

## 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 fifth 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 June we cared for 7085 patients</b>	<b>2 patients suffered a fall resulting in moderate and severe harm in our care</b>	<b>2 patients suffered a pressure ulcer in our care – a category 2 and a category 3</b>
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In June there were unfortunately two patients who sustained a pressure ulcer and two patients who sustained harm as a result of a fall. Work is underway to understand how the harms occurred in June, and if anything more could have been done to prevent them. The learning from these investigations will be shared in next month’s report.

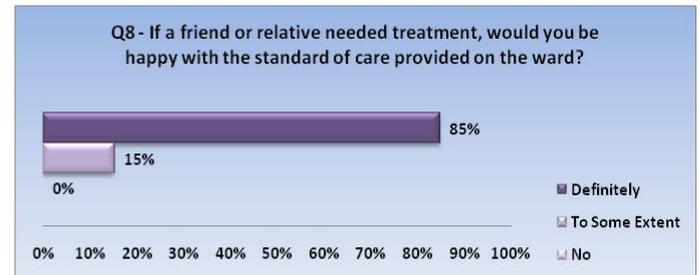
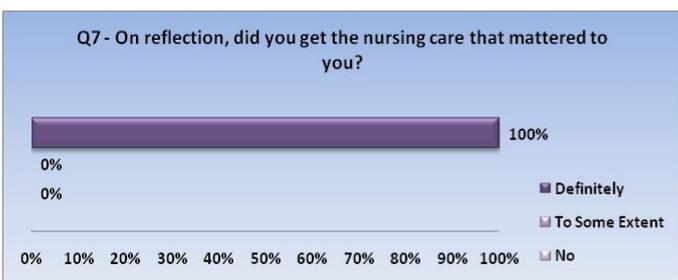
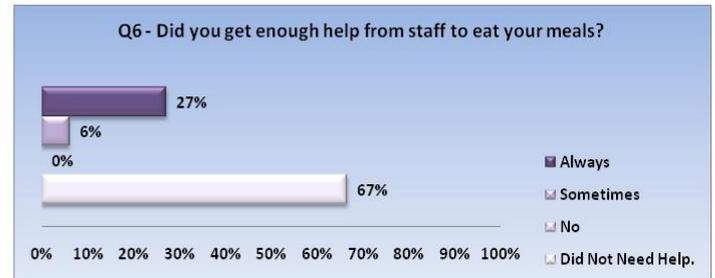
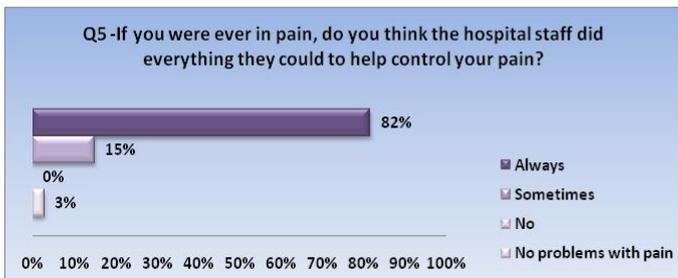
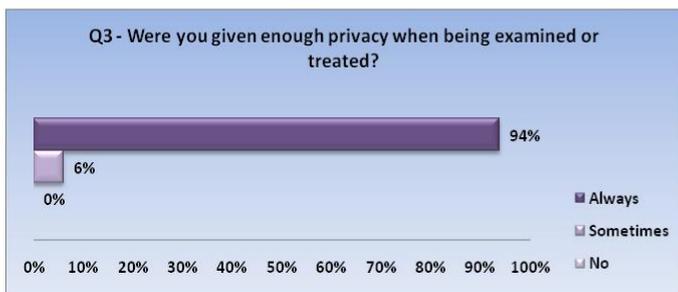
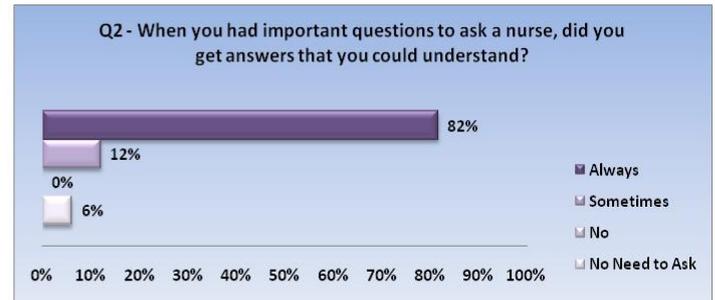
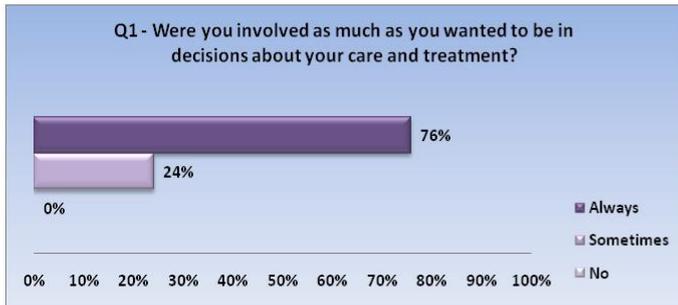
Following our review of the four patients who sustained a fall in May, it is pleasing to note that all preventative measures to avoid a fall had been put in place for three patients. The fourth fall was not preventable as the patient became unwell and collapsed.

From the review of the three patients who sustained a pressure ulcer in May, initial risk assessment had not been completed for two patients however this was subsequently reviewed and preventative measures were implemented. The changes to be implemented have been shared with the team. From our reviews, sadly none of the three pressure ulcers were unavoidable.

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

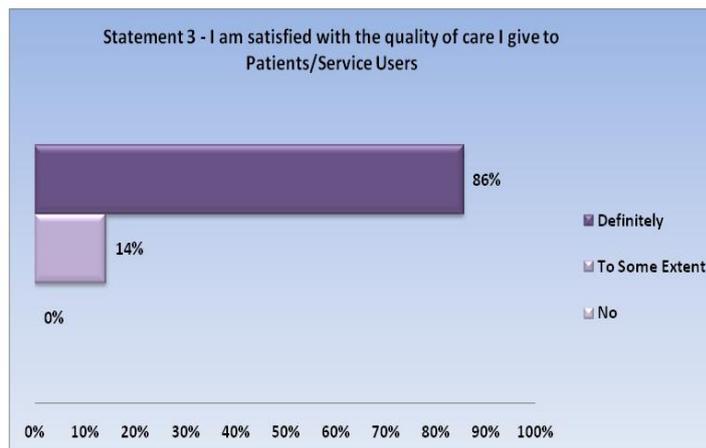
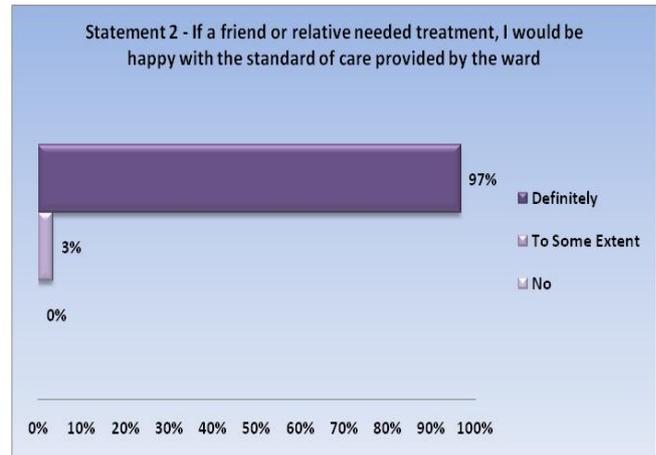
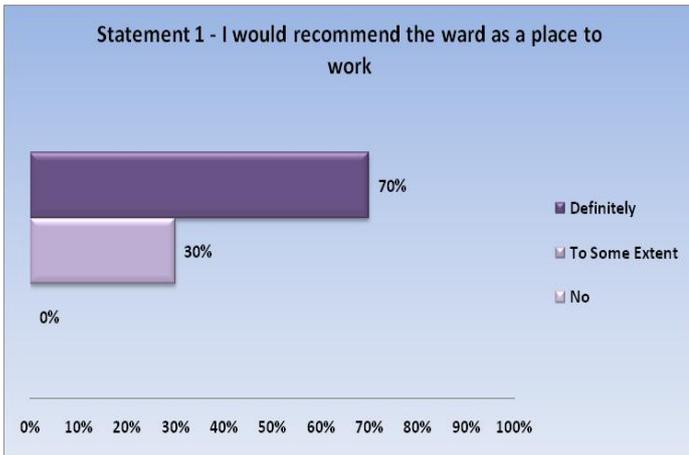
June's data overall shows an increase in patient satisfaction in five of the areas. There was only one slight decrease in patient satisfaction in question 2. These are important to us and we continually measure these very important aspects of patient satisfaction as part of our monthly patient '100 voices' 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:

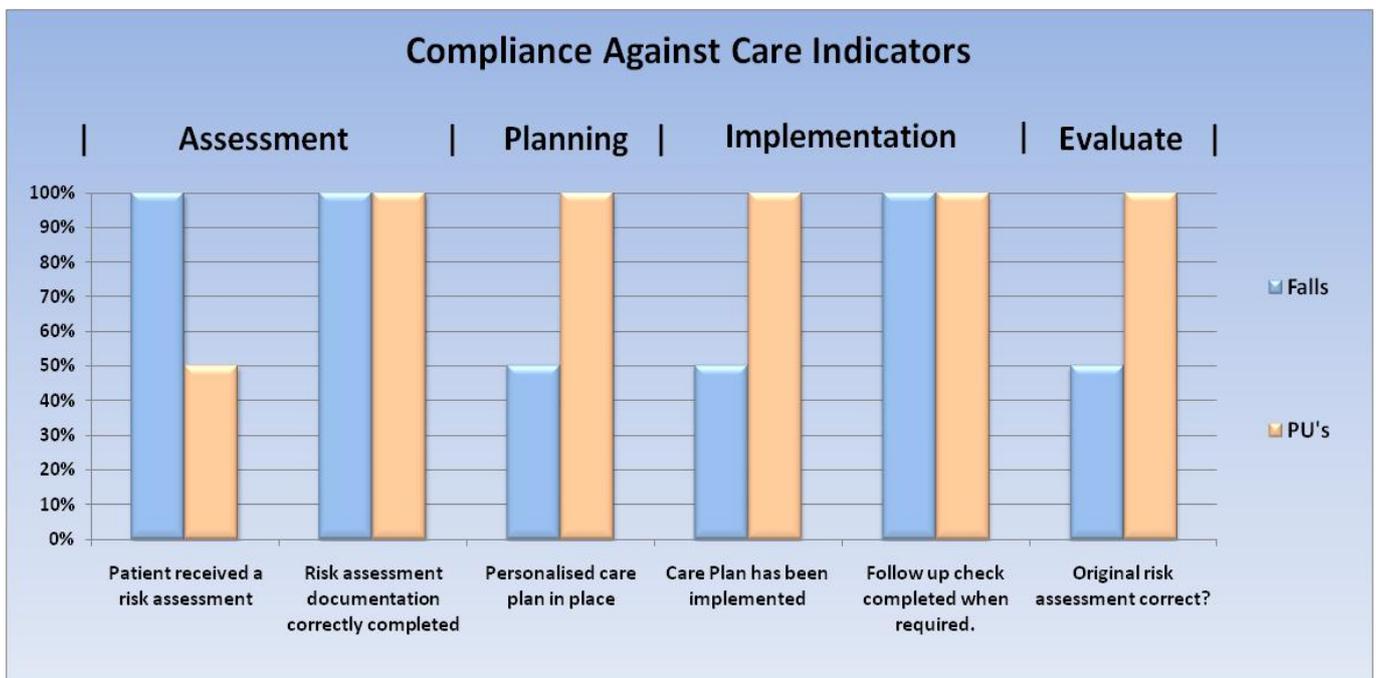
June's data shows an overall increase in staff satisfaction compared to May's data. Staff still report they are definitely, or to some extent satisfied, about the care they have provided.



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

There has been a slight decrease in compliance for the nursing care indicators for the month of June in relation to implementation of care plans for patients identified at risk. It should be noted that this is based on two cases which may not necessarily be statistically representative.

As previously mentioned we have identified senior nursing and therapy staff to work with all our wards to support and sustain improvement in this very important area. All our wards now have an allocated person working with them.



## **You said-We did!**

From our monthly '100 Voices' patient satisfaction a number of our patients were concerned about staff attitude towards patients and carers. As a result of these comments, flyers were attached to payslips reminding staff of the importance of maintaining patient's dignity.

Also from our monthly '100 Voices' patient satisfaction a number of our patients were concerned about the delay in getting their medication(s) prescribed promptly on discharge. Following these comments, the Pharmacy Department have revised the process and made improvements to reduce the time that patients had to wait.