

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 North West hospitals taking part in a project to be open and transparent about how we are doing in important areas of patient safety and quality of care. This is how a modern NHS hospital should be – open and accountable to the public, our patients and their relatives, so that we can demonstrate how we perform to maintain areas of high quality and make improvements where we need to.

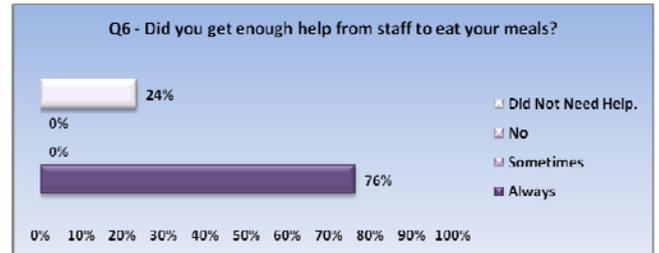
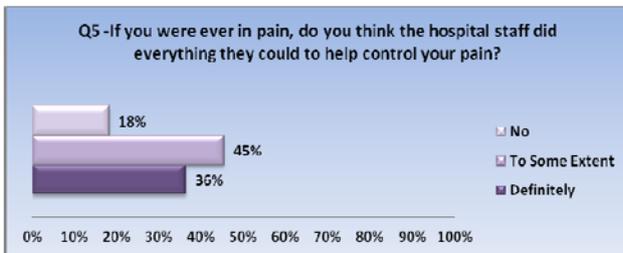
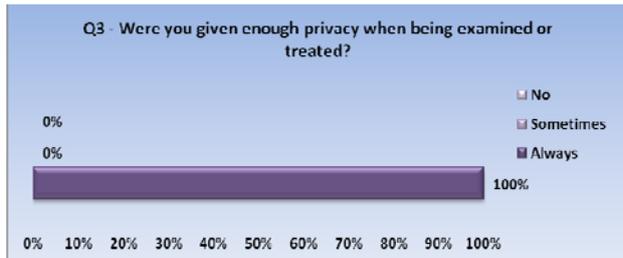
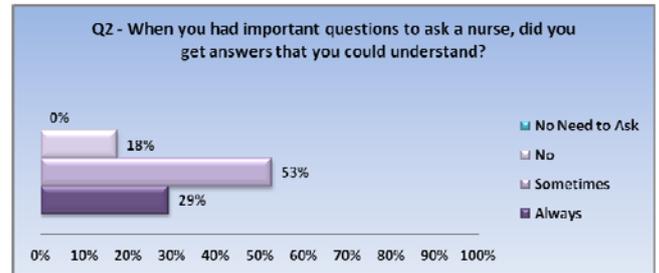
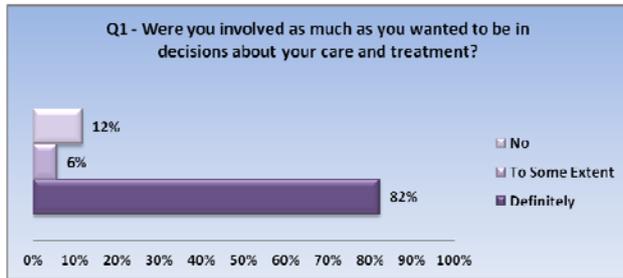
As a member of the “Transparency Project” we have looked at the number of falls that have caused moderate to severe harm to patients, and the number of patients who have developed pressure ulcers. In general it is older, frailer patients who are most susceptible to these. We have committed to publishing these figures each month on our website.

We have looked at each of these cases in detail and then talked to ten patients and ten staff on those wards where they occurred about the care that was provided. Working closely with ward staff we are using this information to understand what changes need to be made reduce the likelihood of this happening again so that all patients receive the care they need and have the best possible experience.

This first month of information provides a baseline of how we are doing and where our improvements need to be made over the coming months.

In January we cared for 6,749 inpatients	0 patients suffered a fall in our care that caused them moderate to severe harm	6 patients suffered a pressure ulcer in our care
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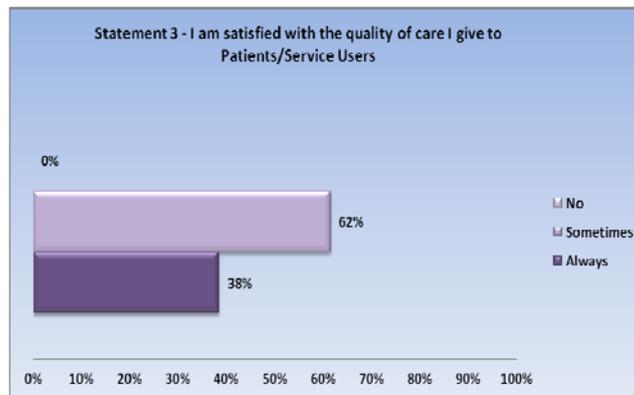
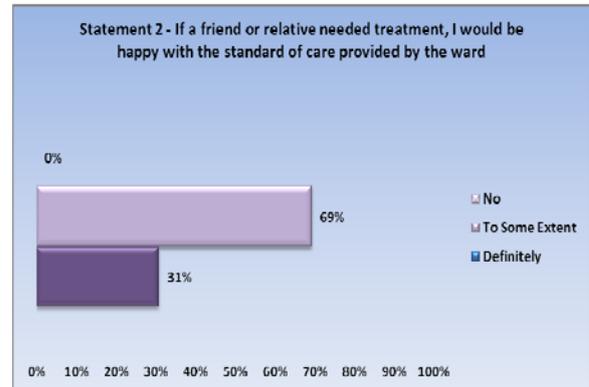
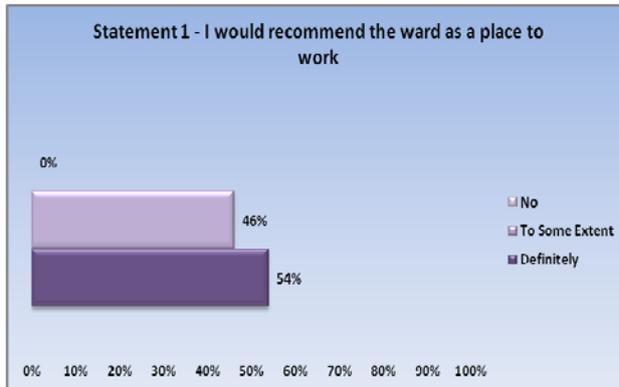
What our patients said:



Given that the survey was of a very small number of patients compared with the overall number seen in January, it is reassuring that those patients who needed it had assistance to eat. Patients largely had confidence in the nurses caring for them, and it is also reassuring that patients felt that their privacy and dignity was protected. We will be going back to the ward staff to discuss the results for questions 2 and 5 and work with them to make improvements.

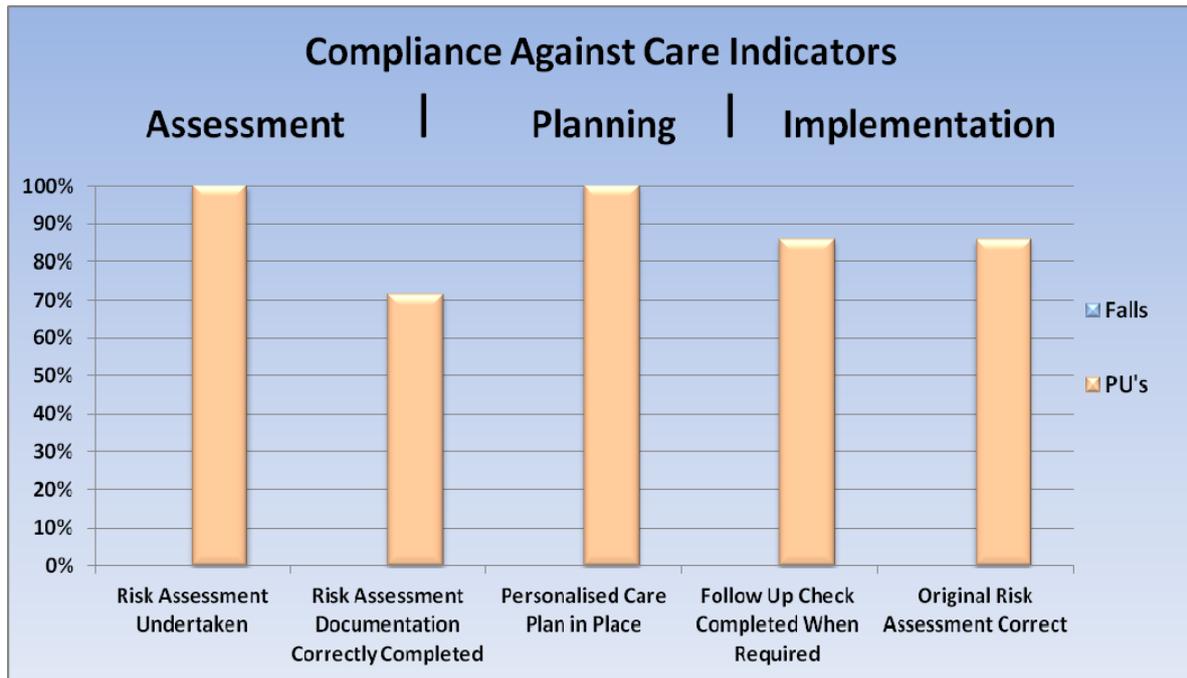
We are using this survey alongside our 100 voices survey we already use in the Trust to listen to and learn from patients' experiences.

What our nurses said about the care they provided:



Again, this was a small sample, however we will be working with staff to understand their views further. In January 2012, we started a back to floor initiative whereby senior nurses spend a day a month in clinical practice with frontline teams working with both patients and staff. This is a way for the senior leadership team to be in touch with those staff who are closest to the patients delivering care and out there visibly making a difference.

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



All patients should be assessed for risk of falling or developing a pressure ulcer and necessary actions put in place. The above chart demonstrates performance of this on the six cases of pressure ulcers in January.

Education about the importance of completing risk assessments and care plans is ongoing and a key part of our Exemplar Programme. The programme sets out the standards we expect around providing high quality and safe care to all our patients.

