

## 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:

**Stockport NHS Foundation  
Trust**

May 2014

# Open and Honest Care at Stockport NHS Foundation Trust :

## May 2014

This report is based on information from May 2014. The information is presented in three key categories: safety, experience and improvement. This report will also signpost you towards additional information about the 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 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 new harms.

**95.7%** 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.

	C.difficile	MRSA
<b>This month</b>	1	0
<b>Improvement target (year to date)</b>	6.5	0
<b>Actual to date</b>	2	0

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 grades, with one being the least severe and four being the most severe.

This month 8 Grade 2 - Grade 4 pressure ulcers were acquired during hospital stays.

Severity	Number of pressure ulcers
Grade 2	8
Grade 3	0
Grade 4	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 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:	0.45
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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 month we reported 2 fall(s) that caused at least 'moderate' harm.

Severity	Number of falls
Moderate	2
Severe	0
Death	0

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Rate per 1,000 bed days:	0.11
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## 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, to be asked: *How likely are you to recommend our ward to friends and family if they needed similar care or treatment?*

The hospital had a score of **58** for the Friends and Family test\*. This is based on 1673 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 238 patients the following about their care

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

If you were concerned or anxious about anything while you were in hospital, did you find a member of staff to talk to?

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

During your stay were you treated with compassion by hospital staff?

Did you always have access to the call bell when you needed it?

Did you get the care you felt you required when you needed it most?

How likely are you to recommend our ward/unit to friends and family if they needed similar care or treatment?

Yes	No	Neither agree nor	N/A
205	33	0	0
146	16	0	162
231	7	0	0
235	3	0	0
238	0	0	0
214	0	17	7
1506	167	0	0

#### A patient's story

This story is from a patient with complex needs who was on ward D2 at Stepping Hill Hospital for surgery to sever tendons in his legs.

The patient was unable to talk due to his communication difficulties and so details about his experience were from his parents, who are his carers.

The following information is taken from the feedback leaflet that the patient's mother completed.

'We had a very nice welcome. Staff introduced themselves by name and explained their position and what their role was. In the room was, rubber gloves, wipes and soap spray, pre-empting (the patients) needs. Those two things made me feel people cared and we were not going to be considered a nuisance as has always been the case in the past at other hospitals. Staff asked ME how they could assist. All staff were brilliant, even down to the cleaner. I was amazed.'

The parents said how prepared the ward was for their son. The mother felt the staff went out of their way for her and her son and how the staff smiled.

They said that they were all treated with dignity and respect 'at all times'.

Staff also ensured the patient's complex nutritional needs were addressed and that the mother has access to food as she was staying with her son.

When asked if, 'We could we have done anything better or differently?', both parents stated that the ward and

## Staff experience

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We asked 52 staff the following questions:

	Net Promoter Score
I would recommend this ward/unit as a place to work	88
I would recommend the standard of care on this ward/unit to a friend or relative if they needed treatment	88
I am satisfied with the quality of care I give to the patients, carers and their families	87

## 3. IMPROVEMENT

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

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Eight patients developed pressure sores at Stepping Hill Hospital in May 2014. All of these were category two, which means they caused 'minor harm'.

One sore, a category two blister, developed as a result of a diabetic patient doing flexion exercises on the bed following surgery to his hip. Another sore developed as a result of more than eight hours in the operating theatre, with a further return to the operating theatre 48 hours later. We are still investigating why six of these sores developed

We have made the following improvements to minimise the harm from pressure sores this month

1: A memo has been sent reminding staff, including physiotherapists, of the importance of using dermal heel pads for all patients doing flexion exercises.

2. Our pressure ulcer prevention bundle has been updated and re-issued. It advises that all patients with known or suspected diabetes or peripheral arterial disease, and/or identified category one damage to their heels, must have their heels elevated clear of the mattress surface using a wedge or similar foot protection device.

## Supporting information

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