

REPORT TO JOINT CITY AND COUNTY HEALTH SCRUTINY COMMITTEE
11 January 2011

NUH QUALITY ACCOUNT 2010/11

1. Background

The Government's White Paper *'Equity & Excellence: Liberating the NHS'* (2010) confirmed quality as the driving principle of the NHS. The Health Act of 2009 requires that all providers of NHS care produce Quality Accounts by 2011. The production of a Quality Account is one way in which NHS provider organisations can demonstrate to patients and to the wider public that they have a relentless focus on improving the quality of their services. The aim of the Quality Account is to "assure commissioners, patients and the public that NHS Trust Boards regularly scrutinise each and every one of their services".

Nottingham University Hospitals NHS Trust published its first Quality Account in June 2010, and made it widely available and accessible in a range of formats for patients, prospective Foundation Trust members, healthcare partners, and staff.

The Trust will publish its second Quality Account in June 2011. It will describe performance and improvements in the reporting year (2010/11), and proposed for the following year, in three main areas:

- patient safety
- clinical effectiveness
- patient experience

Our Quality Account must include a statement from the Board summarising the quality of NHS services we provide, our priorities for quality improvement in the coming financial year, and a series of statements and information as set out in regulations.

Our Quality Account sets out to describe the quality of our care in ways that are meaningful and informative for our patients, service users, prospective Foundation Trust members, local communities and staff. We will seek the views of each of these groups on what should be in the Account and how it should be presented.

Before publication the Account must be shared with the commissioning Primary Care Trust (NHS Nottinghamshire County), the Local Involvement Network(s) (LINK) and the relevant Joint Health Scrutiny Committee. Each of these groups can comment on the draft Account, and has the opportunity to provide a supporting statement.

2. Consultation for 09/10 Quality Account

In 2009/10 our structured consultation received 640 responses from patients, staff and the local community (including prospective NUH Foundation Trust members). A summary of the feedback received and public involvement in our 2009/10 Quality Account was included in the publication.

The most commonly requested content was about:

- how clean our hospitals are and whether we meet national standards
- avoidable infection in our hospitals
- results of patient surveys
- the quality of hospital food
- how often things go wrong
- how long people have to wait for their treatment
- measures of privacy and dignity
- results of inspections

3. Consultation for the 2010/2011 Quality Account

This year we have planned a four month consultation about our Account with members of our local communities. The consultation will include discussion events (face-to-face communication), an online survey and postal surveys.

We have used multiple channels to publicise the survey (available online, in hard copy with free postal return option, and through face-to-face conversations), including our monthly stakeholder newsletter, public website home page, LCD TV screens around our hospitals and staff events, newsletters and drop-in sessions. On each occasion consultation information is available in different languages and formats.

To ensure views about our Account are representative of those we serve, we have contacted patients with learning disabilities, deaf patients, young patients, and visually-impaired patients. A series of focus groups and discussion events with representatives from these various equality target groups have been arranged in January 2011 [see Appendix 1]. The full public survey is Appendix 2. The closing date for comments is 31 January 2011.

4. NUH Quality Measures for 2011 /12 (described in 2010/11 Account)

NUH's ambition is to be recognised locally, nationally and internationally for the outstanding safety and thoughtfulness of our care. We are working to zero tolerance for patient harm.

NUH has a format for prioritising improvements in the safety and effectiveness of its care, and the experience of its patients and relatives. NUH priorities are informed by national and regional healthcare priorities, feedback from patients (including national patient surveys, complaints and feedback captured from patients via handheld devices), NUH's wide-ranging safety programme (which includes examples of Ward to Board commitment to the safety and quality agenda) and by Better for You, our whole hospitals transformation programme. Our performance against our quality priorities is monitored by the Trust Board and Quality Risk and Safety Committee (a Board subcommittee), and externally by the local Clinical Quality Scrutiny Panel (hosted by NHS Nottinghamshire County).

In this year's Account we will incorporate the Commissioning for Quality and Innovation ('CQUIN') measures that we are agreeing with our commissioners, and include information and assurance about our research endeavours and Information

Governance. The Account will describe our quality improvement priorities for 2011/12, which have informed annual planning and Service Level Agreement processes with our commissioners.

The Operating Framework for the NHS 2011/12 (published December 2010) sets out an expectation that Quality Accounts will include a comparison with peer hospitals. NUH will fulfil this requirement.

5. Timetable for Quality Account publication for 2010/11

The timetable (including consultation) is shown below. The Account will be published shortly after ratification by the Trust Board in June 2011. Hard copies will be available, and the Account will be published on the NHS Choices and Trust websites. The document will be available in a range of formats, including full, summary, easy read, audio, large print and Braille (and other languages upon request),

Engage key stakeholders, including Foundation Trust members, NUH staff, members of the local community, LINKs in Account development	Consultation started in November 2010 and will run to February 2011.
Start to develop key priorities for 2011/12	January 2011 onwards
Presentation to Joint Health Scrutiny Committee	11 January 2011
Update to NUH Trust Board (consultation summary and feedback from patients)	February 2011
Update to Joint Health Scrutiny Committee – including summary of consultation feedback	12 April 2011
Draft Quality Account (for NUH Trust Board consideration)	April 2011
Submission of Board approved draft to PCTs, LINKs and Joint Health Scrutiny Committee	30 April 2010
Receive statement of Assurance from PCT and from Joint Health Scrutiny Committee as appropriate	May 2011
Quality Account Board ratification and publication	June 2011

6. Recommendations to the Joint Health Scrutiny Committee

The Committee is:

- (a) invited to comment on our consultation process for the 2010/11 Account and plans to involve and engage the local community
- (b) asked to contribute their views on the proposed content of the Trust's 2010/11 Quality Account (in April 2011)
- (c) invited to provide a statement on the reasonableness and balance of the information in the proposed Quality Account by May 2011.

Appendix 1

Stakeholder list for Quality Account consultation

- Local Authorities
 - Nottingham City Council
 - Nottinghamshire County Council
 - Derby City Council
 - Derbyshire County Council
- GPs - Nottingham City, Notts County, Bassetlaw, Derby City, Derbyshire County & Lincolnshire
- Local Involvement Networks (LINKs)
 - Nottingham City
 - Nottinghamshire County
- MPs
 - Nottinghamshire
 - Derbyshire
 - Lincolnshire
- NHS Mental Health organisations
 - Derbyshire Mental Health Trust
 - Lincolnshire Partnership NHS Foundation Trust,
 - Nottinghamshire Healthcare NHS Trust
- East Midlands Ambulance Service (EMAS)
- Nations Nottingham NHS Treatment Centre
- NHS Direct
- Nottingham University Hospitals NHS Trust
 - Quality Risk & Safety Committee
 - Patient and Public Involvement Steering Group
 - League of Friends
 - Patient Partnership Group
 - Volunteers
 - Foundation Trust members
- Out of hours provider – Nottingham Emergency Medical Services (NEMS)
- Joint Health Scrutiny Committee (Nottingham City & County)
- Prison - HMP Nottingham

- Public and patient representative groups and community
 - African Caribbean & Asian Forum
 - Afro-Caribbean Women's Group
 - Age UK
 - Asian Men's Group
 - Asian Women's Project
 - Bisexual Women's Group
 - Breakout
 - Broxtowe Youth Council
 - Carers Federation
 - Community centres
 - Council for Voluntary Service offices
 - Disability Direct
 - Headway House
 - Healthy Gay Nottingham
 - Home Start
 - Homeless Healthcare Team Nottingham
 - Help the Aged
 - Indian Community Centre Association
 - Nottingham Health Shop
 - Learning Disability lead via local authority
 - Libraries
 - Madni Trust
 - Mansfield Outreach Service
 - Mencap
 - NARVO
 - Navisaheli
 - Nottingham Deaf Society
 - Nottingham Elders Forum
 - Nottingham Inter-Faith Council
 - Nottingham Refugee Forum
 - Nottinghamshire Black Partnership
 - Nottinghamshire Royal Society for the Blind
 - Pakistan Centre
 - Parish Councils
 - Roshni Nottingham Asian Women's Aid
 - Shelter Nottinghamshire Housing Advice Service
 - SureStart
 - Turning Point
 - YMCA

- Universities
 - University of Nottingham
 - Nottingham Trent University
 - New College Nottingham
 - University of Leicester
 - University of Derby

- University of Lincoln
- Loughborough University

List of discussion groups

- Visually Impaired Partnership Participation (VIPPI) Group
- Learning disabilities
- Youth Forum at NUH
- Pakistani Centre
- Volunteers at NUH

Quality Account 2010/11

Public Survey

Why do we need your help?

In June 2011 our hospitals will publish a 'Quality Account' for patients, carers, the public and other organisations working in health and social care. It will include three types of information:

- about patient safety
- about the standards of care you can expect
- what our patients and carers say about our services

Before we publish this report, we would like to ask you about the type of information you would like to see in it.

Last year was the first year we published a Quality Account. A full summary version and easy read version are available from the trust public website at www.nuh.nhs.uk. Hard copies are also available and in other formats/ languages on request.

We will publish a Quality Account annually. By filling out this survey you can help us make sure we tell you the things you want to know.

It is entirely anonymous. We will not know your name or personal details and your comments will not be passed on to other people.

We will ask you for some information about your background. This helps us make sure we get views from lots of different types of people. You don't have to share this information but it will help us if you do.

This survey should take no more than a few minutes to complete. If you require this survey in different formats and languages please contact the Communications Team on 0115 9249924 ext 63562 or email nuhcommunications@nuh.nhs.uk.

Please return this questionnaire to the Communications Team at nuhcommunications@nuh.nhs.uk or by freepost post to:

Freepost RSKE – EBYC – JTUS
Communications Team
South Block E Floor
Nottingham University Hospitals NHS Trust
Queens Medical Centre
Derby Road
NOTTINGHAM
NG7 2UH

Section 1 - Views and Experiences of Patients

This section is about the type of information you would like us to include about the views and experiences of our patients.

For each suggestion, please tell us if you would like to see information on this subject. For each question please choose one answer from yes, no or don't know.

At the end of this section you can tell us anything else you would like us to know about patients views and experiences.

1. Measures of privacy and dignity. When we say privacy and dignity we mean things like having a curtain around your bed, how we look after your medical notes and whether you have to share sleeping areas with people of the opposite sex?

Yes No Don't know

2. Results from patient environment action team inspection? These inspections are used to look at the places in the hospital where we care for patients. This includes how clean the areas are.

Yes No Don't know

3. Waiting times, such as for cancer treatment, in the emergency department or the time you wait for surgery?

Yes No Don't know

4. Information about the number of cancelled operations and what we are doing about it?

Yes No Don't know

5. Information about the number and types of complaints, comments, compliments and concerns?

Yes No Don't know

6. How satisfied our patients are, compared to patients from other hospitals?

Yes No Don't know

7. Whether our patients would recommend the hospital to family or friends.

Yes No Don't know

8. Would you like information about how involved our patients felt in decision making about their care and treatment?

Yes No Don't know

9. Would you like to know how we communicate and provide information to help patients at our hospitals?

Yes No Don't know

10. Is there anything else you would like to tell us about how we should measure the experience of our patients?



Section 2 - Patient Safety

This section is about the sort of information you would like us to include about patient safety.

For each suggestion please tell us if you would like to see information on this subject. For each question please choose one answer from yes, no or don't know.

At the end of the section you can tell us anything else you would like to know about patient safety.

1. Information about hospital related infections (Clostridium difficile, MRSA)?

Yes No Don't know

2. Information about mistakes, for example with patient medicines?

Yes No Don't know

3. Information about how we learn from our mistakes

Yes No Don't know

4. Information about how often patients fall over when they are cared for in our hospitals.

Yes No Don't know

5. Information about hand washing standards and targets.

Yes No Don't know

6. Is there anything else you would like to tell us about how we should measure patient safety?

Section 3 - Standards of Care

This section is about the sort of information you would like us to include about our standards of care.

For each suggestion please tell us if you would like to see information on this subject. For each question please choose one answer from yes, no or don't know.

At the end of the section you can tell us anything else you would like us to know about standards of care.

1. Hospital death rates compared to other hospitals.

Yes No Don't know

2. Whether people get pressure ulcers when they stay in our hospitals.

Yes No Don't know

3. Patient reported outcome measures (PROMs). Patients who have had some types of surgery have filled out surveys and can tell us whether the surgery has improved their lives.

Yes No Don't know

4. Care Quality Commission (CQC) Standards. The CQC is an independent body responsible for monitoring the quality of the care at our hospitals. Each year the CQC publishes a review of how we are doing. More information about the CQC is available at www.cqc.org.uk.

Yes No Don't know

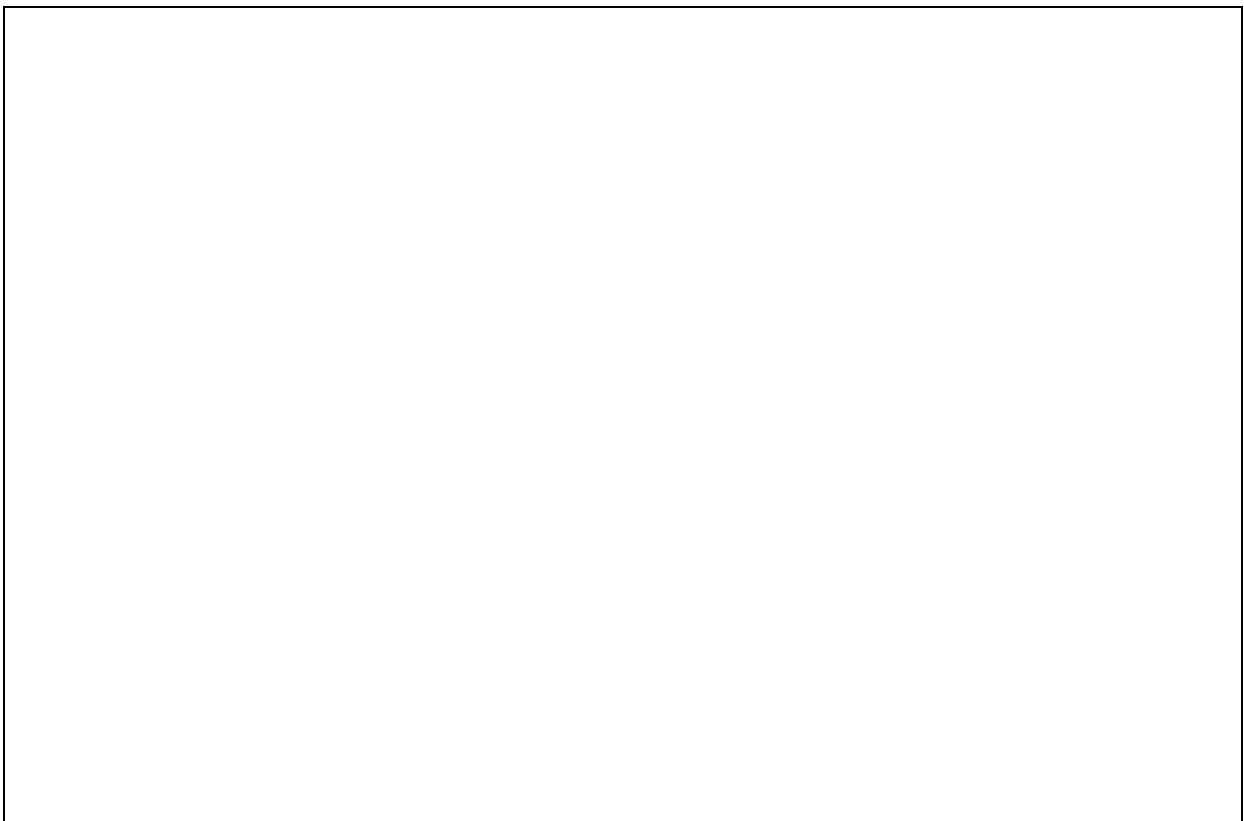
5. How often operations are cancelled on the day of surgery.

Yes No Don't know

6. Is there anything else you would like to tell us about how we should measure the standard of care in our hospitals?



7. Now that you have had time to think about the report and your views, is there anything else you would like to tell us which you haven't mentioned so far?



Section 4 – About you

This information is kept in strictest confidence. We want to consult with people from all diverse groups so we can meet any specific requirements you may have.

Could you tell me your gender?

- Male Female Prefer not to say

Could you tell me your age? Are you

- 16-25 26-35 36-50
 51-65 66 and older Prefer not to say

What is your sexual orientation?

- Bisexual Gay Prefer not to say
 Lesbian Heterosexual

What is your religion?

- Buddhist Christian (including Church of England, Catholic, Protestant and all other Christian denominations) Hindu
 Jewish Muslim Sikh
 Taoist Any other religion None
 Prefer not to say

What is your ethnic origin?

- | | | |
|--|--|--|
| <input type="checkbox"/> Asian or Asian British - Indian | <input type="checkbox"/> Asian or Asian British - Pakistani | <input type="checkbox"/> Asian or Asian British - Bangladeshi |
| <input type="checkbox"/> Asian or Asian British - other Asian background | | |
| <input type="checkbox"/> Black or Black British - Caribbean | <input type="checkbox"/> Black or Black British - African | <input type="checkbox"/> Black or Black British - other Black background |
| <input type="checkbox"/> Mixed – White and Black Caribbean | <input type="checkbox"/> Mixed – White and Black African | <input type="checkbox"/> Mixed – White and Black Asian |
| <input type="checkbox"/> Other Ethnic Group - Chinese | <input type="checkbox"/> Other Ethnic Group (please specify) | |
| <input type="checkbox"/> White – British | <input type="checkbox"/> White - Irish | <input type="checkbox"/> White – Other White background |
| <input type="checkbox"/> Prefer not to say | | |

Do you have any of the following long-standing conditions?

- | | | |
|---|---|---|
| <input type="checkbox"/> Deafness or severe hearing impairment | <input type="checkbox"/> Blindness or partially sighted | <input type="checkbox"/> A long-standing illness such as cancer, HIV, diabetes, chronic heart disease or epilepsy |
| <input type="checkbox"/> A learning disability | <input type="checkbox"/> A mental health condition | |
| <input type="checkbox"/> No, I do not have a long-standing condition. | <input type="checkbox"/> A long-standing physical condition | <input type="checkbox"/> Prefer not to say |

Does this condition(s) cause you difficulty with any of the following?

- | | | |
|--|--|---|
| <input type="checkbox"/> Everyday activities that people your age can usually do | <input type="checkbox"/> At work, in education or training | <input type="checkbox"/> Access to buildings, streets or vehicles |
| <input type="checkbox"/> Reading or writing | <input type="checkbox"/> People's attitudes to you because of your condition | <input type="checkbox"/> Communicating, mixing with others or socialising |
| <input type="checkbox"/> Any other activity | <input type="checkbox"/> No difficulty with any of these | <input type="checkbox"/> Prefer not to say |