

# 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**

December 2017

# Open and Honest Care at Blackpool Teaching Hospitals NHS Foundation Trust: December 2017

This report is based on information from November 2017. 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.

**94.0% of patients did not experience any of the four harms whilst an in patient in our hospital**

**95.7% of patients did not experience any of the four harms whilst we were providing their care in the community setting**

**Overall 95.1% 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>	7	0
<b>Trust Improvement target (year to date)</b>	10 per quarter	0
<b>Actual to date</b>	30	0

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 are from spot prevalence and include 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 3 Category 2 - Category 4 validated pressure ulcers were acquired during Acute hospital stay and 8 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	3	7
Category 3	0	0
Category 4	0	1

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: 0.12 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: 0.018 Adult and Long Term Conditions

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

Severity	Number of falls
Moderate	1
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: 0.04

## 2. EXPERIENCE

### Patient experience

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Responses are received against questions that feature in the Listeners survey. The Patient Experience team continue to assist each Division in improving their responses to questions asked. Improvement is measured and reported back to the Division by the use of our Listeners.

The results shown here are for quarter 2, July to September 2017. These will be updated for quarter3 2017 in January.

We asked 304 patients in the hospital the following questions:

	Score
Were you involved as much as you wanted to be in the decisions about your care and treatment?	81%
How much information on your diagnosis/condition or treatment has been given to you?	80%
Overall, did you feel you were treated with respect and dignity?	99%
Do you feel well cared for by the nursing staff on the ward?	99%

### Staff experience

We asked 20 staff the following questions:

	Score
I would recommend this ward/unit as a place to work	90%
I would recommend the standard of care on this ward/unit to a friend or relative if they needed treatment	95%
I am satisfied with the quality of care I give to the patients, carers and their families	90%

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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Story received via the Care Opinion Website:-

Arrived at A&E at 2:30 am with unbearable pain due to trapped nerve in neck. The receptionist was very pleasant and helpful despite having a few problems with the new IT system.

They arranged for me to see the next available doctor and sent me to the local waiting area where the receptionist was equally pleasant and helpful.

The waiting time was half an hour longer than quoted but that was understandable in an emergency department and therefore not a problem.

The doctor was excellent, taking time to listen and discuss my problem and clearly understood the situation I was in. The prescribed medication was exactly what I required.

I don't normally write reviews but I wanted to say thanks to the three people who I dealt with and all the support staff behind the scenes who make this excellent care possible as they are a credit to the NHS.

<https://www.careopinion.org.uk/opinions/448080>

## 3. IMPROVEMENT

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

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**Issue:** The Care of Older Person Ward 25 has patients admitted with a diagnosis of Dementia. They wanted to ensure that their families and carers were supported alongside ensuring that they had flexible visiting to support their relatives

**Action:** Ward 25 adopted open visiting on their wards ensuring that they are supporting the Johns Campaign. This has proved to be very successful enabling patients to be more settled with their family around and relatives feel that they are informed and an extension of the ward team.

### Supporting information