# 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

November 2014

# Open and Honest Care at Blackpool Teaching Hospitals NHS Foundation Trust : November 2014

This report is based on information from October 2014. 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

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**

92.7% **of patients did not experience any of the four harms whilst we were providing their csare in the community setting**

Overall 93.5% **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) 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 |
|---|---|---|
| **This month** | 3 | 0 |
| **Trust Improvement target (year to date)** | 18 | 0 |
| **Actual to date** | 29 | 2 |

For more information please visit:
www.bfwh.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 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  11 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 | Number of pressure ulcers  in our Community setting | Number of pressure ulcers  in our  name Community setting |
|---|---|---|---|---|
| Category 2 | 0 | 11 | 0 | 0 |
| Category 3 | 0 | 0 | 0 | 0 |
| Category 4 | 0 | 0 | 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: | 0.03 | Adult and Long Term Conditions |
|---|---|---|

## 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 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

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 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 Acccident & Emergency (A&E). Both scores (if applicable) are below;*

**In-patient** FFT score*      | 75 |  This is based on 2190 patients asked

**A&E** FFT score*      | 71 |  This is based on 989 patients asked

\*      Currently the Friends and Family Test is in development for community services, but we use similar questions to help us understand our patients' experience.

We also asked 354 patients the following questions about their care in the hospital:

|  | Net Promoter Score |
|---|---|
| Were you involved as much as you wanted to be in the decisions about your care and treatment? | 42 |
| Did you find someone on the hospital staff to talk to about your worries and fears? | 31 |
| Were you given enough privacy when discussing your condition or treatment? | 74 |
| Were you given enough privacy when being examined or treated? | 93 |
| How much information about your condition or treatment was given to you? | 54 |
| Overall, did you feel you were treated with respect and dignity? | 86 |
| Overall, how would you rate the care you received? | 79 |

We also asked 758 patients the following questions about their care in the community setting:

| | |
|---|---|
| Were you happy with the length of time you had to wait for your appointment/visit? | 85 |
| Did you feel that your health professional(s) had all the necessary background information about you and your health needs? | 89 |
| Were you asked to give your consent /agreement for treatment? | 91 |
| Did you feel that your health professional treated you with respect? | 92 |
| Were you involved in making choices about your treatment and care? | 99 |
| Did you see your health professional wash or clean their hands during your appointment / visit? | 96 |
| Were you satisfied with the care you received? | 78 |
| Were you given information on how to contact your health professional if you needed to? | 98 |
| If you attended one of our clinics, was the service location clean, tidy and welcoming? | 98 |
| How likely are you to recommend this service to friends and family if they needed similar care? | 73 |

## A patient's story

Stuart's story is about the fantastic treatment he received from the Urology Unit before and after surgery. He was seen, treated and discharged within 7 days of being notified there was an available slot to carry out the procedure on his prostrate and he compliments all the staff involved in his care and treatment for keeping him well informed and comfortable throughout.

https://www.youtube.com/watch?v=Suu5qdqmk-c&feature=youtu.be

## Staff experience

We asked 20 staff in the hospital the following questions:

|  | Net Promoter Score |
| --- | --- |
| I would recommend this ward/unit as a place to work | 10 |
| I would recommend the standard of care on this ward/unit to a friend or relative if they needed treatment | 53 |
| I am satisfied with the quality of care I give to the patients, carers and their families | 55 |

We asked 195 staff working in the community setting the following questions:

|  | Net Promoter Score |
| --- | --- |
| I would recommend this team as a place to work | 55 |
| I would recommend the standard of care in this service to a friend or relative if they needed treatment | 76 |
| I am satisfied with the quality of care I give to the patients, carers and their families | 73 |

# 3. IMPROVEMENT

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

A patient's daughter has complimented the Butterfly Scheme which is in operation on Ward 26. The scheme was introduced to inform all staff who treat patients with dementia or memory impairment, by placing a butterfly symbol on their records or above their bed. Staff may then personlise the patient's treatment and support their carer's . The daughter says that many times during her visit she witnessed the patience, calmness, appropriate actions and conversation that nurses took to bring out the best in her mother and stimulate her mind and gain her trust. After her mother was transferred to a local nursing home in Poulton, which distressed her greatly, the staff visited her in their own time and successfully assisted in settling and calming her as well as providing support to the daughter so she could adapt to her mother's sudden and dramatic deterioration of health. The Butterfly Scheme is letting patients receive more effective and appropriate care, reducing their stress levels and increasing their safety and well-being. Staff are happier, too  because they can provide a simple, practical strategy to meet their patients' needs.

## Supporting information

# Patient Experience - Hospital

**Q1**

q17

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

| | | |
|---|---|---|
| Strongly Agree | 191 | always |
| Agree | 121 | sometimes |
| Neither agree nor disagree | | |
| Disagree | | |
| Strongly disagree | 41 | no |
| Not applicable to me | | |
| Refused | | |
| Total | 353 | |
| Discounted | | |
| Net Promoter Score | 42 | |

354

**Q2**

q21

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

| | | |
|---|---|---|
| Strongly Agree | 99 | always |
| Agree | 87 | sometimes |
| Neither agree nor disagree | | |
| Disagree | | |
| Strongly disagree | 32 | no |
| Not applicable to me | | |
| Refused | | |
| Total | 218 | |
| Discounted | | |
| Net promoter score | 31 | |

**Q3**

q19

**Were you given enough privacy when discussing your condition or treatment?**

| | | |
|---|---|---|
| Strongly Agree | 281 | always |
| Agree | 50 | sometimes |
| Neither agree nor disagree | | |
| Disagree | | |
| Strongly disagree | 21 | no |
| Not applicable to me | | |
| Refused | | |
| Total | 352 | |
| Discounted | | |
| Net Promoter Score | 74 | |

**Q4**

q20

**Were you given enough privacy when being examined or treated?**

| | | |
|---|---|---|
| Strongly Agree | 332 | always |
| Agree | 14 | sometimes |
| Neither agree nor disagree | | |
| Disagree | | |
| Strongly disagree | 5 | no |
| Not applicable to me | | |
| Refused | | |
| Total | 351 | |
| Discounted | | |

| | Net Promoter Score | 93 | |
|---|---|---|---|

## Q5
q18

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

| | | |
|---|---|---|
| Strongly Agree | 272 | right amount |
| Agree | | |
| Neither agree nor disagree | | |
| Disagree | | |
| Strongly disagree | 82 | not enough + too mu |
| Not applicable to me | | |
| Refused | | |
| Total | 354 | |
| Discounted | | |
| Net Promoter Score | 54 | |

## Q6
q35

Overall, did you feel you were treated with respect and dignity?

| | | |
|---|---|---|
| Strongly Agree | 308 | always |
| Agree | 41 | sometimes |
| Neither agree nor disagree | | |
| Disagree | | |
| Strongly disagree | 4 | no |
| Not applicable to me | | |
| Refused | | |
| Total | 353 | |
| Discounted | | |
| Net Promoter Score | 86 | |

## Q7
q37

Overall, how would you rate the care you received?

| | | |
|---|---|---|
| Extremely Likely | 298 | Excellent + Very good |
| Likely | 38 | Good |
| Neither likely nor unlikely | | |
| Unlikely | 13 | Fair |
| Extremely unlikely | 5 | Poor |
| Refused | | |
| Total | 354 | |
| Discounted | | |
| Net Promoter Score | 79 | |

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