

Open and Honest Care in your Local Hospital



The *Open and Honest Care: Driving Improvement* programme aims to support organisations to become more transparent and consistent in publishing safety, experience and improvement data; with the overall aim of improving care, practice and culture.

Report for:

Bolton NHS Foundation Trust

September 2015

Open and Honest Care at Bolton NHS Foundation Trust : September 2015

This report is based on information from September 2015. The information is presented in three key categories: safety, experience and improvement. This report will also signpost you towards additional information about Bolton NHS Foundation Trust's performance.

1. SAFETY

NHS Safety thermometer

On one day each month we check to see how many of our patients suffered certain types of harm whilst in our care. We call this the safety thermometer. The safety thermometer looks at four harms: pressure ulcers, falls, blood clots and urine infections for those patients who have a urinary catheter in place. This helps us to understand where we need to make improvements. The score below shows the percentage of patients who did not experience any harms.

96.8% of patients did not experience any of the four harms whilst an in patient in our hospital

98.8% of patients did not experience any of the four harms whilst we were providing their care in the community setting

Overall 97.8% of patients did not experience any of the four harms in this trust.

For more information, including a breakdown by category, please visit:

<http://www.safetythermometer.nhs.uk/>

Health care associated infections (HCAIs)

HCAIs are infections acquired as a result of healthcare interventions. Clostridium difficile (C.difficile) and methicillin-resistant staphylococcus aureus (MRSA) bacteremia are the most common. C.difficile is a type of bacterial infection that can affect the digestive system, causing diarrhoea, fever and painful abdominal cramps - and sometimes more serious complications. The bacteria does not normally affect healthy people, but because some antibiotics remove the 'good bacteria' in the gut that protect against C.difficile, people on these antibiotics are at greater risk.

The MRSA bacteria is often carried on the skin and inside the nose and throat. It is a particular problem in hospitals because if it gets into a break in the skin it can cause serious infections and blood poisoning. It is also more difficult to treat than other bacterial infections as it is resistant to a number of widely-used antibiotics.

We have a zero tolerance policy to infections and are working towards eradicating them; part of this process is to set improvement targets. If the number of actual cases is greater than the target then we have not improved enough. The table below shows the number of infections we have had this month, plus the improvement target and results for the year to date.

| Patients in hospital setting | C.difficile | MRSA |
|--|-------------|------|
| This month | 1 | 1 |
| Trust Improvement target (year to date) | 19 | 0 |
| Actual to date | 12 | 4 |

For more information please visit:

www.boltonft.nhs.uk/patients-and-visitors/hospital/infection-prevention-and-control/

Pressure ulcers

Pressure ulcers are localised injuries to the skin and/or underlying tissue as a result of pressure. They are sometimes known as bedsores. They can be classified into four categories, with one being the least severe and four being the most severe. **The pressure ulcers reported include all avoidable/unavoidable pressure ulcers that were obtained at any time during a hospital admission that were not present on initial assessment.**

This month 5 Category 2 - Category 4 validated pressure ulcers were acquired during Acute hospital stay and 11 in the community.

| Severity | Number of Pressure Ulcers in our Acute Hospital setting | Number of pressure ulcers in our Bolton Community Community setting |
|------------|---|---|
| Category 2 | 2 | 3 |
| Category 3 | 2 | 8 |
| Category 4 | 1 | 0 |

In the hospital setting, so we know if we are improving even if the number of patients we are caring for goes up or down, we calculate an average called 'rate per 1,000 occupied bed days'. This allows us to compare our improvement over time, but cannot be used to compare us with other hospitals, as their staff may report pressure ulcers in different ways, and their patients may be more or less vulnerable to developing pressure ulcers than our patients. For example, other hospitals may have younger or older patient populations, who are more or less mobile, or are undergoing treatment for different illnesses.

Rate per 1,000 bed days: 0.29 Hospital Setting

The pressure ulcer numbers include all pressure ulcers that occurred from 6 hours after admission to this Trust

In the community setting we also calculate an average called 'rate per 10,000 CCG population'. This allows us to compare our improvement over time, but cannot be used to compare us with other community services as staff may report pressure ulcers in different ways, and patients may be more or less vulnerable to developing pressure ulcers than our patients. For example, our community may have younger or older patient populations, who are more or less mobile, or are undergoing treatment for different illnesses.

Rate per 10,000 Population: 0.37 Bolton Community

Falls

This measure includes all falls in the hospital that resulted in injury, categorised as moderate, severe or death, regardless of cause. **This includes avoidable and unavoidable falls sustained at any time during the hospital admission.** Falls within the community setting are not included in this report.

This month we reported 2 fall(s) that caused at least 'moderate' harm.

| Severity | Number of falls |
|----------|-----------------|
| Moderate | 0 |
| Severe | 2 |
| Death | 0 |

So we can know if we are improving even if the number of patients we are caring for goes up or down, we also calculate an average called 'rate per 1,000 occupied bed days'. This allows us to compare our improvement over time, but cannot be used to compare us with other hospitals, as their staff may report falls in different ways, and their patients may be more or less vulnerable to falling than our patients. For example, other hospitals may have younger or older patient populations, who are more or less mobile, or are undergoing treatment for different illnesses.

Rate per 1,000 bed days: 0.12

2. EXPERIENCE

To measure patient and staff experience we ask a number of questions. The idea is simple: if you like using a certain product or doing business with a particular company you like to share this experience with others.

The answers given are used to give a score which is the percentage of patients who responded that they would recommend our service to their friends and family.



The Friends & Family Test

Patient experience

The Friends and Family Test

The Friends and Family Test requires all patients, after discharge from hospital, to be asked: *How likely are you to recommend our ward to friends and family if they needed similar care or treatment? We ask this question to patients who have been an in-patient and/or attended Accident & Emergency (A&E). Both scores (if applicable) are below;*

| | | | |
|--|--|------|---|
| In-patient FFT score ¹ | <table border="1"><tr><td>96.2</td></tr></table> | 96.2 | % recommended. This is based on 1339 patients asked |
| 96.2 | | | |
| A&E FFT score | <table border="1"><tr><td>84.3</td></tr></table> | 84.3 | % recommended. This is based on 1125 patients asked |
| 84.3 | | | |

¹ This result may have changed since publication, for the latest score please visit:
<http://www.england.nhs.uk/statistics/statistical-work-areas/friends-and-family-test/friends-and-family-test-data/>

Currently the Friends and Family Test is in development for community services, but we use similar questions to help us understand our patients' experience.

We also asked 100 patients the following questions about their care in the hospital:

| | Score |
|--|-------|
| Were you involved as much as you wanted to be in the decisions about your care and treatment? | 96.9 |
| If you were concerned or anxious about anything while you were in hospital, did you find a member of staff to talk to? | 97.0 |
| Were you given enough privacy when discussing your condition or treatment? | 95.0 |
| During your stay were you treated with compassion by hospital staff? | 100.0 |
| Did you always have access to the call bell when you needed it? | 91.2 |
| Did you get the care you felt you required when you needed it most? | 90.7 |
| How likely are you to recommend our ward/unit to friends and family if they needed similar care or treatment? | 96.9 |

We also asked 17 patients the following questions about their care in the community setting:

| | |
|---|-------|
| Were the staff respectful of your home and belongings? | 94.1 |
| Did the health professional you saw listen fully to what you had to say? | 100.0 |
| Did you agree your plan of care together? | 94.1 |
| Were you/your carer or family member involved decisions about your care and treatment as much as you wanted them to be? | 100.0 |
| Did you feel supported during the visit? | 100.0 |
| Do you feel staff treated you with kindness and empathy? | 100.0 |
| How likely are you to recommend this service to friends and family if they needed similar care or treatment? | 100.0 |

A patient's story

The following patient experience was captured by the Patient Experience Support Officer during September 2015 whilst talking to patients about their experience at Bolton One. The patient, a male with a knee injury, was being seen within the Musculoskeletal (MSK) service. His story as noted is written below.

Appointment was in the morning at Bolton One, can't remember the exact time. I live locally so I knew where Bolton One was and had no trouble getting there as I went on the Bus which was a short walk away. I had also been there before for an x ray. My knee is painful but I can still walk and so had no problem with the distance.

On arrival at Bolton One I felt the building was nice and new, tidy, clean, organised and welcoming.

I reported to reception on the ground floor, there was a bit of a queue but everyone was dispatched quickly and efficiently. I was directed to the stairs or the lift to the first floor.

On the first floor there was another reception desk but it was not manned however the staff were constantly in and out of the waiting area and making sure I was alright and in the correct place. I was seen on time, well a few minutes after the time but only a few minutes.

The therapist was wonderful, very very professional. The problem was identified immediately and she explained what was wrong and why I was getting pain. She then took me through some exercises and gave me advice on preventing doing more damage and leaflets with all the exercises on so that I would not forget.

On the whole it was a very positive experience, I felt cared for and came away feeling I had been given good expert advice and I would now see an improvement in my knee and the pain would diminish. The only thing that would have made it better would have been cake and coffee.

The only issue I have is the length of time it took to actually get the appointment. I was told by my GP that there would be a long wait and I did have to wait months. I fully understand there is a large demand and a backlog and I was not an urgent case. However I do feel that in that time I could have been directed to information around exercises to do or advice maybe from a phone call, it is a long time to go and be doing the wrong thing I could have been making it worse. I sort of started my own Physio by looking up the symptoms on the internet and finding suggestions for exercises, as it happens they were very similar to the ones I was shown at the appointment.

Staff experience

We asked 50 staff in the hospital the following questions:

| | Net Promoter Score |
|---|--------------------|
| I would recommend this ward/unit as a place to work | 100.0 |
| I would recommend the standard of care on this ward/unit to a friend or relative if they needed treatment | 91.5 |
| I am satisfied with the quality of care I give to the patients, carers and their families | 82.0 |

We asked 16 staff working in the community setting the following questions:

| | Net Promoter Score |
|---|--------------------|
| I would recommend this service as a place to work | 50.0 |
| I would recommend the standard of care in this service to a friend or relative if they needed treatment | 75.0 |
| I am satisfied with the quality of care I give to the patients, carers and their families | 68.8 |

3. IMPROVEMENT

Improvement story: we are listening to our patients and making changes

The team at Bolton One are aiming to improve patient experience in the following ways:

- Two signs have been introduced at the first floor reception to combat difficulties being experienced by patients -One sign facing the seating area ensuring that booking in on the ground floor has taken place; One sign is placed on top of the reception desk asking patients to take a seat and explaining that their clinician will come out to collect them for their appointment
- Introduction of a suggestion box to enable the service to be adapted and improved based on patient feedback.
- Planned recruitment of apprentices whose role will be to visible to patients and respond to their needs within the first and second floor of Bolton One

In addition to the above the Physiotherapy team have been working on reducing waiting times and can report they have come down to approximately 8 weeks wait and continue to reduce.



