

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:

**St Helens & Knowsley
Teaching Hospitals NHS Trust**

April 2016

Open and Honest Care at St Helens & Knowsley Teaching Hospitals NHS Trust : April 2016

This report is based on information from April 2016. The information is presented in three key categories: safety, experience and improvement. This report will also signpost you towards additional information about St Helens & Knowsley Teaching Hospitals NHS Trust's performance.

1. SAFETY

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 NHS 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.

98.9% of patients did not experience any of the four harms

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.

	C.difficile	MRSA
This month	0	0
Annual Improvement target	41	0
Actual to date	0	0

For more information please visit:

www.website.com

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 validated avoidable/unavoidable pressure ulcers that were obtained at any time during a hospital admission that were not present on initial assessment.**

This month 10 Category 2 - Category 4 pressure ulcers were acquired during hospital stays.

Severity	Number of pressure ulcers
Category 2	10
Category 3	0
Category 4	0

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

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 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 1000 bed days:	0.52
-------------------------	------

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.**

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

Severity	Number of falls
Moderate	1
Severe	0
Death	1

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:	0.10
--------------------------	------

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 Friends & Family Test

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.

Patient experience

The Friends and Family Test

The Friends and Family Test (FFT) requires all patients, after discharge, 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 or attended A&E (if applicable) in our Trust.

In-patient FFT score*	94.09%	% recommended	This is based on 6436 responses.
A&E FFT Score	93.00%	% recommended	This is based on 1025 responses

*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/>

We also asked 296 patients the following questions about their care:

	% Recommended
Were you involved as much as you wanted to be in the decisions about your care and treatment?	92
If you were concerned or anxious about anything while you were in hospital, did you find a member of staff to talk to?	92
Were you given enough privacy when discussing your condition or treatment?	95
During your stay were you treated with compassion by hospital staff?	97
Did you always have access to the call bell when you needed it?	91
Did you get the care you felt you required when you needed it most?	97
How likely are you to recommend our ward/unit to friends and family if they needed similar care or treatment?	97

A patient's story

Letter of thanks for an outstanding experience

I recently underwent the removal of a basal cell carcinoma at the hands of Mr Rowan Pritchard-Jones at St Helens Hospital and I wish to comment on my experience.

I felt that every aspect of my treatment was carried out in a professional, courteous, caring manner. There was no aspect of my treatment that I felt was not up to the highest standard. Every member of the hospital staff that I had contact with was friendly and efficient and at no point did I feel in the least bit uncomfortable.

I would therefore ask you to pass on my comments to everyone involved. I would have no hesitation in requesting treatment at your hospital in the future should I need it, and I have extolled the virtues of your hospital at every opportunity. In my experience it thoroughly deserves the 'outstanding' review it was recently awarded.

Staff experience

We asked 79 staff the following questions:

	% Recommended
I would recommend this ward/unit as a place to work	94
I would recommend the standard of care on this ward/unit to a friend or relative if they needed treatment	97
I am satisfied with the quality of care I give to the patients, carers and their families	95

3. IMPROVEMENT

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

As Interim Patient Experience Manager, I speak with five patients on one ward each week day. This gives an opportunity to speak with patients and discuss what is good about their hospital stay at that present moment in time and what could be improved. Whilst on my daily routine, I came across a patient, for the benefit of confidentiality I shall only refer to the patient as Steve. I have gained full permission from Steve to relay this story.

Steve was a patient on a surgical ward after a hernia repair. Steve was in his early thirties but this was not his first hospital admission. Steve commented on the great service that staff provide, but did make comment about the meal portions being too small. As Steve informed me, he had a healthy appetite and did not feel that one meal was enough. Steve informed me that when he asked if he could have a cauliflower and cheese meal as a starter and a main meal, catering said that they could not offer two meals.

Following this information, I spoke with the ward manager to ensure that the patient received a dietician referral. The ward manager assured me this had already been undertaken and Steve was awaiting assessment. Catering staff on the ward were also spoken to ensuring that if the patient requested two meals that two would be provided.

I made a follow-up visit the next day to ensure the action plan we agreed was in place, but sadly Steve informed me that the catering staff had declined the second meal. I made contact with the catering manager who apologised and made a note to inform all catering staff that if a patient feels that one meal is not enough they can order two meals.

Going forward, I have planned a meeting with our contracts and catering manager to discuss how we can further address this issue. Furthermore, as Interim Patient Experience Manager I have now become a member of our Nutritional Steering Group. This will ensure any issues raised can be addressed and information can be disseminated to our nutrition link nurses. I am pleased to say that Steve did receive two meals and made a good recovery. He was discharged a few days later.

I explained to Steve that at St Helens and Knowsley Teaching Hospitals, we take nutrition and hydration of our patients a priority with the upmost care and attention paid to this area.

Supporting information

Falls -

Please note that these numbers may be subject to change upon an indepth investigaton of an incident

Pressure Ulcers -

Please note that the one of the grade 3 reported pressure ulcers were unfortunately unavoidable. The definition of an unavoidable pressure ulcer is: "Unavoidable" means that the person receiving care developed a pressure ulcer even though the provider of the care had evaluated the person's clinical condition and pressure ulcer risk factors; planned and implemented interventions that are consistent with the persons needs and goals; and recognised standards of practice; monitored and evaluated the impact of the interventions; and revised the approaches as appropriate; or the individual person refused to adhere to prevention strategies in spite of education of the consequences of non-adherence"

