

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 Trust**

April 2014

Open and Honest Care at St Helens & Knowsley Teaching Hospitals NHS Trust : April 2014

This report is based on information from April 2014. The information is presented in three key categories: safety, experience and improvement. This report will also signpost you towards additional information about the 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 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 new harms.

98.4% 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) bacteraemia 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	3	0
Actual to date	3	0

For more information please visit:

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

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 grades, with one being the least severe and four being the most severe.

This month 0 Grade 2 - Grade 4 pressure ulcers were acquired during hospital stays.

Severity	Number of pressure ulcers
Grade 2	7
Grade 3	1
Grade 4	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 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:	0.40
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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 month we reported 0 fall(s) that caused at least 'moderate' harm.

Severity	Number of falls
Moderate	3
Severe	0
Death	0

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Rate per 1,000 bed days:	0.00
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2. EXPERIENCE

To measure patient and staff experience we use a Net Promoter Score.

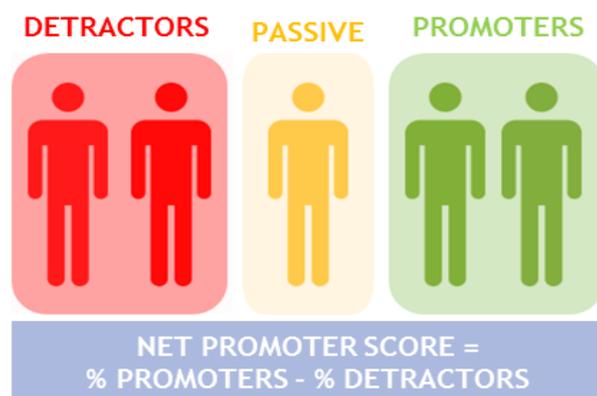
The idea is simple: if you like using a certain product or doing business with a particular company you like to share this experience with others.

From the answers given 3 groups of people can be distinguished:

Detractors - people who would probably not recommend you based on their experience, or couldn't say .

Passive - people who may recommend you but not strongly.

Promoters - people who have had an experience which they would definitely recommend to others.



This gives a score of between -100 and +100, with +100 being the best possible result.

Patient experience

The Friends and Family Test

The Friends and Family Test 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?*

The hospital had a score of **79** for the Friends and Family test*. This is based on 1179 responses.

This result is taken from the survey undertaken in March. Due to the process to analyse and validate the survey this means we publish data out of sync with the rest of the information contained within this document

*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/>

Patient Feedback

"Fantastic staff, clean ward, friendly atmosphere, staff approachable to answer my concerns and staff made my family members very welcome"

"Extremely compassionate and caring staff"

"The domestic department were absolutely meticulous with their cleaning duties and were very friendly and obliging"

"As an NHS Manager I am delighted with the care and attention my mother has received during her time here"

A patient's story

"Dear Ms Marr, I wish to congratulate your staff on Ward 4B regarding the way a difficult situation was dealt with. I reported to Ward 4B on 1st April for a Hernia repair operation at about 10.45 am, went through all the usual procedures and saw my Consultant who explained what was going to happen and then I went back to the waiting room.

Other people came and went and at about 4.30 pm I was given a bed and changed into the gown and stockings and waited for the porter and wheelchair to take me into surgery.

However at about 5 pm the Staff Nurse came to see me and apologised very sincerely that my operation had to be postponed as the Consultant was involved in a very lengthy operation that meant he would be unable to complete this in time to operate on me.

Having had a few straight forward ops. I fully understood the situation and got changed but the staff insisted that as I had not eaten all day I must have some food. In a very short space of time a tray appeared with soup, sandwiches and a desert. The main point of this note is to say thank you to the Staff Nurse for the very sympathetic way she and the Health Care Assistant handled the difficult situation and for the speedy provision of food and a drink etc.

I do hope that you will pass my comments on to them and thank them for their kindness."

Staff Experience

3 Alpha is a Orthopaedic ward with 18 beds predominantly caring for patients with a fractured neck of femur (fractured hip). The dependency of patients admitted to this ward is considerable with specific needs with all aspects of essential care. The quote below is from a new member of staff allocated to work on ward 3 Alpha

"3 Alpha is a lovely ward to work on, I have made a lot of good friends and the staff work as a team"

3. IMPROVEMENT

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

Changes recommended by patients that have now been implemented are: -

More healthy food options available in the public vending machines.

Changes made to the in-patient meals to suit patients with cancer of the upper gastric tract (known as the Gutsy Guys). This has been a successful collaboration between Medirest (meal providers) and the Gutsy Guys group resulting in better communication and pathways for making the required adapted meals be available for patients who need them.

Supporting information

Our next Patient Power event is being held on **Monday 16th June 2014 6pm – 8pm Lecture Theatre, Nightingale House, Whiston Hospital.**

Our Patient Power Event will help us to:

- Work in partnership with patients, their friends and families
- Feedback on our action plans
- Hear recent patient experiences

Come along to our Patient Experience Event and let us know your thoughts!