

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**

June 2016

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

This report is based on information from June 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.

93.0% 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	2	0
Annual Improvement target	41	0
Actual to date	4	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 6 Category 2 - Category 4 pressure ulcers were acquired during hospital stays.

Severity	Number of pressure ulcers
Category 2	6
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:	0.32
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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 1 fall(s) that caused at least 'moderate' harm.

Severity	Number of falls
Moderate	1
Severe	0
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:	0.05
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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*	93.40%	% recommended	This is based on 1711 responses.
A&E FFT Score	84.63%	% recommended	This is based on 4442 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 485 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?	91
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?	96
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?	88
Did you get the care you felt you required when you needed it most?	95
How likely are you to recommend our ward/unit to friends and family if they needed similar care or treatment?	95

A patient's story

On behalf of my disabled adult daughter and myself, I wish to record our profound gratitude to your medical and nursing staff who cared for her when she was admitted by ambulance in an emergency in April, having suffered a seizure in her brother's car. I have cared for her for 35 years and have experienced many medical crises but can honestly say that the care she received at Whiston was exceptional.

Please pass on our most sincere and grateful thanks to the following members of your hospital A&E medical and nursing teams; Dr Graeme Inkster, Consultant, Dr David Bolton (and his student for the University of Liverpool Med School), Nurse Benjamin Harris. All of these showed exceptional skill in dealing with my daughter. They showed great patience and spent time with myself and her brother explaining every step of her care. My apologies for forgetting the name of the young nurse who cared for my daughter, when we were moved to a single room in A&E before being transferred to Ward 1C; the young nurse was also most professional and very attentive despite a very long shift.

My thanks also to the staff on Ward 1C; my daughter was far from home in a strange hospital yet all staff did an exceptional job in caring for her. My particular thanks must go to Dr Karen Short, Consultant AMU, who took time on a very busy ward round to thoroughly examine my daughter and explain to her and myself what the next steps were. Thanks also to Nurse Leanne Murphy for her professional skill and delightfully positive demeanour.

We are now home and my daughter is recovering thanks to the work of your team. I shall be forever grateful for all the wonderful care she received. May I also state that the inpatient discharge letter was very detailed and comprehensive, the most thorough my daughter has ever received.

Staff experience

We asked 271 staff the following questions:

	% Recommended
I would recommend this ward/unit as a place to work	90
I would recommend the standard of care on this ward/unit to a friend or relative if they needed treatment	96
I am satisfied with the quality of care I give to the patients, carers and their families	96

3. IMPROVEMENT

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

Interim Patient Experience Manager Story

The Interim Patient Experience Manager will see 5 patients a day (Five a Day).

This story is about an inpatient on one of our medical wards. For the purpose of anonymity I shall call the Patient S. Patient S is an inpatient in Whiston Hospital. Patient S mentioned to me that the meal portions were too large, stating that whilst the meals were tasty they were too large and off putting. I mentioned that we do provide smaller meals upon request and I discussed with the ward team to ensure that this information was passed onto the catering team.

I discussed with the patient how, as a Trust, we see nutrition and hydration as a key part of treatment. I informed the patient of the actions taken and followed this up to check they received smaller portion meals.

To ensure that this is followed up throughout the Trust, I am arranging to meet with the catering lead to discuss how we can promote the range of meals on offer to patients. We do have menus on each bedside and we will ensure that ward staff highlight this to patients on admission.

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"

