I give to the service, patients, carers and their families	93%
	91%

3. IMPROVEMENT

Improvement story:

The improvement story is incorporated within The Patient's story above for this month - You said.....we did

Supporting information

PATIENT AND STAFF EXPERIENCE SCORING

The Patient and Staff Experience responses are weighted:

Response	Weighting
Always/Definitely	+ 2
Sometimes/To some extent	+ 1
No	0

The formula to work out the % for each question

$$\frac{\text{sum total of responses} \times 100}{\text{number of relevant responses} \times 2 \text{ (max score available)}}$$

e.g. for 10 responses, 6 x Always/Definitely (6 x 2 = 12), 3 x Sometimes/To some extent (3 x 1 = 3), 1 x No (1 x 0 = 0) add these together (12 + 3 + 0 = 15) divide this by max score available (10 x 2 = 20) - 15/20 = 0.75 x 100 = 75%

Any n/a (e.g. no need to ask or patient declined to answer) answers are not scored or counted in these percentages.