

# 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:

**Blackpool Teaching Hospitals  
NHS Foundation Trust**

August 2015

# Open and Honest Care at Blackpool Teaching Hospitals NHS Foundation Trust : August 2015

This report is based on information from July 2015. The information is presented in three key categories: safety, experience and improvement. This report will also signpost you towards additional information about Blackpool Teaching Hospitals 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.

**93.4% of patients did not experience any of the four harms whilst an in patient in our hospital**

**92.0% of patients did not experience any of the four harms whilst we were providing their care in the community setting**

**Overall 92.6% 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>	2	0
<b>Trust Improvement target (year to date)</b>	17	0
<b>Actual to date</b>	18	0

There were three incidences of MRSA Bacteraemia attributed to the Acute Trust in August 2015. All three incidences have been investigated by completing a post infection review and lessons learned discussed with Clinicians and the relevant Clinical Commissioning Group. Action plans are currently underway to address the issues identified and will be discussed at the next Whole Health Economy Committee, then the learning points can be shared across the organisation.

For more information please visit:

[www.bfwh.nhs.uk](http://www.bfwh.nhs.uk)

## Pressure ulcers

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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 (i.e. reported and Root Cause Analysis undertaken and completed) avoidable/unavoidable pressure ulcers that were obtained at any time during a hospital admission or under the care of community services that were not present on initial assessment.**

This month 0 Category 2 - Category 4 validated pressure ulcers were acquired during Acute hospital stay and 22 in the community.

Severity	Number of Pressure Ulcers in our Acute Hospital setting	Number of pressure ulcers in our Adult and Long Term Conditions Community setting
Category 2	0	22
Category 3	0	0
Category 4	0	0

In the hospital setting, so that 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: 0.00 Hospital Setting

In the community setting we also calculate an average called 'rate per 10,000 CCG population'. This allows us to compare our improvement over time, but cannot be used to compare us with other community services as staff may report pressure ulcers in different ways, and patients may be more or less vulnerable to developing pressure ulcers than our patients. For example, our community may have younger or older patient populations, who are more or less mobile, or are undergoing treatment for different illnesses.

Rate per 10,000 Population: 0.050 Adult and Long Term Conditions

Last month we reported 1 Pressure Ulcer in the community; this has now fallen to 0 following validation.

## Falls

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

Severity	Number of falls
Moderate	2
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: 0.08

## 2. EXPERIENCE

### Patient experience

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The results shown here are for the quarter 1, April to June 2015. These will be updated for quarter 2 in October.

	Score
Were you involved as much as you wanted to be in the decisions about your care and treatment?	74%
Did you find someone on the hospital staff to talk to about your worries and fears?	64%
Were you given enough privacy when discussing your condition or treatment?	89%
Were you given enough privacy when being examined or treated?	98%
How much information about your condition or treatment was given to you?	74%
Overall, did you feel you were treated with respect and dignity?	93%
Overall, how would you rate the care you received?	84%

We also asked patients the following question about their care in the community setting:

How likely are you to recommend this service to friends and family if they needed similar care?	93.4%
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### Staff experience

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We asked 35 staff in the hospital the following questions:

	Score
I would recommend this ward/unit as a place to work	97.8%
I would recommend the standard of care on this ward/unit to a friend or relative if they needed treatment	100%
I am satisfied with the quality of care I give to the patients, carers and their families	100.0%

The scores are calculated as the number of 'Strongly Agree' + 'Agree' responses divided by the total number of responses (Strongly agree, agree, neither agree nor disagree, disagree, strongly disagree)

### A patient's story

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"My experience of the anaesthetists, the surgeons, the physiotherapists, the pharmacists, the nurses and domestic staff of Wards 39, ICU and Ward 38 at Blackpool Victoria Hospital was excellent and I owe them my profound thanks. I was always given all the information that I needed with kindly professional patience in such a way that my anxieties were minimized prior to the procedure. The aftercare was superb and this was a major motivational force in helping me meet the discharge targets. My visiting family was always made welcome and given all appropriate information about my progress. My discharge was completed efficiently with a detailed briefing of what I needed to do when home. It was a friendly, even cheerful professional positive environment. Without exception all staff were approachable and pleasant when asked for anything. What a great team and how very fortunate I was to be in their care. A real Centre of Excellence. ( 'I can make no other answer but thanks, and thanks.')

## 3. IMPROVEMENT

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

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Issue: A patient telephoned to state she had to go to the post office to collect a letter sent which was not stamped or franked. When she opened the letter it was for a hospital appointment and she had £1.54 to pay. She requested a refund.

Action: Sincere apologies were offered to the patient and she was advised if she had a receipt for the charges we would reimburse her when she visits at her next appointment. The patient did not have a receipt but kept the unfranked envelope and bought this to her appointment to obtain a refund. A copy of the patient complaint was also emailed to the Manager of the St Anne's PCT to alert her that a letter had been issued without being stamped/franked to ensure it didn't happen again.

### Supporting information

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