

# Open and Honest Care at Stockport NHS Foundation Trust : December 2014

This report is based on information from December 2014. The information is presented in three key categories: safety, experience and improvement. This report will also signpost you towards additional information about Stockport NHS Foundation Trust's performance.

## 1. SAFETY

### 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 NHS 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.

**96.5% of patients did not experience any of the four harms**

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.

	C.difficile	MRSA
<b>This month</b>	4	0
<b>Annual Improvement target</b>	26	0
<b>Actual to date</b>	14	1

For more information please visit:

[www.website.com](http://www.website.com)

## 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 avoidable/unavoidable pressure ulcers that were obtained at any time during a hospital admission that were not present on initial assessment.**

This month 9 Category 2 - Category 4 pressure ulcers were acquired during hospital stays.

Severity	Number of pressure ulcers
Category 2	7
Category 3	2
Category 4	0

The pressure ulcer numbers include all pressure ulcers that occurred from 72 hrs hours after admission to this Trust.

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 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 1000 bed days:	0.50
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## 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.**

This month we reported 3 fall(s) that caused at least 'moderate' harm.

Severity	Number of falls
Moderate	2
Severe	1
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:	0.17
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# 2. EXPERIENCE

To measure patient and staff experience we ask a number of questions. 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.

The answers given are used to give a score which is the percentage of patients who responded that they would recommend our service to their friends and family.



## Patient experience

### The Friends and Family Test

The Friends and Family Test (FFT) requires all patients, after discharge, 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 or attended A&E (if applicable) in our Trust.

In-patient FFT score*	0.97	% recommended	This is based on 1032 responses.
A&E FFT Score	0.89	% recommended	This is based on 1259 responses

\*This result may have changed since publication, for the latest score please visit:  
<http://www.england.nhs.uk/statistics/statistical-work-areas/friends-and-family-test/friends-and-family-test-data/>

We also asked 1069 patients the following questions about their care:

	% Recommended
Were you involved as much as you wanted to be in the decisions about your care and treatment?	87
If you were concerned or anxious about anything while you were in hospital, did you find a member of staff to talk to?	57
Were you given enough privacy when discussing your condition or treatment?	95
During your stay were you treated with compassion by hospital staff?	99
Did you always have access to the call bell when you needed it?	57
Did you get the care you felt you required when you needed it most?	91
How likely are you to recommend our ward/unit to friends and family if they needed similar care or treatment?	97

A patient's story

Thank You

I was feeling scared when I first came in, you made me feel happy with a joke and grin.  
I was so embarrassed and terribly shy, you washed me and dressed me, not batting an eye.

I felt lost and alone in the middle of the night, you reassured me it would be all right.  
Thank you for the laughter – it stopped me feeling glum.  
Thank you for caring like a ‘second mum’.

You built up my confidence and gave me more strength.  
Your job is an art and you’ll go to any length.  
I’m feeling much better and it’s down to you

You are great at what you do.

Staff experience

We asked 38 staff the following questions:

	% Recommended
I would recommend this ward/unit as a place to work	82
I would recommend the standard of care on this ward/unit to a friend or relative if they needed treatment	91
I am satisfied with the quality of care I give to the patients, carers and their families	50

3. IMPROVEMENT

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

[This can be a short story, video or blog etc. It should be presented in plain language that emphasises clarity, brevity and the avoidance of technical language - particularly in relation to nursing, medical or analytical terms.  
It should be dynamic and build a story each month of what is happening. It should be truthful but not alarmist.  
Paste your story over this text. Expand the text box by increasing the line depth or adding new lines]

Supporting information