

The Shrewsbury and Telford Hospital NHS Trust

Quality and Safety Report Extract March 2012

1.0 Quality Monitoring and Assurance

1.1 Ward to Board Nursing Care metrics for February 2012

Nursing metrics were revised in February to ensure measurements are meaningful to SATH NHS Trust., and as such comparative data is therefore unavailable in this month's report. The table below demonstrates an increase in all of the metrics recorded which may represent the increased reliability and relevance of the revised metrics. (Appendix 2 contains previous month's data for information)

Table 1 – Nursing Care Metrics

	Feb 2012
Medication Storage and Administration	↑ 89%
Infection Control and Privacy & Dignity	↑ 89%
Patient Observations	↑ 81%
Pain Management	↑ 72%
Tissue Viability	↑ 74%
Nutrition	↑ 82%
Fluid Management	↑ 64%
Falls assessment	↑ 92%
Continence	↑ 81%
Total	↑ 81%

1.2 Ward to Board Patient Experience Metrics for February 2012

The majority of the indicators either show an improvement or remain stable, however particular attention needs to be given to improve the patient experience relating to involvement in treatment and care, information relating to discharge, informing patients about medication side effects and being able to discuss concerns with staff. Similar themes have been highlighted by the Inpatient Survey and the action plan for this is being updated and will be reported next month. The launch of the protected mealtime has potentially consolidated gains made in the previous the month.

Table 2 – Patient Experience

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

1.3 Comfort Rounds

The comfort round process and documentation to support this remains in place. The documentation itself however, does need to be revised to recognise some additional but important information to reflect care interventions. One of the additional requirements is to include the elements of the Dementia care bundle and reduce additional paperwork

The new document has now been completed in draft form and is out for comment. Following this it will be fully implemented across the Trust.

1.4 Quality and Patient Safety walkabouts

Executive Quality and Patient Safety walkabouts took place on Ward 28 and in the Medical Records department during February. The summary of each visit has been sent out to the relevant Directors for validation and will then be shared with the wards/ Depts. Future Patient Safety reports will be shared as an appendix to the Quality report, once validated.