

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 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 have made a commitment to publish a set of patient outcomes, patient experience and staff experience measures. Each month we collaborate with colleagues to optimise what we have learnt and as a result have made some changes to the Transparency collection template for April:

The Trusts also expanded the time period of data capture to include harm of pressure ulcers grade (stage) 2 and above and falls that have caused either moderate or severe harm. This now includes all day case and inpatients in their care from the point of admission. Not as previously agreed at 72 hours after patient admission period.

This is the second 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. An example of this was following one suggestion from a patient, a ward purchased special flasks, so that when serving drinks, the water remains hot by the time the last person is reached, and the tea is not stewed. It shows that often it is the simple things that matter.

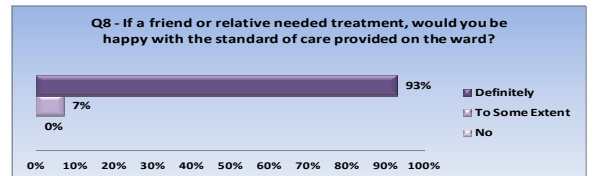
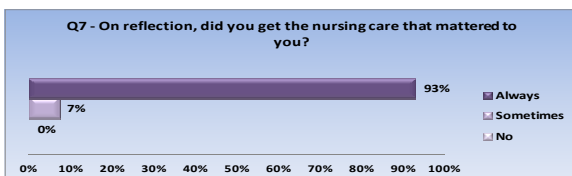
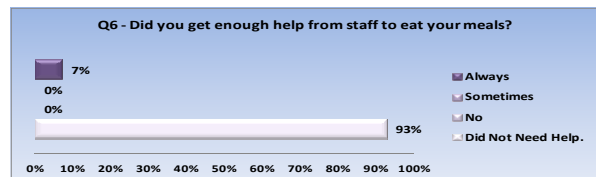
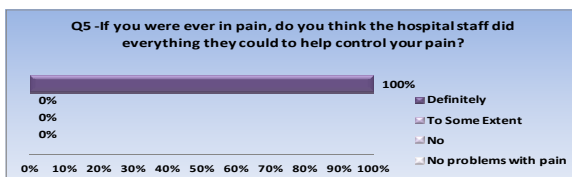
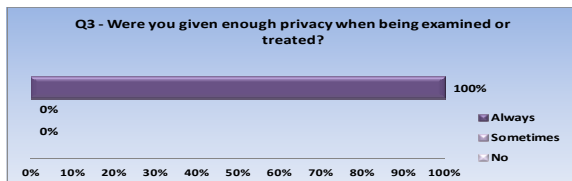
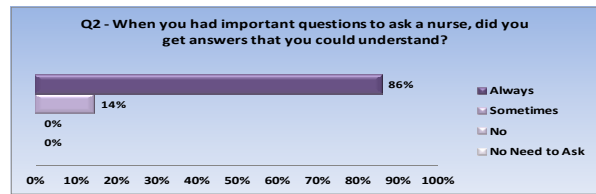
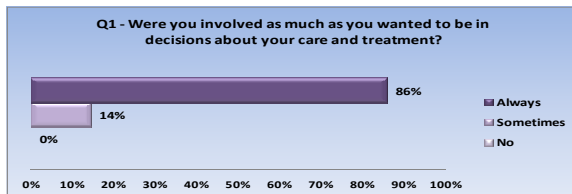
In March we cared for 7465 patients	1 patient suffered a fall in our care that resulted in severe harm.	1 patient suffered a grade 2 pressure ulcer and 1 patient suffered a grade 3 pressure ulcer in our care
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Following our review of the two patients who sustained a fall in February, we note that all possible measures to prevent a fall occurring had been put in place for both those patients.

In March there were unfortunately two patients who sustained a pressure ulcer and one patient sustained a fall in our care in March.

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.

What our patients said:



Two extra questions have been added to the patient experience questionnaire, which is answered by 10 patients in the same ward whenever a pressure ulcer of grade (stage) 2 or above is recorded, or a patient has fallen and suffered moderate or severe harm.

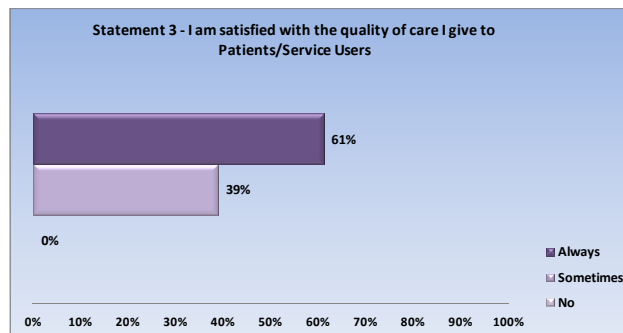
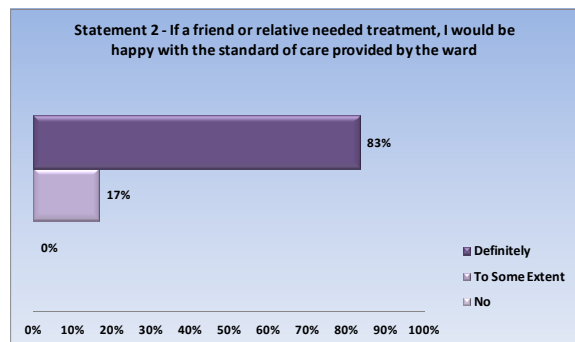
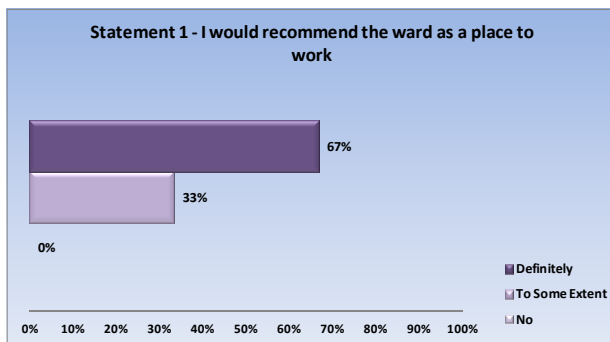
The new questions are:

- On reflection, did you get the nursing care that mattered to you?
- If a friend or relative needed treatment, would you recommend this ward?

It is very gratifying to note the positive reports from our patients which show improvements across all of the questions from last month.

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:



March'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. It is worth noting that staff treated an additional 796 patients in the month of March in comparison to the previous month.

We are continuing to work very hard to engage with staff to understand the issues which are making their working lives difficult and to try to remedy these issues. Employee engagement is vital to our aspirations of harm free care, and our core values provide us with the framework to create the right culture that supports our staff to be the best they can. The Board of Directors have now launched the Trust core values that have been developed with hospital and community staff. The four values capture the desired attitudes and behaviour that staff said they wanted to see towards our patients, customers and each other. The four values are:

Patients and Staff at the heart of everything we do :This is about how we all behave, our attitudes and behaviours towards our patients and each other

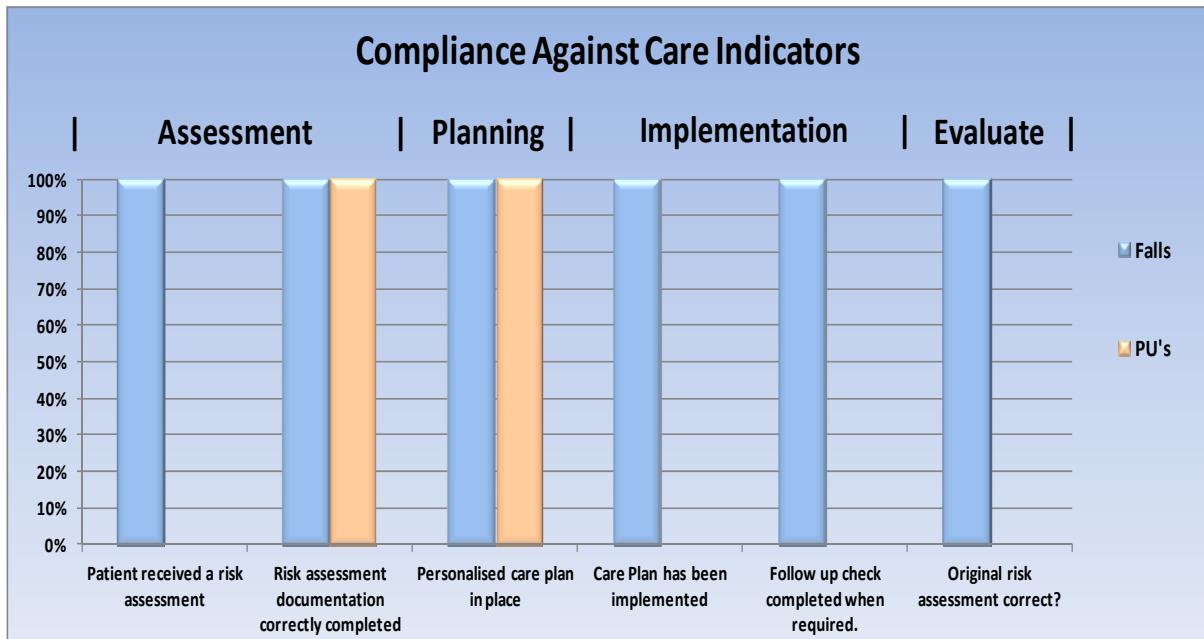
To be valued :This is about always striving to provide a quality service and taking responsibility for making improvements

To be respected- This is about treating everyone we come into contact with as we would want to be treated ourselves - with dignity, courtesy and respect

To be proud- This is about showing appreciation for one another and positively promoting the reputation of the Trust as a place receive care and to work in

This is just the start of the campaign and over the next year there will be a host of activities to embed the values into all aspects of the Trust.

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



There has been a significant improvement made against the Nursing Care Indicators. The indicators look at the nursing documentation, to check that steps have been taken to avoid and prevent either pressure ulcers and or falls. It can be seen there has been an improved compliance since last month in two areas in particular; assessment or risk, and implementation of measures to reduce harm in both falls and pressure ulcers.

To support this the Exemplar Programme involves checking that all the right elements of care have been delivered for patients at risk of falls and we constantly monitor all wards on their compliance with a range of care indicators.

In April 2012, we have just undertaken 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. We will share the results of that next month.