

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 fourteenth 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.

In March we cared for 7232 patients	3 patients suffered harm following a fall – 1 x moderate and 2 x severe	8 patients suffered a pressure ulcer in our care – 6 x category 2 and 2 x category 3
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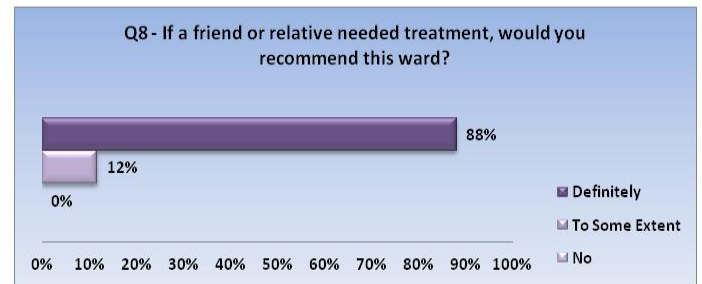
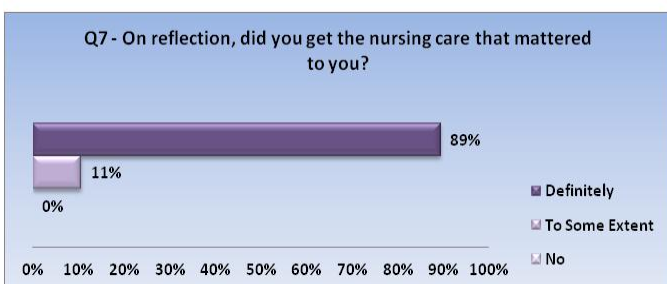
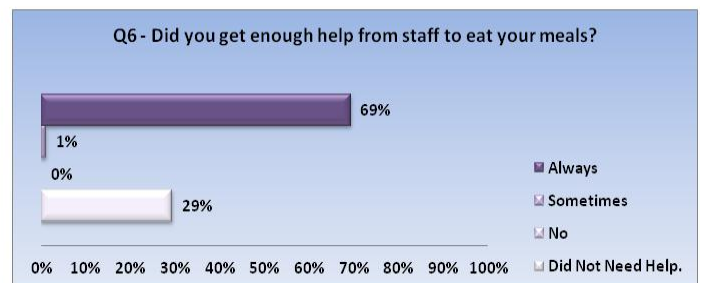
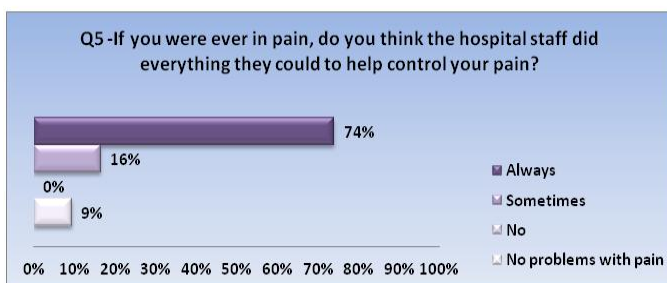
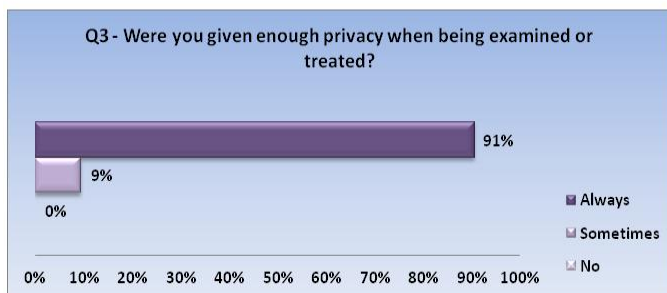
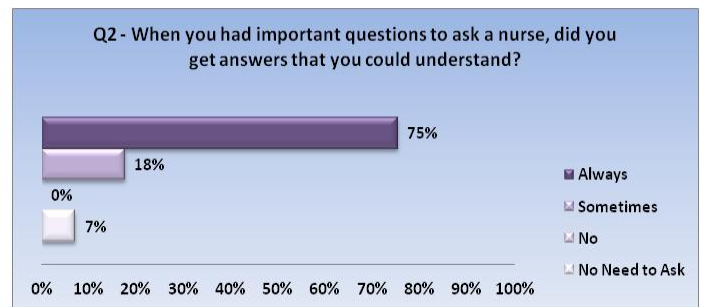
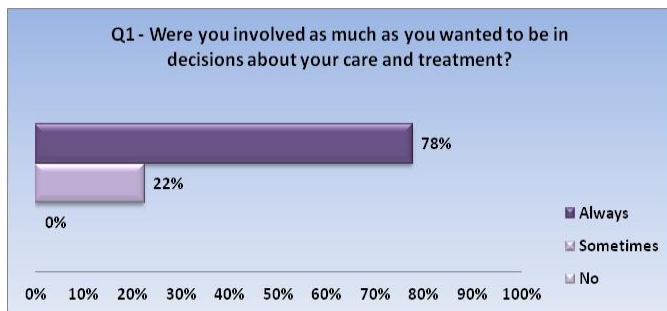
In March there were regrettably eight patients who sustained a pressure ulcer and three patients who sustained harm following a fall. Work is underway to understand how the harms occurred in March and if anything more could have been done to prevent them. The learning from these investigations will be shared in next month’s report.

From the review of the patients who sustained a pressure ulcer in February, regrettably not all measures were put in place in a timely manner for one patient. From the review of the patients who sustained harm following a fall in February, it is pleasing to note that all preventative measures had been put in place.

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

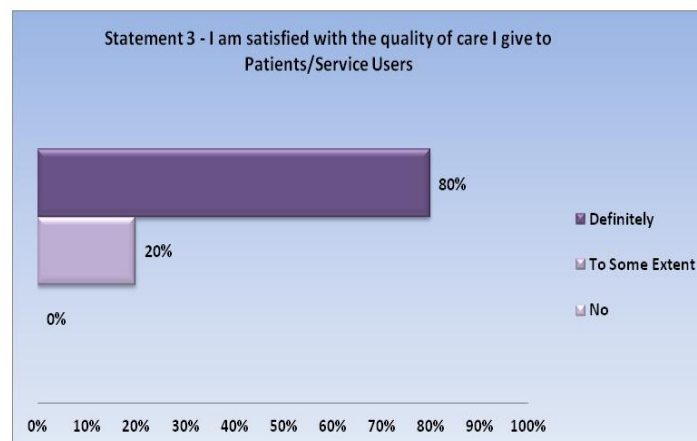
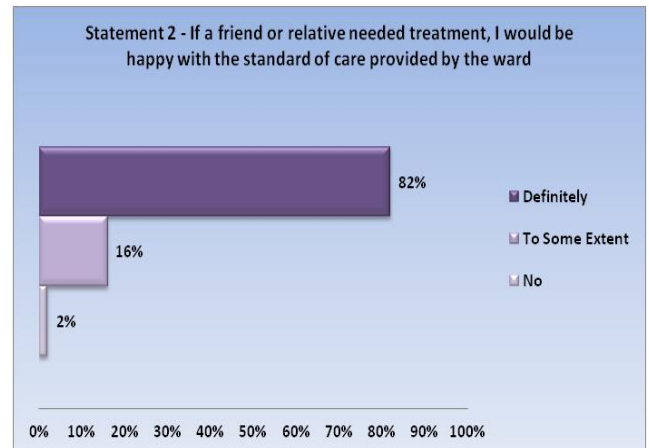
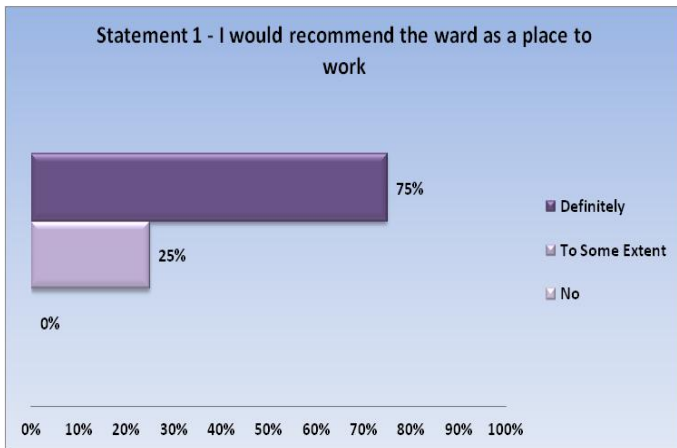
March's data shows an overall sustainment in patient satisfaction measures. Patient's views are important to us and we continually measure these essential aspects of patient satisfaction as part of our monthly patient '100 voices' survey.

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



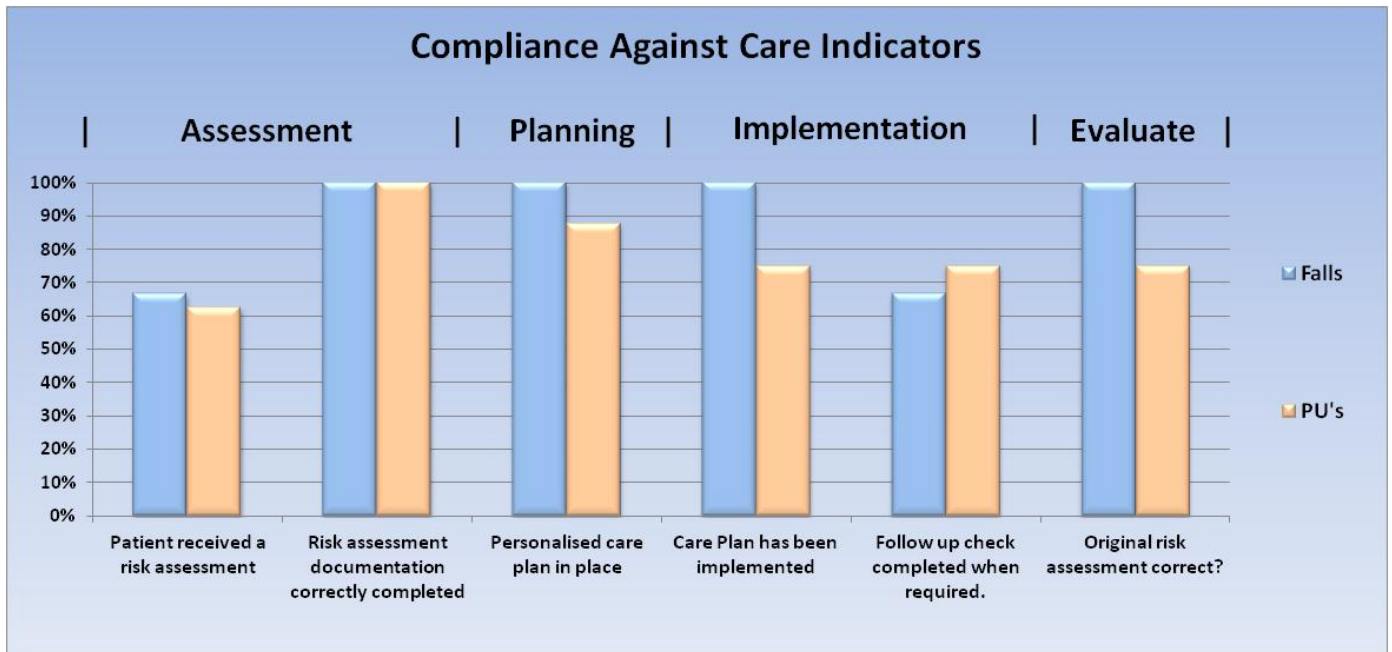
In the areas where the harms occurred this is what the Nurses said about the care they have provided:

March's data shows an overall increase in staff satisfaction. In particular, staff report they are more satisfied with the quality of care they provide to patients.



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

The Nursing Care Indicators show a sustainment for the patients who suffered harm as a result of a fall and a pressure ulcer in most areas. There has been a slight decrease in completion of timely risk assessments.



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.

The Friends and Family Test pilot was completed in February in 4 areas of the hospital environment including Accident and Emergency. We are now participating fully in the national Friends and Family Test Satisfaction Survey. The first published results will be available at the end of June 2013.