

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**

April 2019

Open and Honest Care at Blackpool Teaching Hospitals NHS Foundation Trust: April 2019

This report is based on information from March 2019. 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

93.5% of patients did not experience any of the four harms whilst we were providing their care in the community setting

Overall 94.0% 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)	10 per quarter	0
Actual to date	35	0

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 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 6 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	6	6
Category 3	0	1
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: 0.23 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

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

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 3, October to December 2018. These will be updated for quarter 4 2018 in April

We asked 511 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?	87%
How much information on your diagnosis/condition or treatment has been given to you?	82%
Do you feel you have been treated with respect and dignity on the ward?	98%
Have you been able to find a member of staff to talk to about your worries and fears?	90%

Staff experience

We asked 10 staff the following questions:

	Score
I would recommend this ward/unit as a place to work	100%
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%

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

"I am writing on behalf of my family to express our sincere and heartfelt thanks for the care and support recently provided to our mother. "

"Our mother sadly passed away this year following medical complications after being admitted to Blackpool Victoria Hospital. She received palliative care on Ward 24 approximately one week after being admitted. During her brief stay, my brother, sister and I were permitted to stay with her in the private room she was provided. My brother booked a room at a nearby hotel where we took turns to sleep for 4 hours at a time. At least one of us was with her at all times and our consolation is that she was not alone as she passed away. Thanks to the excellent medical care she was afforded, she was not in pain and was as comfortable as she could be."

"We wish you to know how very grateful and appreciative we are of Ward 24. Throughout our mothers brief stay they were compassionate, caring, attentive and respectful, not only of our mother but of ourselves too. Because we did not wish to leave our mother alone, the staff provided us with a cot next to the bed and constantly checked both we and our mother were as comfortable as would be given the circumstances. They were kind and so very gentle with our mother and very sensitive to her needs and our pain. "

"It seems in our society that we only ever hear about things when they go wrong, when systems fail and we wish you to know that we believe in this instance given the tragic circumstances, everything that could have been done, was done to the very highest standards. The staff of Ward 24 were a comfort to us and our mother at the time of our greatest and most terrible need and we will always be grateful to them and Blackpool Victoria Hospital for that."

3. IMPROVEMENT

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

Issue: There were times when my mother's meals were cold.

Action: We will ask the kitchen staff to check the temperatures of the food on arrival to the ward and also to ensure that they let staff know face to face that the trolley has arrived rather than just shouting that meal trolley is here, so that meals can be given in a timely manner. We have also just purchased a bell to go at top of ward so it can be rung when meals are here to alert staff.

Supporting information