

# Quality Account

## Summary version

... for a **better** Bolton

# A message from our Chief Executive

Making sure our patients are safe, and have the best experience possible when we are looking after them is the most important thing we do.

Every year we stop and look at how good our care has been over the last 12 months, and what we need to do to make it even better. We record what we find in a document called our Quality Account and publish it so that everyone can see what we've been doing. This document is a summary version; you can find the full one [here](#).

Our services are really good most of the time, but we don't always get it right. When we make mistakes, we take them very seriously and make sure we learn everything we can to prevent them from happening again.

I hope that this summary document helps to explain what's important to us, and why we will continue to work hard to make sure the services you receive are the best quality possible.



**Fiona Noden**, Chief Executive



# Year in numbers 2021/2022



**2502**  
patients participated in clinical research studies to improve care for the future



**96%\***  
of our hospital patients would recommend us to their friends and family

\*(March 2022 FFT data for inpatients)



**85%**  
of our suspected cancer patients had their first treatment within 62 days



**32**  
the number of national clinical audits the Trust participated in



**9,866**  
patients had an operation



**564,517**  
outpatient appointment attendances



**175,551**  
community contacts



**65,635**  
inpatient spells

# How we make sure we're doing the right things

To make sure we stay focused on the areas that will make the biggest difference to our patients and their families, we make a list of things we promise to do and tick them off throughout the year. We call these our priorities.

## Our quality priorities during 2021/22

For 2021/22 we set ourselves a series of key priorities for improvement for 2021/22, these were:

### To improve Diabetes care

In Bolton, more people have diabetes than in other areas of the country. This means that a lot of the time, we are looking after a large number of patients in our hospital who have diabetes. We wanted to make sure that they were all getting the best possible care and have looked at some of the ways we can improve.

One of the things we promised to do was to make sure that less people experienced a drop in sugar levels while in our care, and we managed to do this. The rate of this happening in Bolton is now below the national average.

### To reduce the number of people who die from Pneumonia

Pneumonia is a serious condition affecting people of any age, but it is more common – and can be more serious – in certain groups of people, such as the very young or the elderly. People don't always die from pneumonia but for a period of time, more people died from pneumonia in Bolton than other places in the country. We made a promise to understand why this was, and do everything we could to reduce the number of people who were dying as a result.

We have done lots of work to help with this, including making sure that our patients are cared for in the right environment for them, and delivering refresher training to doctors who will be looking after patients who have pneumonia. We have only partly finished delivering on this promise so this will continue to be a priority area for 2022/23.

## Improving radiology reporting times

Radiology is when doctors take pictures of the inside of our patients' bodies to help understand what's wrong and decide what treatment or medicine they need. This includes things like x-rays and scans. When x-rays and scans are taken quicker, patients are more likely to get better quicker too. We know that the time it takes us to do this varies so we made a promise to understand why, and take action so that it takes a similar amount of time for all of our patients.

We have done some work already to increase the amount of x-rays and scans we can do so that people are waiting for less time when they need one. There is more work to do on this so this will continue to be a priority area for 2022/23.

## Making sure our maternity services are always safe

Making sure that maternity services are safe for everyone who needs them is an important priority for all NHS organisations across the country. When things don't go according to plan, it can be devastating for our patients and their families so we make sure we learn everything we can to prevent things from happening again.

We don't just learn from things that happen in Bolton, we've also been measuring how we are doing against a national review called the Ockenden review. The review started in another trust in Shrewsbury and Telford, because the care they were providing was not as safe as it should have been. As a result, our maternity services in Bolton are measured against a set of standards that have been set across the country to make sure services are of a high quality. This work will continue.

## Looking out for signs of deterioration

When patients are waiting for treatment including operations, their condition can sometimes get worse. Over the last twelve months, we have looked at ways we can spot the signs that someone is getting worse, so we can take action. We use a tool that helps us to do this called the National Early Warning Score (NEWS), when we check on each patient.

We have made some big improvements in this area but there is more we can do to make sure that all of our teams know what to look for, so this work won't stop here. This will continue to be a priority for us for 2022/23.

The priority areas described above are only a snapshot of the work we are doing to improve the quality of our services.



## Our quality priorities for 2022/23 include:

- Learning as much as we can from the pandemic
- Reviewing how much antibiotics we prescribe
- Reviewing how we do things in our Rheumatology Service
- Improving the information we give to patients when we are looking after them
- Making sure we are meeting the communication needs of our diverse communities
- Continued focus on improving our recognition and response to patient deterioration

If you want to find our more information about any of our quality plans, please contact [debbie.redfern@boltonft.nhs.uk](mailto:debbie.redfern@boltonft.nhs.uk)

We are always listening to the experiences of our patients, their relatives and staff to understand things that we could do better.

## Encouraging our staff to speak up about quality

For our staff to be able to provide the best services possible, they need to feel comfortable to speak up when they see or feel something that isn't quite right. We have a team of Freedom to Speak Up (FTSU) champions who in addition to their job roles, are available to listen if staff have something to share.

In 2021/22 we had over 35 freedom to speak up champions dealing with queries from our staff and helping them resolve issues that resulted in improvements being made.

## How you can help improve the quality of our care

### We're always listening - tell us what you think

Your feedback is important to us and will help us make our services even better. Please share your experiences with us.



#### Speak to us

Speak to the person in charge of your care.



#### Call PALS on

01204 390193



#### Email us

[pals@boltonft.nhs.uk](mailto:pals@boltonft.nhs.uk)



#### Write to us

Chief Executive, Trust Headquarters, Royal Bolton Hospital, Minerva Road, Farnworth, Bolton, BL4 0JR.

