

# NHS North West Transparency Project

## Reduction of Pressure Ulcers and Falls - How have we been doing?

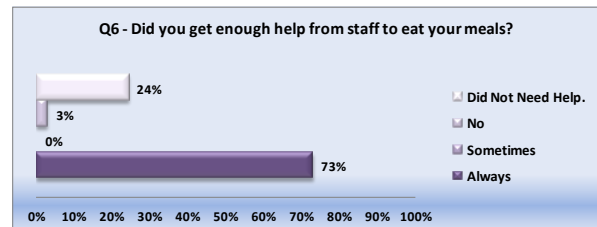
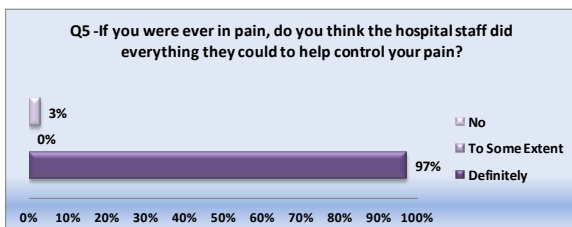
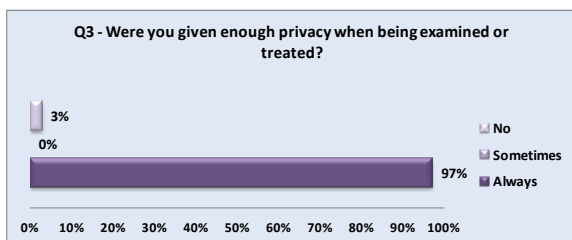
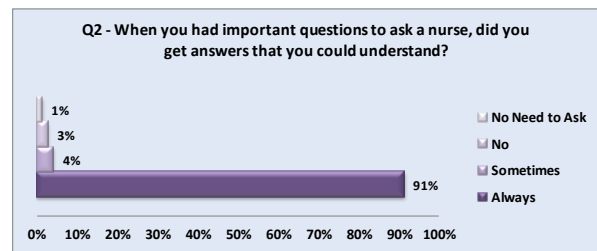
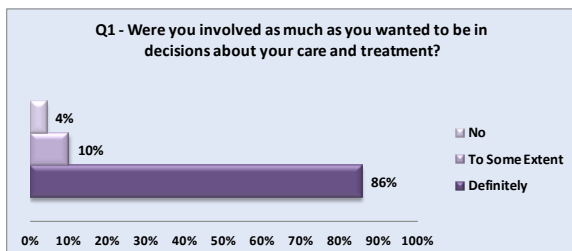
### Patient and Staff Experience- What have they been saying?

We are one of a number of North West hospitals who want to be open and transparent with our patients. This is how a modern NHS hospital should be – open and accountable, to the public and patients, driving improvements in care. As a member of the “Transparency Project” set up in response to the Government’s vision for greater transparency, we have been working to further reduce the harm that patients sometimes experience when they are in our care, and have made a commitment to publish a set of patient outcomes, patient experience and staff experience measures.

This is the second month of the study. We have continued to look at the incidence of pressure ulcers and falls, and then talked to patients and staff about the care that was provided in those clinical areas. As a result of talking to patients and nurses and reviewing the care the nursing teams are able to make changes so that all patients receive the care they need and have the best possible experience.

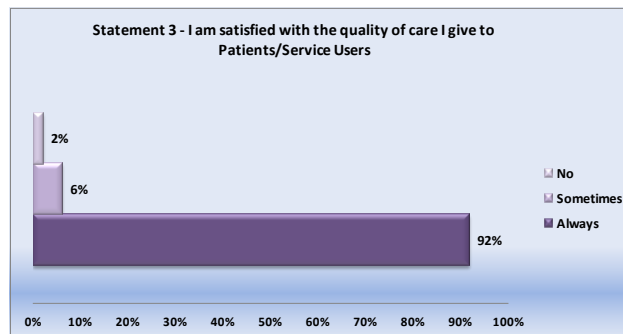
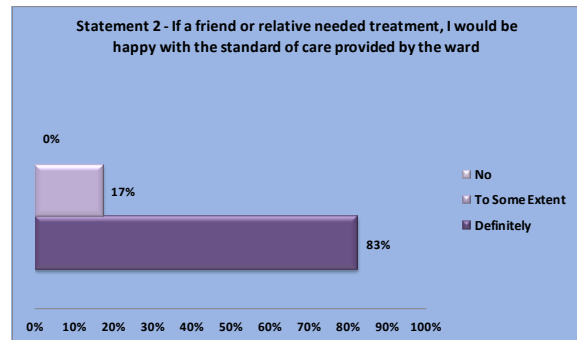
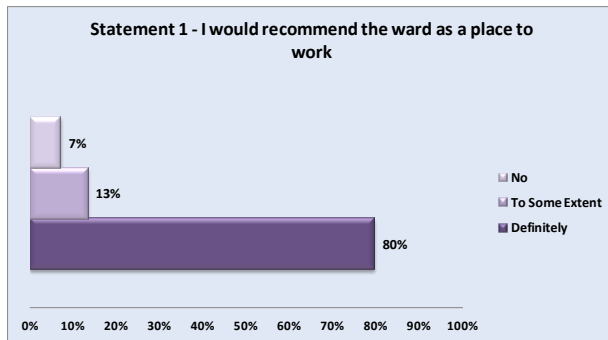
<b>In February we cared for 10765 patients</b>	<b>4 patients suffered a fall in our care that resulted in a moderate harm</b>	<b>6 patients suffered a grade 2 pressure ulcer in our care</b>
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### What our patients said:



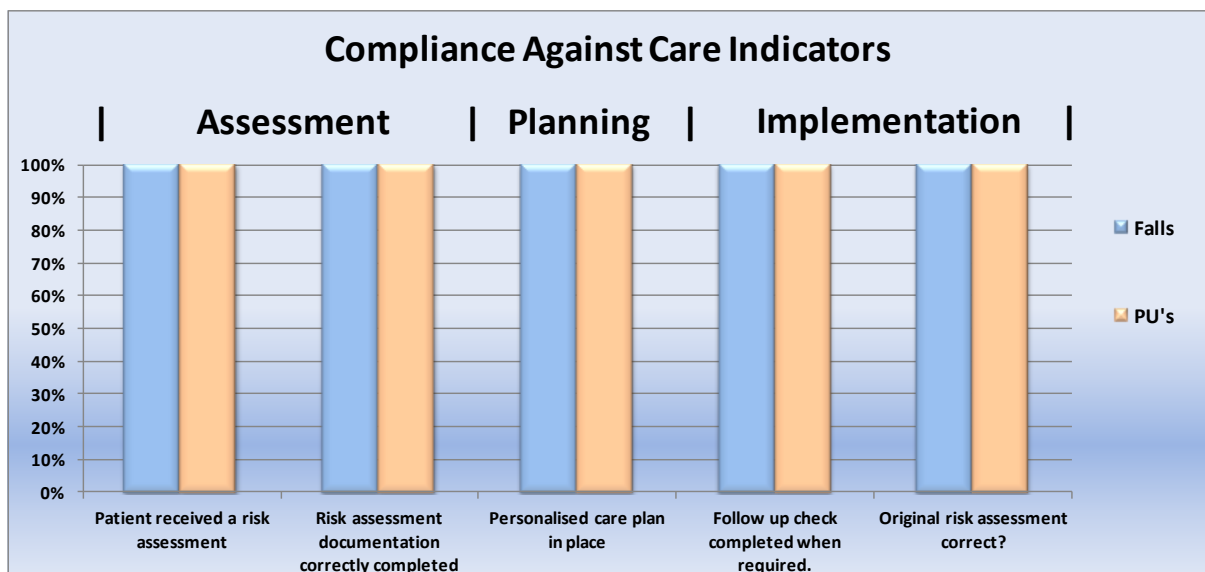
Salford Royal prides itself in being an open and transparent organisation. It has established processes in place to offer full and frank explanations to patients when harmful events occur. These results support this approach and it is pleasing to note that even when harm has occurred patients rank their care and experience positively.

## What our Nurses said about the care they provided:



This series of results suggests that Salford Royal Nurses are highly satisfied with the care they are able to provide to patients. Staff are continually engaged in improving care and are encouraged to adopt a spirit of 'continuous improvement' in their day to day work.

## What did we learn about the care we have provided to patients?



Once harm is identified a detailed investigation takes place to understand how can we prevent such an event from happening again. Nurses at Salford Royal are full engaged in adopting problem solving techniques to ensure we continue to reduce the incidents of acquired pressure sores and falls. A specific piece of improvement work which nursing staff are leading on is how to stop pressure damage occurring from medical devices. We will continue to provide updates as to the progress being made within this specific area.

## **You said-We did!**

Salford Royal has a wide range of improvement projects which have been designed to reduce mortality and harm. Nursing staff, supported by the Board of Directors, are committed to play a prominent role in the Trust becoming the safest organisation in the NHS. Significant improvement in harm relating to Hospital acquired pressure ulcers and falls have already been realised. The Nursing team at the Trust are determined to see these harms continue to reduce and therefore patients will continue to report high levels of satisfaction relating to the care they receive.