

MARCH 2017



CHIEF EXEC'S MONTHLY UPDATE

Urgent care update: *Better at Home* campaign starts

Work continues, as part of the Stockport Together programme, to improve community services so that we deliver more care closer to home and reduce hospital attendances and admissions.

Better at Home campaign

A new campaign called *Better at Home* has been launched.

The key message is that whilst hospital is the right place for people who are seriously ill - it is better and safer for people to receive the treatment, care and support they need in their own home, the family home or a nursing/residential home.

The campaign aims to raise awareness of the emotional and physical benefits of people feeling confident and supported at home, as well as the additional services in the community (see below). It also supports our SAFER initiative which aims to promote timely, effective discharge from hospital.

Better at Home will also be launched to the public in March.

Work continues to ease urgent care pressures - as the multi-specialty community provider develops

As well as progressing long-term plans to transform services in Stockport, we are trying to ease the immediate urgent care pressures. This work is all part of the Stockport Together partnership.

The new services include:

- Transfer to assess – community staff reaching ‘in’ to get people home from hospital as soon as they’re ready
- Intermediate Care Hub – phone service to assess a person in need of ‘step up or step down’ care and ‘triage’ to the best service
- Recovery at Home - short term care in the home provided by one integrated team
- Crisis Response Team - urgent response to person’s home or place of residence to prevent hospital admission

Pilots across Stockport - as the multi-specialty community provider develops

A number of new pilots are underway, as part of the Stockport Together partnership work, to further improve primary care and community services.

These include:

- Direct rapid access to physiotherapy within general practice – Marple and Bramhall
- Pharmacists in GP practices – Cheadle and the Heatons
- Enhanced case management - GPs looking at new ways to identify people who would benefit from an enhanced case manager for health and social care services – Heatons and Tame Valley
- Low level mental health ‘navigator’ support for people frequently going to GPs - Tame Valley

The new multi-specialty community provider (MCP), will be part of a new Accountable Care Trust in Stockport. The Accountable Care Trust would be established around the framework of our Foundation Trust, creating a single health and care provider for Stockport.

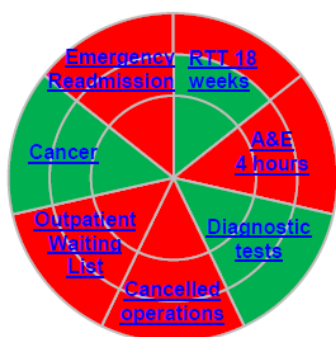
100 day rapid day testing national pilot – video

Stockport was chosen last year, as one of only three sites in the country, to work with NHS England on the pioneering new 100 day rapid testing programme.

The project focussed on speeding up patient access to our gastroenterology, trauma and orthopaedics and cardiology and respiratory services and reducing hospital admissions. The three teams were given extra freedom and capacity to test new ideas and approaches.

You can see a video about this: [here](#)

Performance for January: update on areas where we failed to hit the target



Red areas for January:

A&E FOUR HOUR WAIT (four hours until admission/referral/discharge, 95% target):

We achieved 70% for January.

An average of 234 people came to our emergency department in January each day, (1% higher than the previous year), with 76 having to be admitted.

The average number of delayed transfers of care on any day was 63.

There were seven 12 hour trolley wait breaches in January (measured from the time of the decision to admit someone in the emergency department to a ward bed, to the time when the patient gets a bed).

EMERGENCY READMISSION (emergency readmission rate within 28 days of discharge - not higher than national average rate):

We were 8% for the last data available (Sept 2016), and the national average rate was 7.7%.

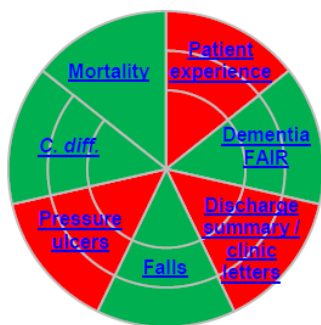
OUTPATIENT WAITING LIST (patients waiting for follow-up appointment past their due date):

We continue to have challenges with our waiting lists for: ophthalmology (748), gastroenterology (1419), respiratory medicine (789), and cardiology (1569).

CANCELLED OPERATIONS (cancelled operations not treated within 28 days, 0 target):

In January there were five patients who did not receive treatment within 28 days of a cancellation. Four of these were because of winter pressures, particularly in orthopaedics.

Quality performance for January: update on areas where we failed to hit the target



Red areas for January:

PATIENT EXPERIENCE (*Friends & Family test – 90% recommendation rating*)

In January 92% of our patients said they were 'extremely likely' or 'likely' to recommend which is good.

However, we are on 'red' for this quality measure as our response rate for inpatient and day cases was 31% (40% target).

DISCHARGE SUMMARY & CLINICAL CORRESPONDENCE (*95% discharge summaries within 48 hours, 95% clinical letters within 14 days*)

We achieved 88% for the discharge summary and 70% for clinical correspondence for January.

PRESSURE ULCERS (*no more than 12 avoidable pressure ulcers over the year*)

Our total avoidable severe pressure ulcers for this financial year are currently 13. Three patients had a severe pressure ulcer in January which are being reviewed.

Podiatry shoe shop: *innovative service idea in place selling specialist shoes*

Our community podiatry team sees around 800 patients each week - and has opened a shoe shop selling specialist shoes.

The shop has been opened in partnership with Trulife, a commercial orthotics company and is on the first floor of Kingsgate House in Stockport.

It provides shoes and boots for feet that aren't quite ready for orthotist made bespoke footwear, but will not fit easily or comfortably into high street shoes. They have extra depth and width for people with often painful, maligned feet that can occur in illness, disease, and old age.

The cost of the individually made shoes are extremely competitive compared to specialist footwear, as they are not available on the high street.

Information and leaflets are available from all community podiatry clinics, or electronically via: Simon.Jones12@nhs.net, community orthotics service lead.

Awards and achievements

Top national rating for stroke unit

Our stroke unit has received the top 'A' rating again in the latest national stroke audit.

This Sentinel Stroke National Audit Programme (SSNAP) 'A' rating is for 'world class' quality of care. We are one of only three hyper acute stroke centres in Greater Manchester delivering emergency treatment for stroke patients, alongside Salford Royal and Bury Hospital. All three units have now achieved an 'A' rating putting our region's score 27 points above the national average.

In October 2016, The Stroke Association findings showed that we had the fourth best performing stroke unit in the country for patients receiving a brain scan within an hour (75.2% of patients), and for patients accessing a stroke unit within four hours (83.3% of patients.)

Security guards win national Unsung Hero award

Two security guards at our hospital have won a national Unsung Hero award for helping to save a young woman's life.

Ali Jallow and Andy Tobin (former security guard here) were working their shift in our emergency department when they noticed a woman in a distressed state leaving the department. Concerned for her welfare, Ali and Andy followed her, trying to convince her to return.

The woman made her way to Bramhall Moor Lane bridge, and then tried to throw herself onto the train tracks beneath. A fight to save her life took place, and the pair managed to grab the woman's arms and legs to prevent her jumping, and escort her back to the hospital.

The award was from GoToJobBoard, a health careers website company, and are for non-clinical NHS staff. You can read our press release when they were first shortlisted: [here](#)

Clinical research success

We are continuing to recruit more patients into research studies, which is beneficial to them and the NHS. We are part of the Greater Manchester Clinical Research Network, and have already exceeded our recruitment target of enrolling 555 patients onto trials this year.

We have recruited into 43 different National Institute for Health Research studies across 17 different specialties, including cancer, anaesthesia, stroke and musculoskeletal. For 2017/18 we want to aim even higher, increasing our participation in pharmaceutical sponsored studies.

Events

Health Talks for 2017

Everyone is invited to our annual health talks and tours, and annual members meeting. They are all held or start in Pinewood education centre.

Date	Time	Event
Tuesday 4 th April 2017	12.00pm – 1.00pm	'Care closer to home': multi-specialty community provider talk
Tuesday 4 th July 2017	7.00pm – 8.00pm	'Cancer: caring and curing' health talk
Tuesday 12 th September 2017	7.00pm – 8.00pm	Operation! Tour of operating theatres
Thursday 12 th October 2017	6.00pm – 8.00pm	Annual members meeting
Tuesday 7 th November 2017	12.00pm – 1.00pm	'Diabetes: reduce your risk' health talk