

# 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**

February 2016

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

This report is based on information from February 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.

**94.6% of patients did not experience any of the four harms whilst an in patient in our hospital**

**94.6% of patients did not experience any of the four harms whilst we were providing their care in the community setting**

**Overall 94.6% 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>	0	0
<b>Trust Improvement target (year to date)</b>	<30	<3
<b>Actual to date</b>	20	1

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 27 Category 2 - Category 4 validated pressure ulcers were acquired during Acute hospital stay and 2 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	25	0	2
Category 3	2	0	0
Category 4	0	0	0

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: 1.06 Hospital Setting

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

Rate per 10,000 population: 0.00 North Tyneside

Rate per 10,000 population: 0.06 Northumberland

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

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

2 in the Acute setting  
1 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 12 fall(s) that caused at least 'moderate' harm.

Severity	Number of falls
Moderate	11
Severe	1
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: 0.47

## 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.



### 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>97.1</b>	% recommended. This is based on 1212 patients asked
<b>A&amp;E</b> FFT score	<b>92.0</b>	% recommended. This is based on 289 patients asked
<b>Maternity</b> FFT score	<b>98.6</b>	% recommended. This is based on 1359 patients asked
<b>Community</b> FFT score	<b>98.3</b>	% recommended. This is based on 646 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	2%
Hardly ever	5%
No	92%

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

Excellent	68%
Very Good	21%
Good	4%
Fair	0%
Poor	7%

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

Yes, always	97%
Most of the time	2%
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	92%
Most of the time	7%
Some of the time	1%
Hardly ever	0%
No	0%

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

None at all	0%
Not enough	7%
The right amount	93%
Bit too much	0%
Too much	0%

Did you receive timely information about your care and treatment?

Yes, always	92%
Most of the time	5%
Some of the time	2%
Hardly ever	1%
No	0%

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

Yes, always	96%
Most of the time	3%
Some of the time	1%
Hardly ever	0%
No	0%
I had no worries or fears	0%

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

Yes, always	90%
Most of the time	5%
Some of the time	1%
Hardly ever	0%
No	0%
I had no need to ask	4%

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

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

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

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

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

Yes, always	96%
Most of the time	3%
Some of the time	1%
Hardly ever	0%
No	0%
I had no need to ask	0%

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

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

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

Yes, always	3%
Most of the time	0%
Some of the time	0%
Hardly ever	1%
No	95%

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

Excellent	85%
Very Good	12%
Good	3%
Fair	1%
Poor	0%

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

Excellent	86%
Very Good	12%
Good	2%
Fair	1%
Poor	0%

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

Yes, always	100%
Most of the time	0%
Some of the time	0%
Hardly ever	0%
No	0%

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

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

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

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

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

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

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

Yes, always	52%
Most of the time	2%
Some of the time	6%
Hardly ever	0%
No	39%

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

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

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

Yes, always	0%
Most of the time	0%
Some of the time	3%
Hardly ever	4%
No	93%

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

Yes, always	1%
Most of the time	1%
Some of the time	7%
Hardly ever	11%
No	80%

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

Yes, always	97%
Most of the time	2%
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	86%
Likely	11%
Neither likely nor likely	1%
Unlikely	0%
Extremely unlikely	0%
Don't know	1%

## A patient's story

*Sourced from NHS Choices in February*

Dear all On the 9th Feb 2016 I had a right hip replacement and on my recovery I was transferred to room 2 ward 8 of rake lane hospital. Having heard some horror stories of people staying in hospital I was apprehensive to say the least because in my 68 years i have never been a patient staying in hospital before. Can I say that all the staff from the cleaners, catering, nurses, physio to matrons and Surgeons, treated me with dignity, were courteous at all times and were like angels, it was like staying at the Ritz.

The treatment I received can only be described as exceptional with everybody doing their bit, and I suggest a bit more than the norm. Because of your help I am recovering well and walking about a mile per day on 2 sticks. I could go on and on about my visit as a patient but i can only say thank you from the bottom of my heart.

## 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 Clinical Support and the Emergency and Elective Care Business Units participated in the quarter two results below;

How likely are you to recommend Northumbria Healthcare NHS Foundation Trust to friends and family if they needed care or treatment?	71.5 %
How likely are you to recommend Northumbria Healthcare NHS Foundation Trust to friends and family as a place to work?	90.6 %

The staff experience questions in quarter two were collected from 20 July until 21 Aug 2015. 2395 staff were invited to participate of which we had 439 staff respond with a response rate of 18%.

### 3. IMPROVEMENT

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

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*Sourced from Real Time interview process in February*

A member of the Patient Experience Team visited HASU at The Northumbria Hospital in February to carry out Real Time Interviews. She interviewed a patient who said that he didn't understand his medication due to the nurse's accent;

"One of the nurses tried to explain my new medication but I couldn't understand the way she spoke to me, and she didn't mention any potential side effects..."

The team member asked if he'd like explanation and agreed, with the patient's consent, to find a member of staff to come and speak to him- she was able to find one of the pharmacists who came straight away to explain the patient's medication.