

# *Quality Priorities 12/13*

## *Hearing our patients & local community & staff*

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# *11/12 Quality Account*

- Two 'quality priority' listening events for patients, carers, members & questionnaire
- FT member survey & focus groups
- 'Medicine for Members' events

## *11/12 Quality Account*

- Patient safety conversations with staff
- Quality Strategy & NHS (national) priorities
- Incident and clinical audit feedback

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## *11/12 Priorities*

1. Treated as an individual (empathy)
2. Clean & safe environment
3. Involved & helped to retain control
4. Direct access to someone responsible for my care
5. Continuity & good teamwork
6. Help me feel cared for and safe in hospital at night

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## *11/12 : Priority 1*

<b>Empathy &amp; being treated as an individual</b>	<ul style="list-style-type: none"><li>• Values &amp; Behaviours training Phase 1 :12,000 staff trained Phase 2 : ward-based training</li><li>• Cultural awareness workshops</li><li>• Dementia awareness training</li><li>• Re-launched dementia champions &amp; 'About Me' document</li></ul>
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## *11/12 : Priority 2*

<b>Clean &amp; safe environment</b>	<ul style="list-style-type: none"><li>• Improved PEAT scores</li><li>• Smoke-free campaign</li><li>• Think Clean Days (involving patients)</li><li>• Ward visits (inc Board) re : CQC standards &amp; 15 steps challenge</li></ul>
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## *11/12 : Priority 3*

<b>Involve me and help me retain control</b>	<ul style="list-style-type: none"><li>• Consent &amp; capacity cards for staff</li><li>• New e-discharge information (VTE &amp; medication)</li><li>• New core care plans (nursing), incl consent &amp; capacity</li></ul>
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## *11/12 : Priority 4*

**Ensure I have direct access to someone responsible for my care**

- Launched 'Caring around the Clock (new approach to hourly-rounding)
- Additional medical cover at weekends (esp HCOP & Medicine)

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## *11/12 : Priority 5*

**Joined-up process, tailored care with good teamwork & continuity of care**

- '5 daily actions' campaign to improve discharge
- Community Programme (focus on frail elderly patients)
- Integrated Transfer of Care – working with partners to reduce waits associated with transfers

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## *11/12 : Priority 6*

**Help me feel cared  
for and safe in  
hospital at night**

- 'Caring around the Clock'
- Reducing 'noise at night' in response to patient feedback (quietly-closing bins, quiet shoes, turning down phones at night)
- Falls awareness campaign (focus on poor vision, poor footwear, multiple drugs, poor continence, confusion & agitation)
- Increased medical cover in admissions areas

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# *Improved Quality 11/12*

## *some highlights*

- Fewer avoidable pressure ulcers
- Fewer severe sepsis deaths
- Improving nutrition & hydration
- Individualised information prescriptions for all cancer patients
- Improved safety information for patients & new bedside folders

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# *Quality 11/12 still challenged*

- **MRSA** : target fewer than 5 cases  
(5 as at Dec '12)
- **Falls** : we are behind our 10% reduction target. Trust-wide campaign underway
- **Waiting times** (cancellations improved)
- **4 hr access target**

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# *11/12 Quality Account*

NUH QA scored 'highly'  
in the SHA review process

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# *12/13 Quality Account : development 1*

- Directorate PPI groups
- Focus Group with FT members
- Community in Unity events
- Surveys (postal & online)

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# *12/13 Quality Account : development 2*

- 15 Steps Challenge
- Patient Safety Thermometer
- CQC ward walkabouts
- In Your Shoes – Trust Board

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# *12/13 top priorities for patients*

- Better communication (with patients, between staff, to other agencies)
- Continued focus on staff attitude (values)
- Improved patient environment
- Fewer cancelled operations
- Reducing harm from falls & infection

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# Timetable

Next step	Date
Draft Quality Account (for NUH Trust Board consideration)	April 2013
Presentation to Joint Health Scrutiny Committee (JHSC) – and share first full draft of account	March/April 2013 (TBC)
Send draft account to key partners for comments	April 2013
Receive supporting statements from partners	May 2013
Quality Account NUH Board ratification & publication	June 2013

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