

## 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 to identify where changes to improve care can be made.

This is the twelfth month that the Trust has published 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.

<b>In January we cared for 7595 patients</b>	<b>2 patients suffered severe harm following a fall.</b>	<b>14 patients suffered a pressure ulcer in our care – 9 x category 2, 3 x category 3 and 2 x category 4</b>
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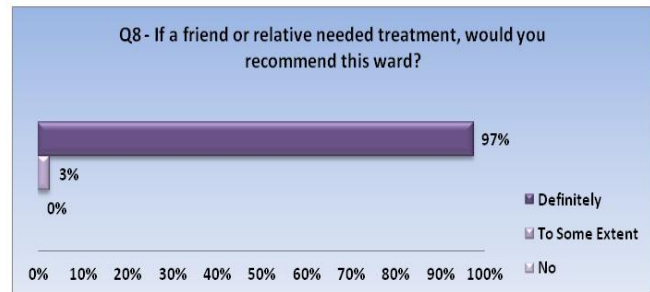
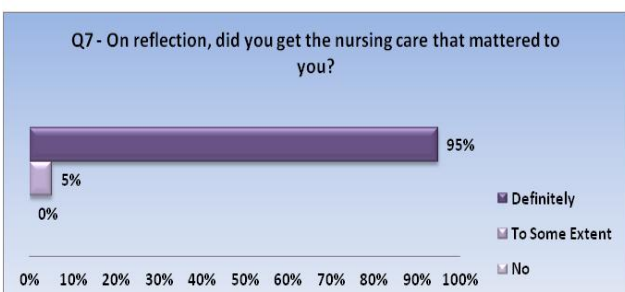
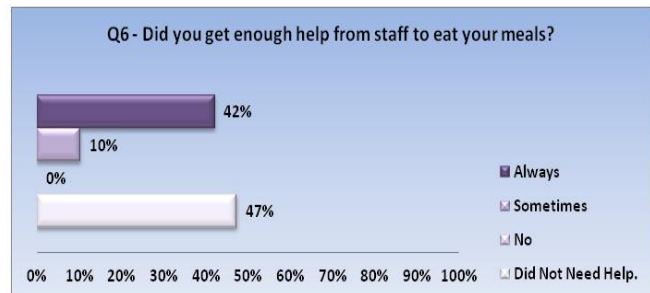
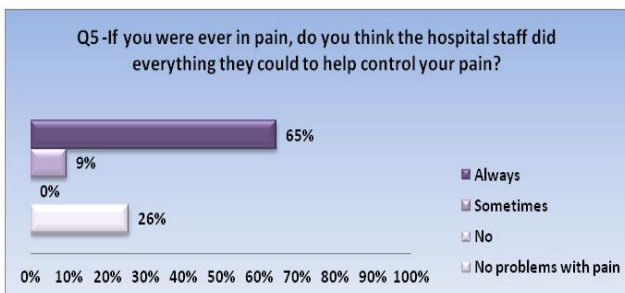
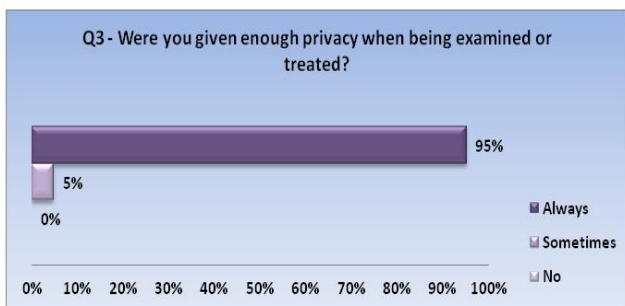
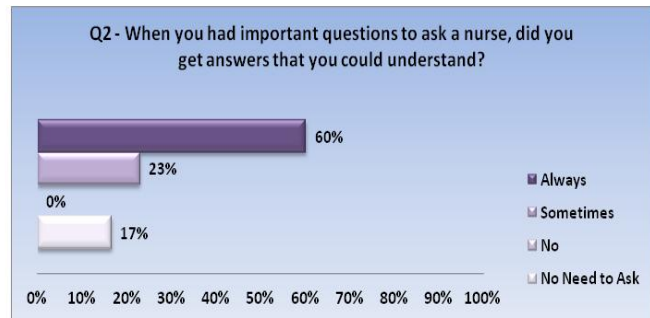
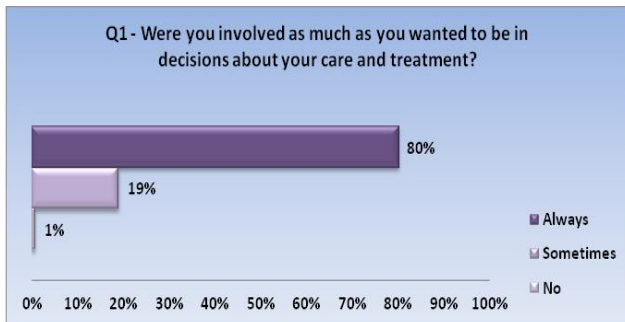
In January there were unfortunately fourteen patients who sustained a pressure ulcer. Work is underway to understand how the harms occurred in January and if anything more could have been done to prevent them. The learning from these investigations will be shared in next month’s report.

From the review of the patients who sustained a pressure ulcer in December, unfortunately for two of the patients all measures were not put in place in a timely manner which contributed to the deterioration of the pressure ulcer. The lessons learned and recommendations have been shared with the ward team to ensure continuous improvement.

## In the areas where harms occurred this is what patients said:

January's data overall shows a slight increase in patient satisfaction measures. These are important to us and we continually measure these very important aspects of patient satisfaction as part of our monthly patient '100 voices' survey.

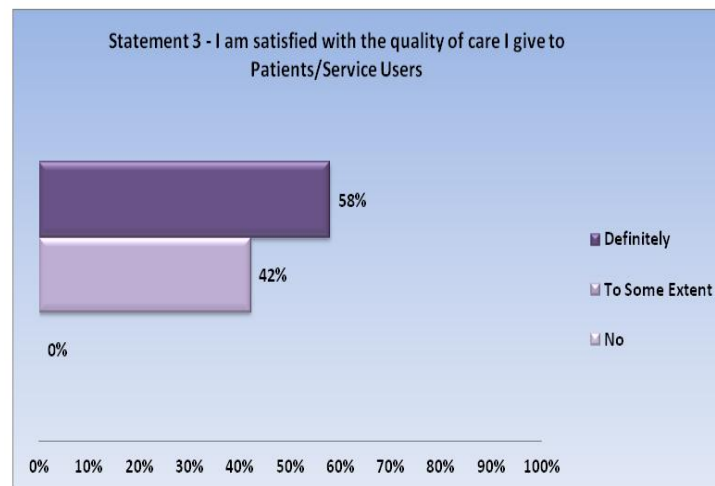
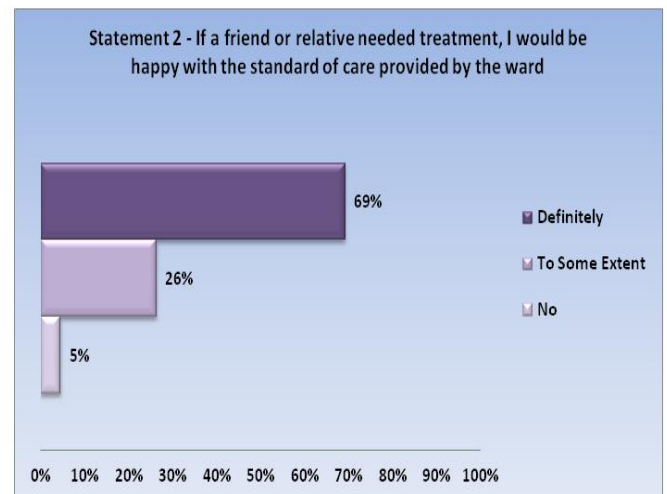
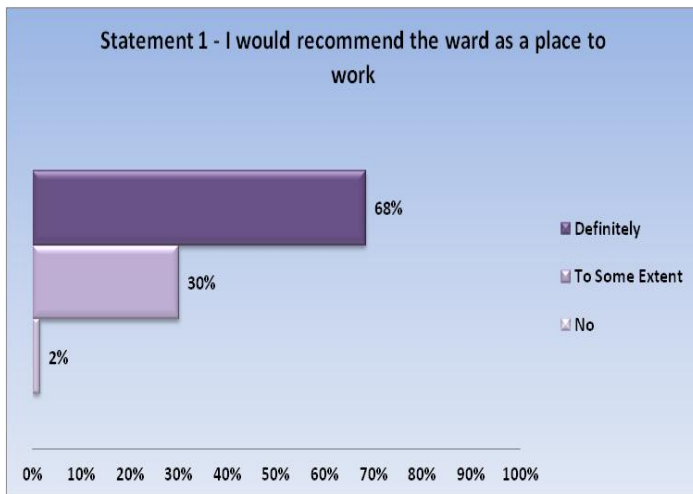
It must be emphasised that the number of patients surveyed is very small and may not necessarily be statistically representative.



## In the areas where the harms occurred this is what the Nurses said about the care they have provided:

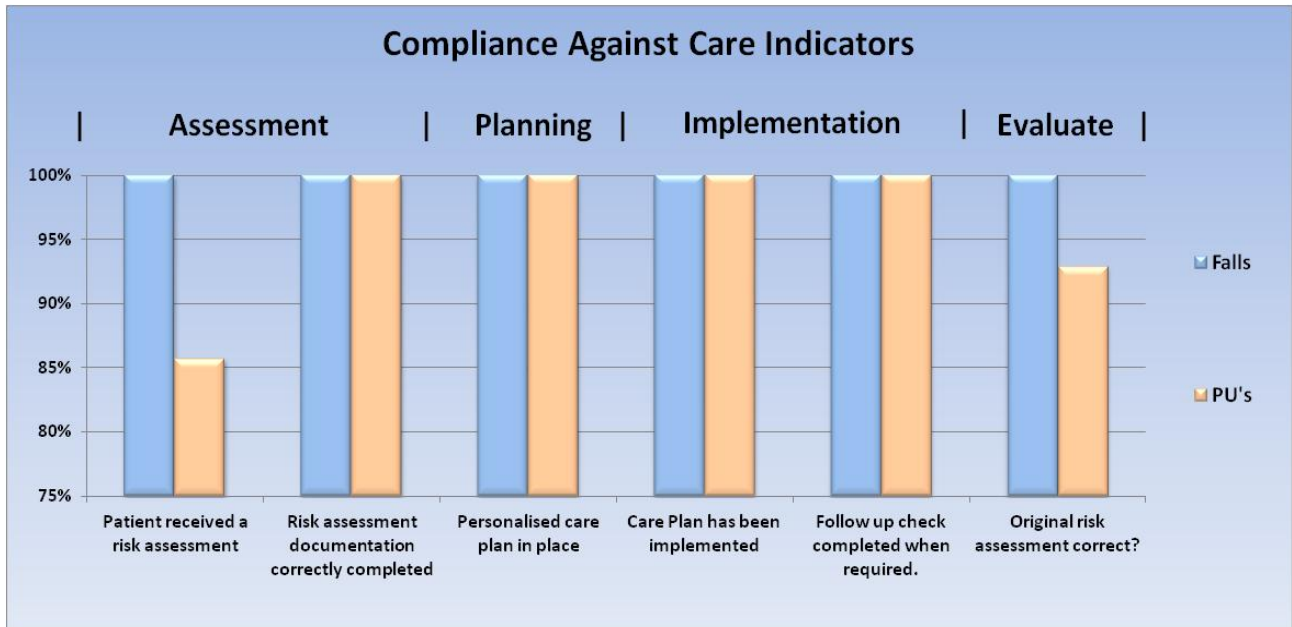
January's data shows a decrease in staff satisfaction and that staff are less satisfied with the quality of care they have been able to provide.

These numbers are very small and it is difficult to draw conclusions from them but we will be following these very closely over the next few months as the Trust works on its turnaround plan. This will ensure that cost savings plans are not having a negative impact on the quality of care.



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

We have maintained improvements in the Nursing Care Indicators for the patients who suffered harm as a result of a fall or a pressure ulcer.



## You said - We did!

The Trust is currently reviewing all of our patient feedback processes and written information as part of the development of a patient experience strategy.

This is linked closely with the introduction of the Friends and Family Test from April 2013.

The Trust has recently implemented computerised hand held devices at ward level to assist staff to collect information and feedback in a timelier manner. The following will be collected across the Trust:

- **Friends and Family questionnaire**
- **Patient feedback surveys**

This system will allow greater numbers of our patients and their carers to provide us with their views and comments on the quality of the care they received.