

# Open and Honest Care in your Local Hospitals

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:

**Northumbria Healthcare NHS  
Foundation Trust**

November 2016

# Open and Honest Care at Northumbria Healthcare NHS Foundation Trust : November 2016

This report is based on information from November 2016. The information is presented in three key categories: safety, experience and improvement. This report will also signpost you towards additional information about Northumbria Healthcare NHS Foundation Trust's performance.

## 1. SAFETY

### NHS Safety thermometer

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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.

**94.9% of patients did not experience any of the four harms whilst an in patient in our hospital**

**92.8% of patients did not experience any of the four harms whilst we were providing their care in the community setting**

**Overall 93.9% 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)

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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
<b>This month</b>	2	0
<b>Trust Improvement target (year to date)</b>	30	0
<b>Actual to date</b>	17	3

For more information please visit:

<https://www.northumbria.nhs.uk/quality-and-safety/keeping-patients-safe>

## 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 11 Category 2 - Category 4 validated pressure ulcers were acquired during Acute hospital stay and 9 in the community.

Severity	Number of Pressure Ulcers in our Acute Hospital Setting	Number of Pressure Ulcers in our North Tyneside Community Setting	Number of Pressure Ulcers in our Northumberland Community Setting
Category 2	10	4	2
Category 3	1	1	1
Category 4	0	0	1

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: 0.44 Hospital Setting

For the community setting we also calculate an average called 'rate per 10,000 CCG population.

Rate per 10,000 population: 0.23 North Tyneside

Rate per 10,000 population: 0.12 Northumberland

The pressure ulcer numbers include all pressure ulcers that occurred from 72 hours after admission to this Trust

In November 2016 we recorded the following ungradeable/unstageable pressure ulcers:

6 in the Acute setting

3 in the Community setting

*We use the term category or grading for pressure ulcers which are categorised or graded from 1-4 as per the National Institute Clinical Excellence (NICE) and European Pressure Ulcer Advisory Panel (EPUAP) guidance. Not all Pressure Ulcers can be categorised/graded and for these ulcers we use the term ungradeable/unstageable. An ungradeable ulcer cannot be graded as the base of the wound is not exposed and the true depth therefore cannot be determined. It takes time and treatment to expose the base of a wound and in some ulcers it may not be appropriate to do this. For reporting we record all ungradeable/unstageable ulcers as grade 3 until such time that the ulcer can be graded.*

## 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 fall(s) that caused at least 'moderate' harm.

Severity	Number of falls
Moderate	7
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: 0.28

## 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) or the Maternity service or in the community. All scores (if applicable) are below;*

<b>In-patient</b> FFT score <sup>1</sup>	<b>98.3</b>	% recommended. This is based on 1373 patients asked
<b>A&amp;E</b> FFT score	<b>91.0</b>	% recommended. This is based on 545 patients asked
<b>Maternity</b> FFT score	<b>100.0</b>	% recommended. This is based on 206 patients asked
<b>Community</b> FFT score	<b>98.7</b>	% recommended. This is based on 4298 patients asked

<sup>1</sup> 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 patients the following questions about their care in the hospital:

Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?

Yes, always	0%
Most of the time	0%
Some of the time	1%
Hardly ever	5%
No	94%

How would you rate how well the doctors and nurses worked together?

Excellent	80%
Very Good	19%
Good	1%
Fair	0%
Poor	0%

Overall, did you feel you were treated with respect and dignity while you were in the hospital?

Yes, always	96%
Most of the time	3%
Some of the time	1%
Hardly ever	0%
No	0%

Were you involved as much as you wanted to be in decisions about your care and treatment?

Yes, always	87%
Most of the time	7%
Some of the time	3%
Hardly ever	1%
No	2%

How much information about your condition or treatment was given to you?

None at all	3%
Not enough	5%
The right amount	90%
Bit too much	1%
Too much	0%

Did you receive timely information about your care and treatment?

Yes, always	94%
Most of the time	5%
Some of the time	1%
Hardly ever	1%
No	0%

Did you find someone on the hospital staff to talk to about your worries and fears?

Yes, always	74%
Most of the time	3%
Some of the time	1%
Hardly ever	0%
No	1%
I had no worries or fears	22%

When you had important questions to ask a doctor, did you get answers that you could understand?

Yes, always	88%
Most of the time	6%
Some of the time	1%
Hardly ever	0%
No	0%
I had no need to ask	5%

Did you have confidence and trust in the doctors treating you?

Yes, always	94%
Most of the time	3%
Some of the time	0%
Hardly ever	0%
No	2%

Did the doctors talk in front of you as if you weren't there?

Yes, always	2%
Most of the time	0%
Some of the time	1%
Hardly ever	1%
No	96%

When you had important questions to ask a nurse, did you get answers that you could understand?

Yes, always	92%
Most of the time	4%
Some of the time	0%
Hardly ever	0%
No	0%
I had no need to ask	4%

Did you have confidence and trust in the nurses treating you?

Yes, always	99%
Most of the time	1%
Some of the time	0%
Hardly ever	0%
No	0%

Did nurses talk in front of you as if you weren't there?

Yes, always	0%
Most of the time	0%
Some of the time	1%
Hardly ever	1%
No	98%

In your opinion, how clean was the hospital room or ward that you were in?

Excellent	87%
Very Good	13%
Good	0%
Fair	0%
Poor	0%

How clean were the toilets and bathroom that you used while in hospital?

Excellent	89%
Very Good	11%
Good	0%
Fair	0%
Poor	0%

As far as you know, did doctors wash or clean their hands between touching patients?

Yes, always	97%
Most of the time	2%
Some of the time	1%
Hardly ever	0%
No	0%

As far as you know, did nurses wash or clean their hands between touching patients?

Yes, always	98%
Most of the time	2%
Some of the time	1%
Hardly ever	0%
No	0%

Do you think the hospital staff did everything they could to help control your pain?

Yes, always	97%
Most of the time	2%
Some of the time	0%
Hardly ever	0%
No	0%

Were you given sufficient explanation about the purpose of any new medications.

Yes, always	93%
Most of the time	3%
Some of the time	2%
Hardly ever	2%
No	0%

Did any member of staff tell you about medication side effects to watch for?

Yes, always	57%
Most of the time	5%
Some of the time	2%
Hardly ever	1%
No	35%

Were you told how to take your medication in a way you could understand?

Yes, always	89%
Most of the time	4%
Some of the time	0%
Hardly ever	0%
No	7%

Were you ever bothered by noise at night from Hospital staff?

Yes, always	1%
Most of the time	1%
Some of the time	2%
Hardly ever	4%
No	92%

#### Were you ever bothered by noise at night from other patients?

Yes, always	4%
Most of the time	3%
Some of the time	8%
Hardly ever	10%
No	76%

#### Were you treated with kindness and compassion by the staff looking after you?

Yes, always	99%
Most of the time	1%
Some of the time	0%
Hardly ever	0%
No	0%

#### How likely are you to recommend this ward to friends and family if they needed similar care or treatment?

Extremely Likely	91%
Likely	6%
Neither likely nor likely	1%
Unlikely	0%
Extremely unlikely	1%
Don't know	1%

## A patient's story

Comment from a Patient cared for at Northumbria Specialist Emergency Care Hospital.

On 25 November I was sent by my doctor to Cramlington hospital with a suspected mini stroke. After seeing the receptionist and waiting for my name to be called which was about 10 mins., I was taken down to the Orange section to be appraised and examined by a doctor. I hadn't been there long when I had an ECG, bloods taken, blood pressure etc. Although I was there for a few hours I also had to have a brain scan. I cannot fault the good service I received from the doctor and nurses. I was then taken to the Strokes unit where more tests were taken by lovely staff who were extremely professional and thoughtful. When the results were through, the doctor explained to me that a TIA had occurred and they dutifully explained the medication I would have to take. Finally after receiving my medication I got the go ahead to go home. All I can say is I have nothing but praise with the way I was treated. Thank you.

Source: NHS Choices website.

## Staff Experience

Every quarter we ask our staff the following two questions (quarter three national staff survey). We ask these questions to different staff groups across the business units each quarter so all staff groups have the opportunity to respond. Staff from Child Health and the Community Business Units participated in the quarter four results below;

How likely are you to recommend Northumbria Healthcare NHS Foundation Trust to friends and family if they needed care or treatment?	87.9%
How likely are you to recommend Northumbria Healthcare NHS Foundation Trust to friends and family as a place to work?	79.6%

The staff experience questions in quarter four were collected from 8th February until 14th March 2016. 2,565 staff were invited to participate of which we had 436 staff respond with a response rate of 17%.

### 3. IMPROVEMENT

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

In the summer the Patient Experience Team was asked to carry out additional Real Time Patient Experience surveys on Ward 5, NTGH, due to concerns and some formal complaints, primarily around the issues of staff attitude and poor communication/information. At that time, some focused work was already being carried out with the ward, including a staff away day to look at relationships within the team and an action plan for improvement.

Throughout August weekly visits to the ward were undertaken in order to measure any changes arising from the improvement measures. There were some key messages which were identified through this analysis:

- There has been a reduction in the number of patients who are unhappy with the relational aspects of their care. This is supported by patient comments which show that quality of staff is the top reason for patient satisfaction.
- Where patient are unhappy, it's now less likely to be due to staff attitudes. This suggests that some of the issues over relational aspects of patient care have now been addressed.

The most recent real time report on this ward has shown some excellent improvements, with the average of 9.90 out of 10.00. Maybe most notably the kindness and compassion and the respect and dignity score both received a perfect 10.00. This is an excellent report for the ward and demonstrates that their hard work and the right measuring has led to improvements on the ward.