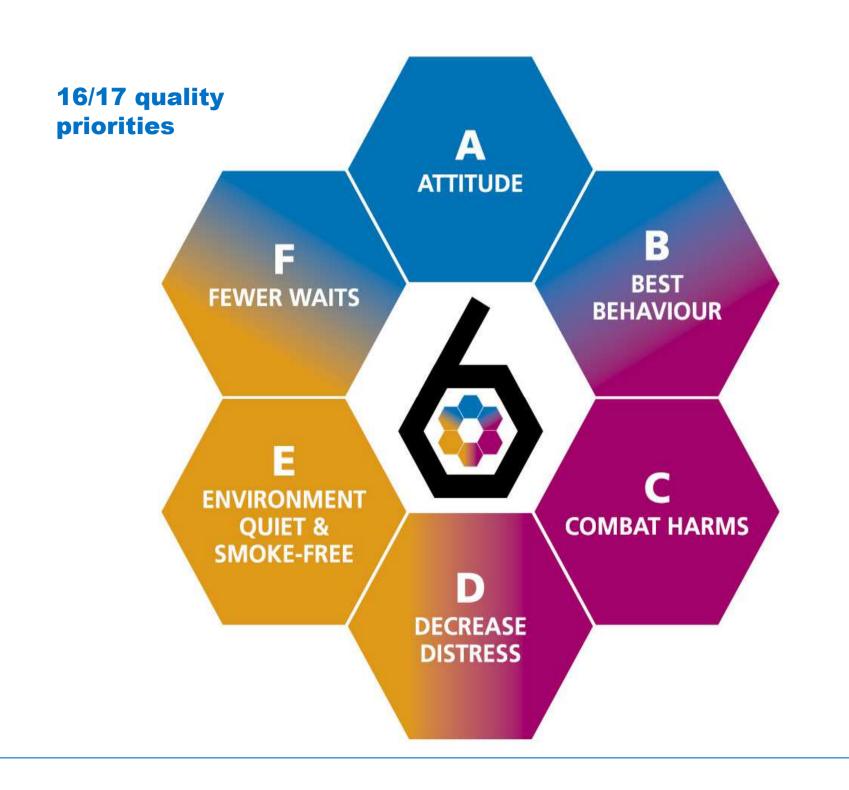
A cleaner, smoke-free NUH

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Agenda

- 16/17 quality priorities
- PLACE scores
- Facilities performance including cleanliness
- Smoking
- Car parking



2016 PLACE results

	QMC 2015	QMC 2016	City 2015	City 2016	National average 2016
Cleanliness	93	94	96	96	98
Food	87	81	92	92	88
Food Organisational	90	89	84	89	87
Ward Food	87	80	93	93	89
Privacy, Dignity and Wellbeing	74	83	78	77	84
Condition and Appearance and Maintenance	81	93	89	94	93
Dementia	56	73	74	72	75
Disability (NEW)	N/A	79	N/A	79	79

Carillion performance

- Running E&F services since July 2014, including cleaning, catering, car park management, laundry, portering and maintenance
- 5 year contract (option to extend by 3 years, subject to satisfactory performance)
- Circa 1,200 Carillion staff
- NUH Contract Management Team

Inconsistent standards

- Cleanliness audits (internal & external) showed deterioration early 2016 after spell of improvement
- Inconsistent standards: linen provision, availability of consumables/equipment, portering, helpdesk
- Rapid improvement required by NUH Trust Board

Cleaning & decontamination: infection control

- No general increase in infections over the period
- Deep cleaning programme re-started mid '15 (after a decant ward was identified at QMC)
- New cleaning manual (roles & responsibilities)
- More cleaning staff & supervisors
- Increased cleanliness audit standard from 90% to 95% in high risk areas

Carillion improvement plan

- New 'bank' (circa 50 staff) for unplanned leave
- Plans to recruit extra cleaners and porters
- 39 more estates staff quicker responses to jobs
- Changes to working practices (eg linen deliveries twice daily and different way of ordering and distributing goods to ensure adequate stocks)

Monitoring progress

- Trust Board visits & oversight
- Staff feedback (the 'lived experience')
- Publish weekly performance dashboard (staff)
- Patient feedback

- External inspections
- Audits
- Think Clean Days

Smoke-free

- Smokers can use e-cigarettes in hospital grounds to help them give up tobacco
- Ward-based New Leaf advisors at QMC and City (facilitating nurse referrals to cessation services)
- Pharmacy support (incl Nicotine Replacement)
- On-the-spot fines for littering (circa 20 per week)

Car parking

Staff permit review

Coming in 2016 & 2017.....

- 1. Fines for inappropriate parking
- 2. 120 extra parking spaces at QMC
- 3. Tram entrance with direct access to hospital

Questions