

NHS North West Transparency Project

Reduction of Pressure Ulcers and Falls - How have we been doing? Patient and Staff Experience- What have they been saying?

We are one of a number of NHS organisations who want to be open and transparent with our patients. This is how a modern NHS hospital should be – open and accountable, to the public and patients, driving improvements in care. As a member of the ‘Transparency Project’ we continue to work with patients and staff to further reduce the harm that patients sometimes experience when they are in our care, and we have made a commitment to publish a set of patient outcomes, patient experience and staff experience measures. Each month we collaborate with other care providers to share what we have learned, and to use this inform to identify where changes to improve care can be made.

This is the third month of us publishing data on pressure ulcers, falls and results of patient and staff experience surveys. We are continuing to work on the areas we identified as improvement work last month.

Patient experience is a vital source of information that we can use to help improve the care to our patients. To build on this we carry out a monthly patient experience audit called the ‘100 voices’. Through this we seek to talk to as many patients as possible about their experience of care. We encourage office based staff to support this initiative by giving an hour a month, to take part in the patient experience initiative. This provides us with very powerful feedback, allowing us to take forward any improvement actions.

In April we cared for 7069 patients	2 patients suffered a fall resulting in severe harm in our care	5 patients suffered a pressure ulcer in our care
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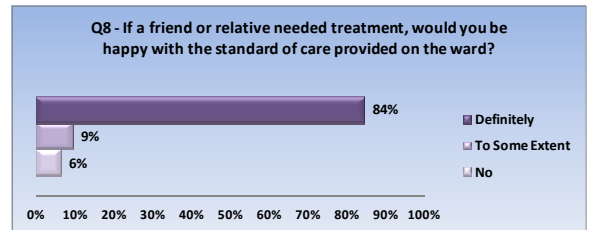
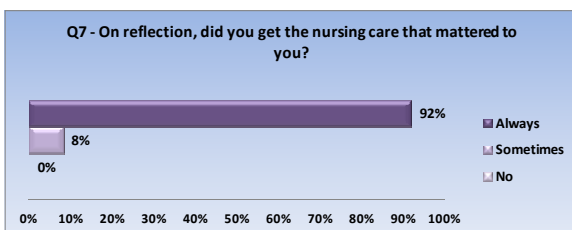
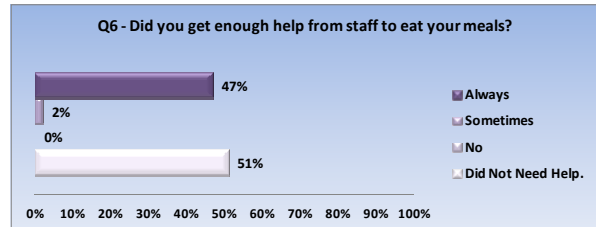
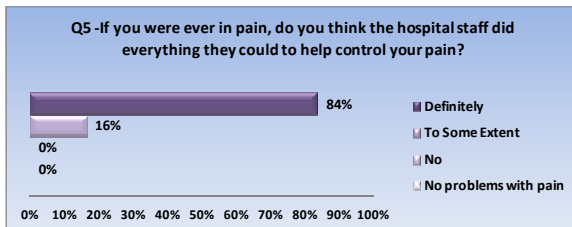
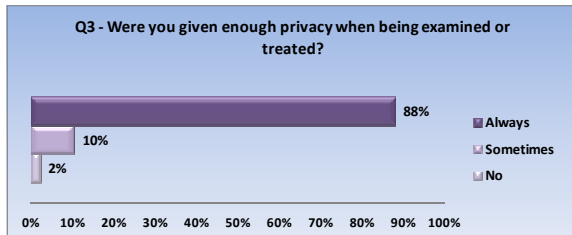
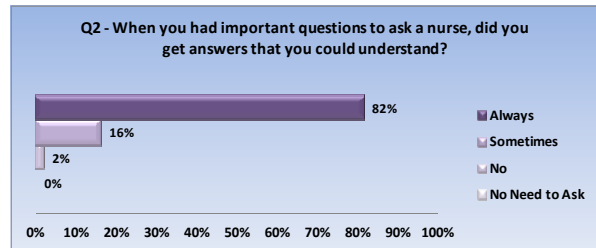
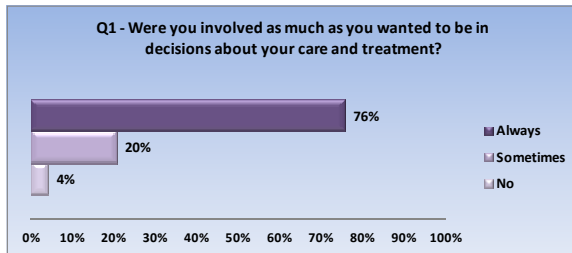
In April there were unfortunately five patients who sustained a pressure ulcer and two patients sustained harm as a result of a fall in our care. Work is underway to understand how the harms occurred in April, and if anything more could have been done to prevent them. The learning from these investigations will be shared in next month’s report.

Following our review of the patient who sustained a fall in March, it is pleasing to note that all preventative measures to prevent a fall occurring, had been put in place for this patient.

From the review of the two patients who sustained a pressure ulcer in March, we are pleased to report that all possible measures were in place to prevent the development of the pressure ulcers however, sadly due to the fact that the patients were extremely unwell the development of the pressure ulcers were unavoidable.

This is the first month we have included information from patients we care for in our community services.

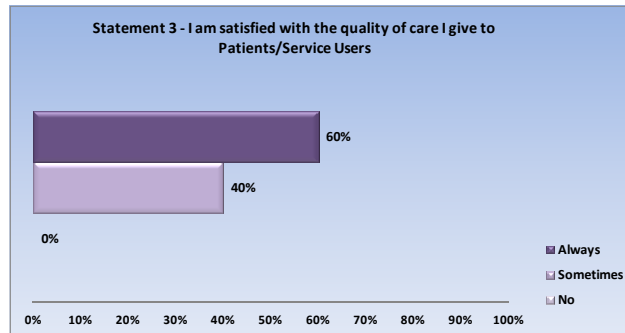
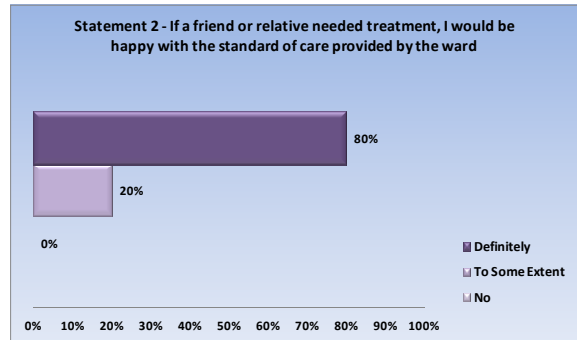
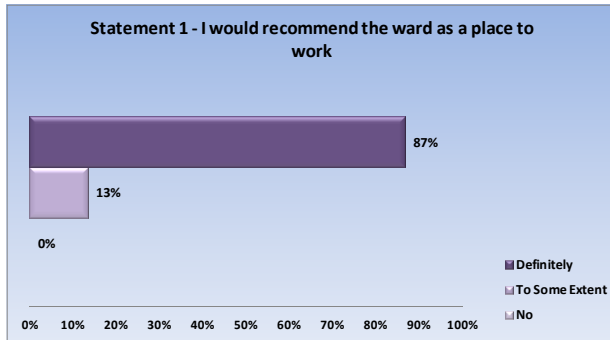
What our patients said:



April's data shows a slight decrease in patient satisfaction, however overall patients still report they are always, or to some extent satisfied, about the care they have received.

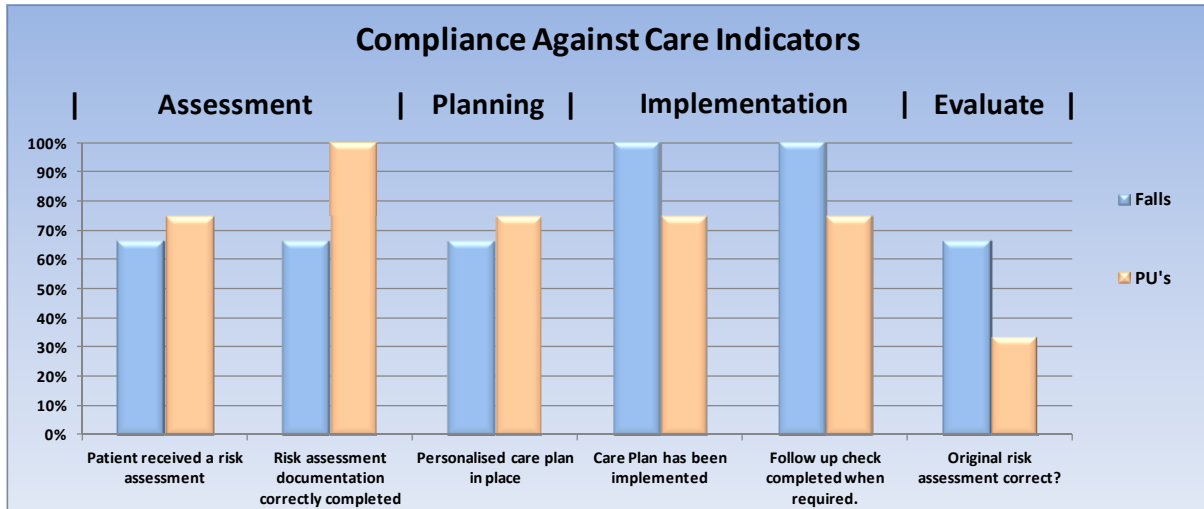
It must be emphasised that the number of patients surveyed is very small and may not necessarily be statistically representative.

What our Nurses said about the care they provided:



April's data shows a slight decrease in staff satisfaction. Overall staff still report they are always, or to some extent satisfied, about the care they have provided.

What did we learn about the care we have provided to patients?



There has been a slight decrease in the nursing care indicators for the month of April. It should be noted that the harms have occurred in a number of different areas including our community services.

The indicators look at the nursing documentation, to check that steps have been taken to avoid and prevent either pressure ulcers and or falls. A number of our wards now have a senior clinician from out- side the ward team who are supporting the wards in improving the quality of documentation.

We are planning to extend this to all areas in the next couple of months.

You said-We did!

In April 2012, we undertook a monthly audit involving every in- patient in the trust including all hospital and community patients. This was carried out on one day to measure whether patients had received any harm from a fall or a pressure ulcer. It showed that out of 1186 patients, 89% received harm free care. 117 received one