

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 eighth 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 Sept we cared for 6516 patients	4 patients suffered a fall resulting in severe harm in our care	4 patients suffered a pressure ulcer in our care – 2 x category 2, 1 x category 3 and 1 x category 4
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In September there were unfortunately seven patients who sustained a pressure ulcer and four patients who sustained harm as a result of a fall. Work is underway to understand how the harms occurred in September 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 patients who sustained a fall in August, it is pleasing to note that all preventative measures were in place.

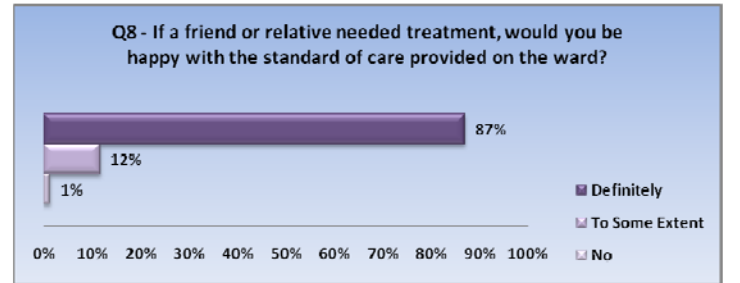
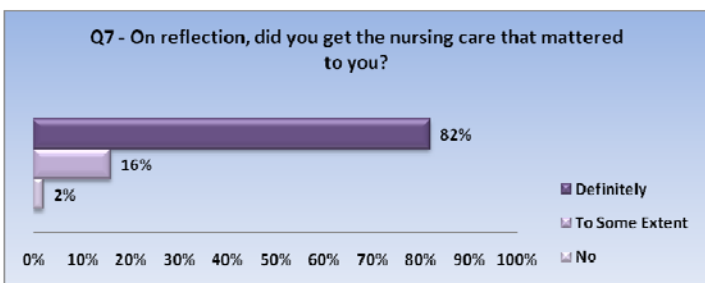
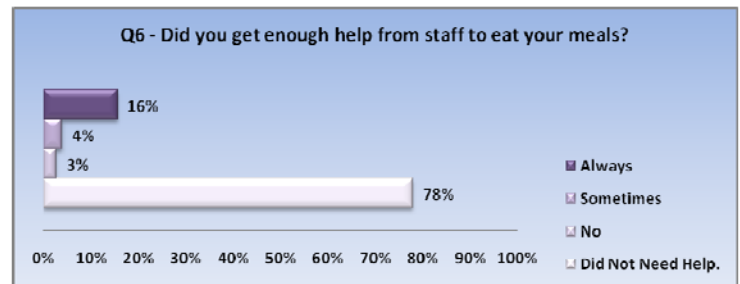
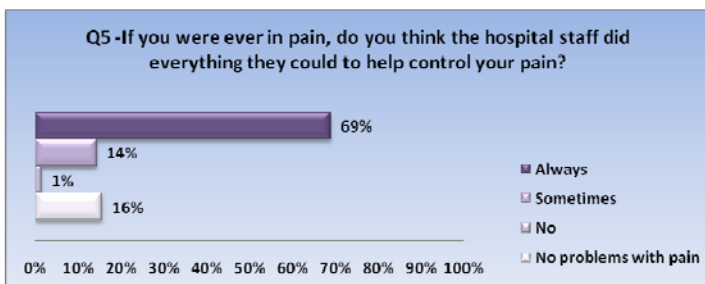
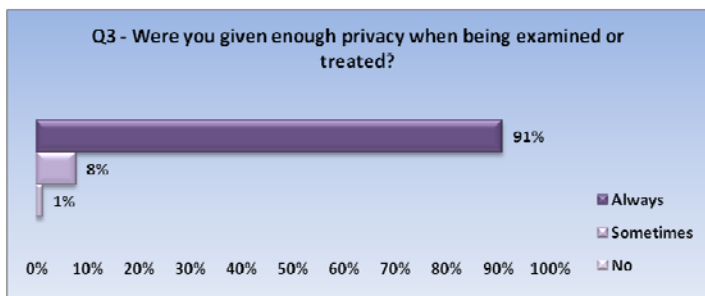
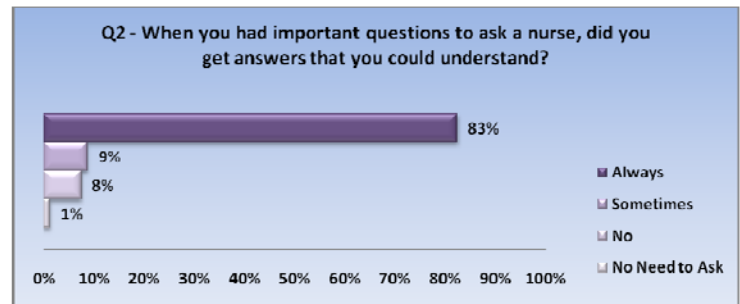
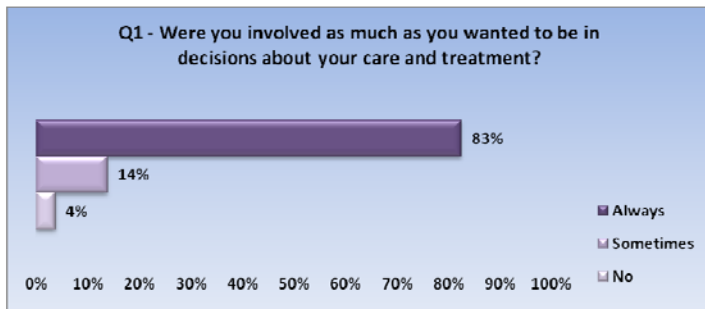
From the review of the patients who sustained a pressure ulcer in August, unfortunately for two of the patients all measures were not put in place in a timely manner which contributed to the deterioration of the pressure ulcer. The lessons learned and recommendations have been shared with the ward team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

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

September data overall shows a slight decrease in patient satisfaction in a couple of the domains. However, overall patients are satisfied with the care they received.

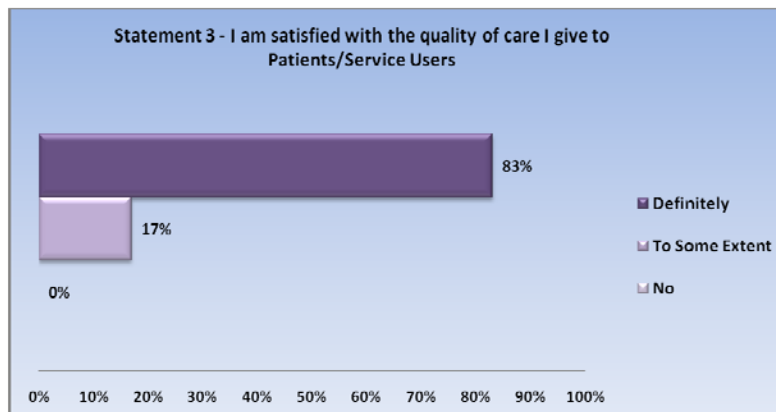
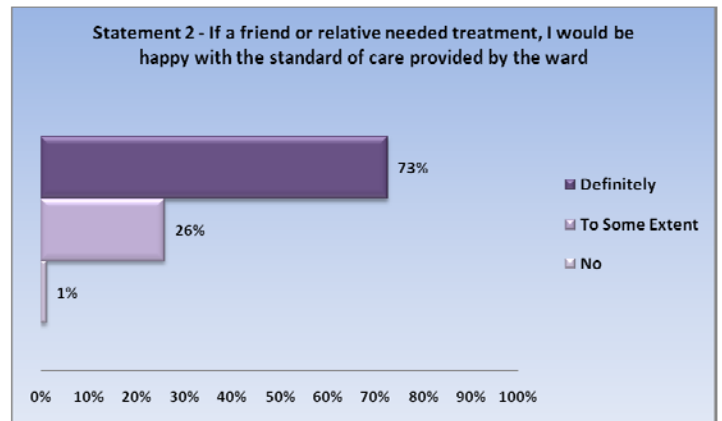
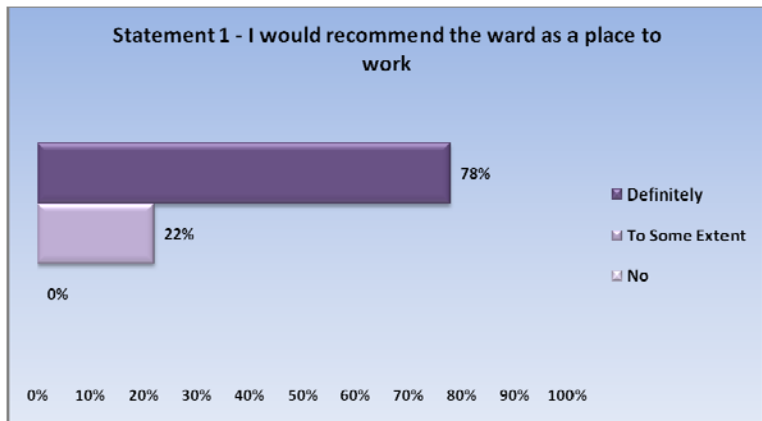
These are important to us and we continually measure these very important aspects of patient satisfaction as part of our monthly patient '100 voices' survey.

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:

September data shows overall that staff are happy with the quality of care provide to patients, however, staff are slightly less satisfied in recommending the ward as a place to work.

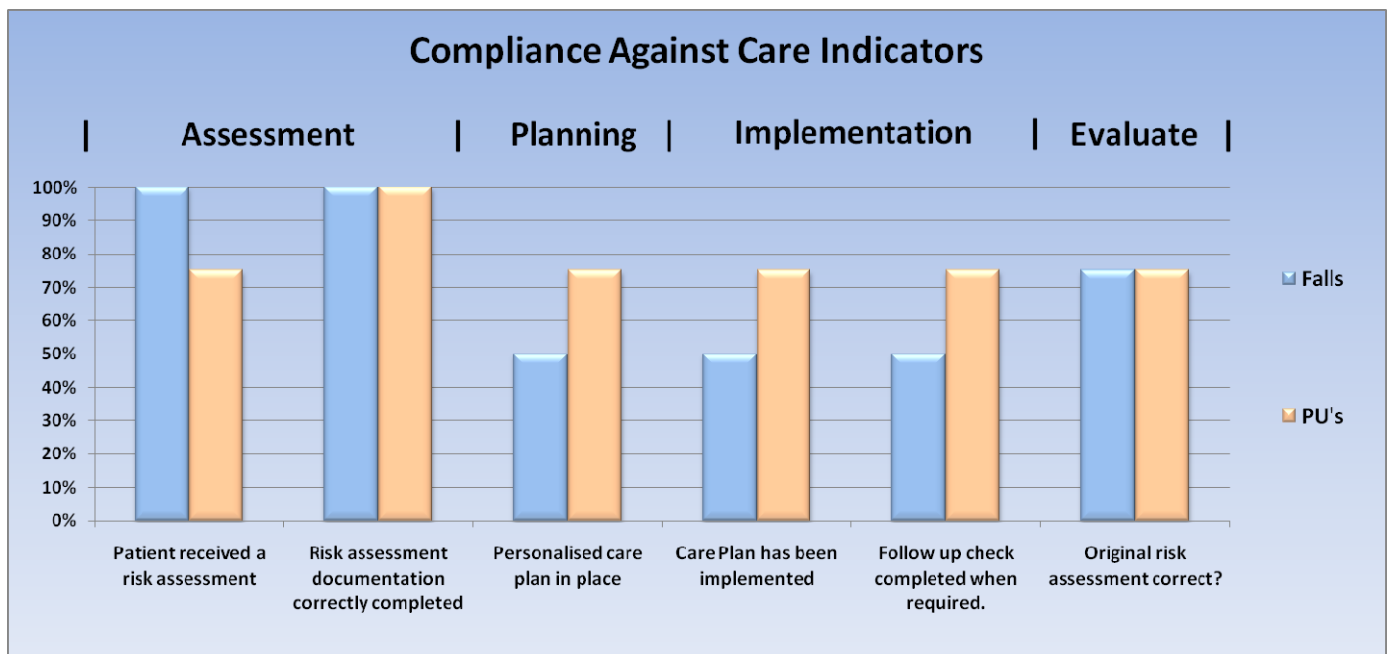


What did we learn about the care we have provided to patients?

Overall there has been a slight improvement in the care indicators for the patients who suffered harm as a result of a pressure ulcer.

There is a slight decrease in three of the Nursing Care Indicators for falls which resulted in harm.

This is a high priority area for continued improvements. A Multi-Professional Panel Chaired by the Chief Nurse has now been established to review all harm from falls and pressure ulcers. This is to help us to understand if there are any further improvements or changes we can make to reduce the harm from falls and pressure ulcers.



You said - We did!

As part of the improvement work in the Trust for patients and their carers with Dementia we have conducted monthly satisfaction surveys. The results of the first six months survey indicated high levels of patient satisfaction in the following areas:

Attitude of staff – Care was delivered by caring, friendly, courteous and professional staff.

Dignity and Respect – Patients and carers were treated with dignity and respect

Environment – patients felt safe within the hospital setting.

Involvement & communication – Patients and carers felt well informed and involved in decisions about their care and knew who to speak to and felt they had been listened to.

An area of improvement which patients and carers have identified is to provide them with more information in preparation for discharge. We have developed a communication sheet to share with patients and carers and we will review the impact of this in the results from the next survey.