

**Quality and Safety Report Extract
June 2012**









































Introduction

This report serves to inform the committee about the level of trust performance across a number of patient safety and quality metrics. The report provides analysis of data and highlights themes and trends across a range of clinical indicators for the month of May 2012.

1.0 Quality Monitoring and Assurance

1.1 Ward to Board Metrics for May 2012

Table 1: Nursing Care Metrics – February 2012 to May 2012

	Feb 2012	Mar 2012	Apr 2012	May 2012
Medication Storage and Administration	 89%	 91%	 97%	 98%
Infection Control and Privacy & Dignity	 89%	 87%	 91%	 95%
Patient Observations	 81%	 79%	 84%	 83%
Pain Management	 72%	 81%	 84%	 87%
Tissue Viability	 74%	 79%	 91%	 90%
Nutrition	 82%	 83%	 91%	 92%
Fluid Management	 64%	 73%	 85%	 87%
Falls assessment	 92%	 91%	 98%	 96%
Continence	 81%	 83%	 97%	 93%
Total	 81%	 83%	 91%	 92%

The nursing care metrics for May continue to show improvements in several key indicators

- Pain Management has demonstrated a 15% increase since February 2012
- 9% increase in score for medication and storage
- Tissue viability score has increased by 16% since February 2012 although there has been a slight reduction in score in the month the trend is positive. Nutrition has also demonstrated a 10% increase over the same period. Whilst these are positive movements there has been an increase in the number of pressure ulcers grade 3 and 4 reported and will be subject to formal panel review and other measures described within the report
- Fluid management has increased 23% over the same period
- Continence has demonstrated a 12% increase in the four month period, although the May figure is a slight drop over the last month the trend is positive

The overall score continues to show a positive trend with previous months gains consolidated.

1.2 Ward to Board Patient Experience metrics

Table 2: Patient Experience Metrics – September 2011 – May 2012

	Sep 2011	Oct 2011	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012
How clean is this ward (including toilets)?	95%	94%	91%	92%	97%	95%	94%	95%	95%
As far as you know do the staff wash or clean their hands between touching patients?	91%	92%	92%	91%	95%	93%	94%	95%	92%
Do you feel informed about potential medication side effects?	72%	58%	65%	71%	60%	67%	62%	46%	57%
Do you feel you have enough privacy when discussing your condition or treatment with staff?	91%	87%	82%	85%	86%	92%	85%	88%	89%
Do you feel that you have been treated with respect and dignity while you are on this ward?	97%	96%	96%	90%	95%	97%	95%	91%	95%
Do you feel involved in decisions about your treatment and care?	68%	77%	82%	80%	83%	82%	86%	80%	83%
Have hospital staff been available to talk about any worries or concerns you have?	84%	86%	90%	81%	90%	89%	84%	82%	92%
Do you get enough help from staff to eat your meals?	83%	86%	92%	83%	90%	90%	90%	92%	90%
Whilst you have been on this ward have you ever shared a sleeping area with a member of the opposite sex?	100%	99%	100%	97%	99%	98%	98%	100%	96%
Do you think hospital staff do everything they can to help control your pain?	96%	88%	90%	82%	90%	91%	89%	89%	93%
When you use the call buzzer is it answered?	77%	81%	90%	82%	83%	85%	80%	88%	93%
Have staff talked to you about your discharge from hospital?	32%	50%	61%	52%	55%	55%	62%	64%	74%
Total	82%	83%	86%	82%	85%	86%	85%	83%	87%

Whilst the majority of patient experience metrics demonstrate positive scores this month, a number of key metrics remain in the red resulting in the overall score remaining amber.

The action plans in each specific area will need to be formally reviewed to ensure that the 2 areas in the red improve

- Do you feel informed about potential medication side effects?
- Have staffs talked to you about your discharge from hospital?

Despite the slight drop in score both these metrics remain on target. There were no breaches of mixed sex accommodation in May

The aspect of medication side effects has been discussed with the Pharmacy Centre Chief who has looked at the profile of other Trust results and a further detailed report will come back to committee in July.

Over the period September 2011 – May 2012 there have been considerable gains made in:

- Have hospital staff been available to talk about any worries or concerns you have?

The score for this metric had risen by 10% since last month; this reverses the 3 previous month's performance for this metric.

1.2.1 Actions to improve overall scores across ward and Departments

Several work streams are coming on line in the next months which are expected to deliver positive impacts across the patient experience spectrum:

- The revised comfort round form is undergoing a pilot during June with a roll out in July across all wards
- Revised Nursing assessment and care planning documentation is being rolled out in the summer following piloting and review during May and June.
- Revised patient transfer documentation to be rolled out across trust in July
- Patient Status at a Glance ward information boards will be rolled out across all wards by August
- Patient Passports for Learning disability patients will be delivered to all wards during Disability awareness week 18/6/12 along with guidance for supporting carers and a crib sheets for caring for Learning Disability patients in an acute setting.
- Dementia Awareness workshops for Band 7 nurses have taken place during April and May with the final workshop planned for the 28th June 2012
- 72 link Nurses for LD have been recruited from within the clinical centres. Their role will be to champion the care of the LD patient, raise awareness and promote best practice for LD patients and challenge poor practice within their own teams. They will also act as conduit for cascading LD resources to the team.
- We have collected real time patient feedback from Outpatient attendees during June about "How we are doing" against the 10 point dignity Challenge the results will be fed back in July report.

1.3 Comfort Rounds

The data collection methodology currently utilised to audit compliance with the comfort round has proved to be ineffective. The data collection method and collation process has led to a number of wards not submitting their data.

It is planned to incorporate the revised comfort round audit of compliance into the W2B patient experience audit completed monthly by the Matrons, this will deliver improved audit of compliance with implementation of comfort rounds. Negotiations have been started with the software developers to make the changes to the tool no final date for delivery of the change has been agreed yet but it is hoped to be by the end of July.