

NHS North West Transparency Project

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

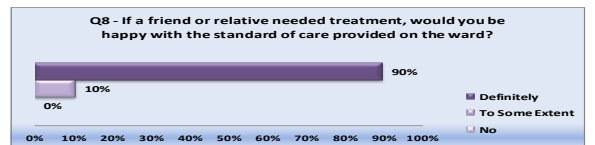
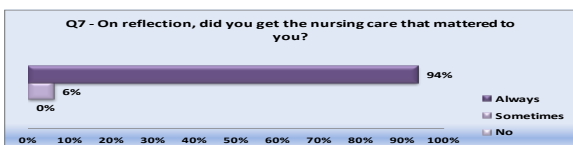
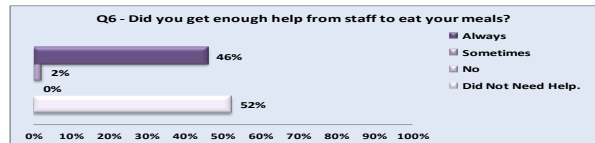
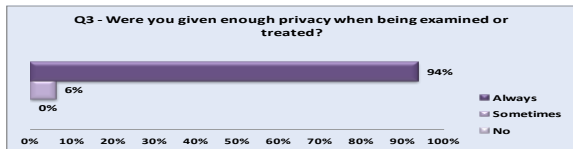
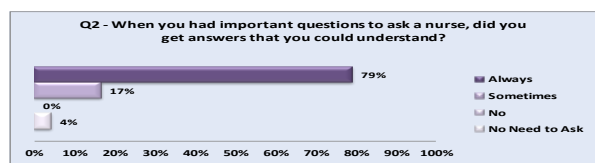
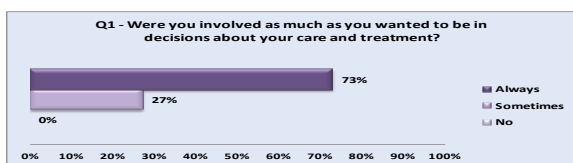
Patient and Staff Experience- What have they been saying?

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’ we continue to work with patients and staff 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. Each month we collaborate with colleagues to optimise what we have learnt and as a result have made some changes to the Transparency collection template for April:

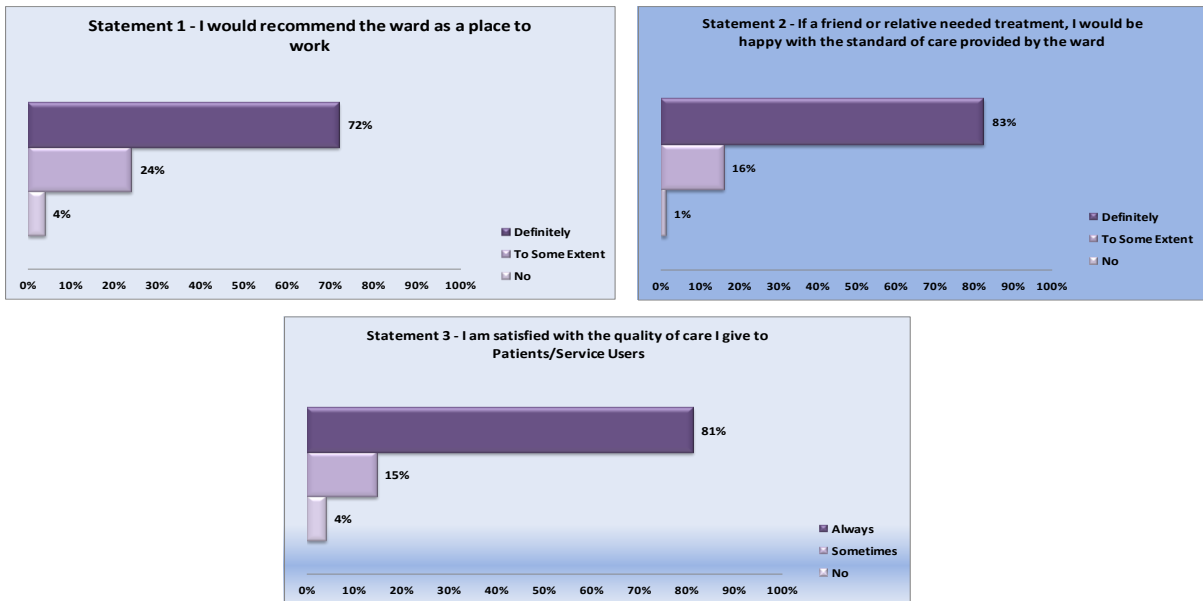
- Two extra questions have been added to the patient experience questionnaire, which is answered by 10 patients in the same ward whenever a pressure ulcer of grade (stage) 2 or above is recorded or a patient has fallen and suffered moderate or severe harm. The new questions are:
 - On reflection, did you get the nursing care that mattered to you?
 - If a friend or relative needed treatment, would you recommend this ward?
- The Trusts also expanded the time period of data capture to include harm of pressure ulcers grade (stage) 2 and above and falls moderate and severe of all day case and inpatients in their care from the point of admission. Not as previously agreed at 72 hours after patient admission period.

In March we cared for 11,294 patients	2 patients suffered a fall in our care that resulted in a moderate harm	5 patients suffered a grade 2 pressure ulcer in our care and 1 patient a grade 3.
--	--	--

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. Wards who submit data as part of this transparency initiative also reflect on patient feedback and agree plans to ensure continuous improvement occurs and patient experience is enhanced.

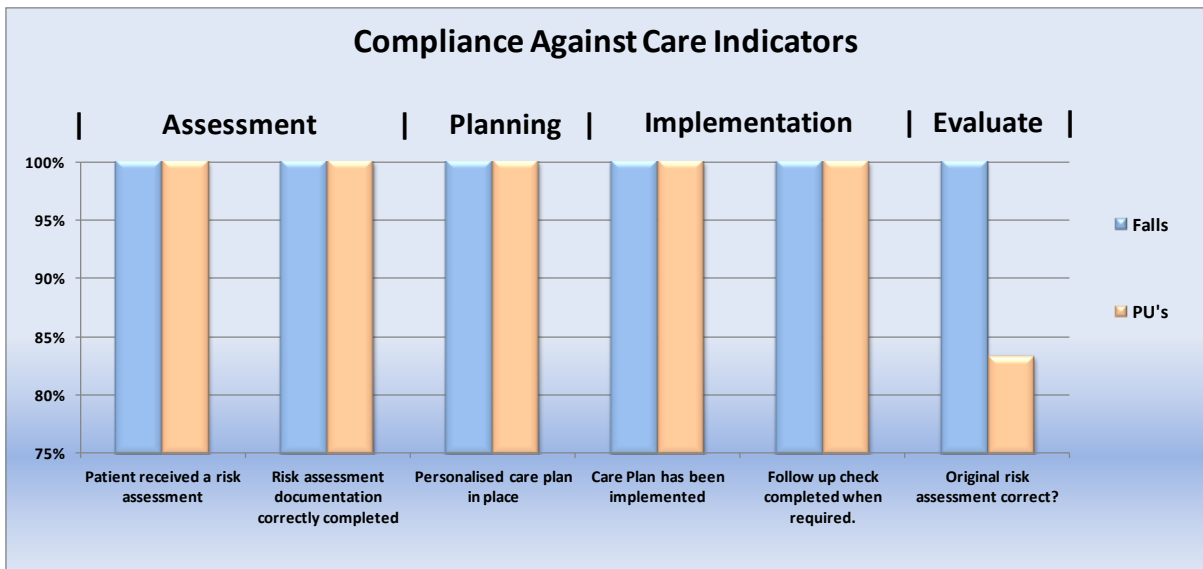


What our Nurses said about the care they provided:



When patient harm occurs Nursing staff reflect and make plans to improve delivery of care so to reduce the likelihood of reoccurrence. This data in part reflects the personal accountability that nurses feel. It should be noted that in the recent National Staff survey Salford Royal received the highest ratings of staff satisfaction on any NHS Acute Trust.

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



All but one of the pressure ulcers identified are related to medical devices which are used to support care. The Nursing teams at Salford have been undertaking tests of change in order to eliminate common pressure sores (Sacrum, Heels etc.) and we have seen significant improvement in this category. The teams here are now testing and sharing learning around device related pressure sores and expect to see significant improvements within this category. We continue to have high level scrutiny following any fall and continue to learn from the investigations which are carried out.

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.