

ject : been doing? n saying?

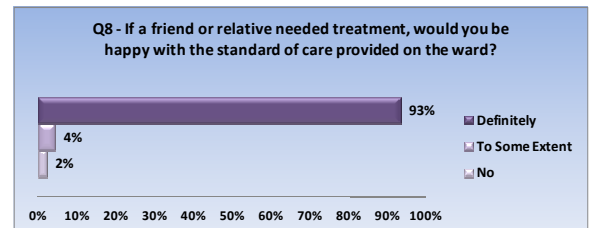
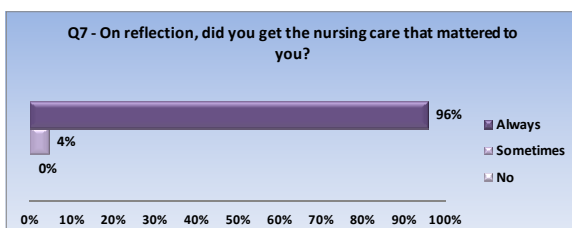
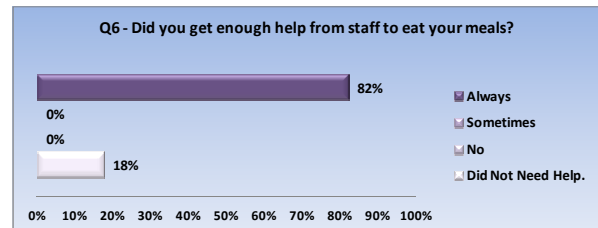
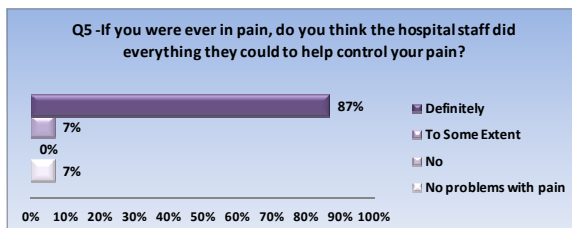
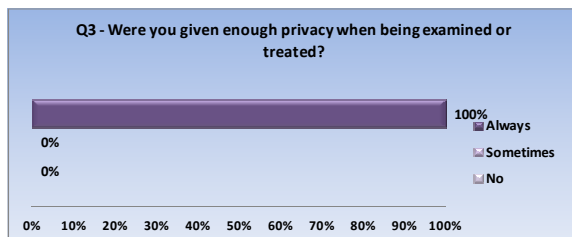
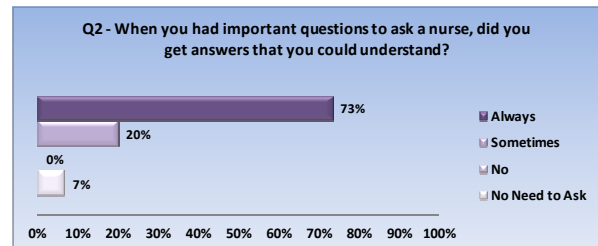
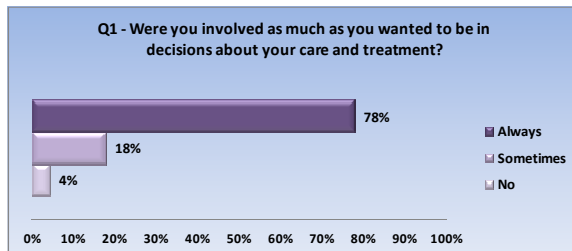
We are one of a number of NHS organisations who want to be open and transparent with our patients. This is how a modern NHS hospital should be – open and accountable, to the public and patients, driving improvements in care. As a member of the ‘Transparency Project’ we continue to work with patients and staff to further reduce the harm that patients sometimes experience when they are in our care, and we have made a commitment to publish a set of patient outcomes, patient experience and staff experience measures. Each month we collaborate with other care providers to share what we have learned, and to use this inform to identify where changes to improve care can be made.

In April we cared for 9780 patients

No patients suffered a fall resulting in harm in our care

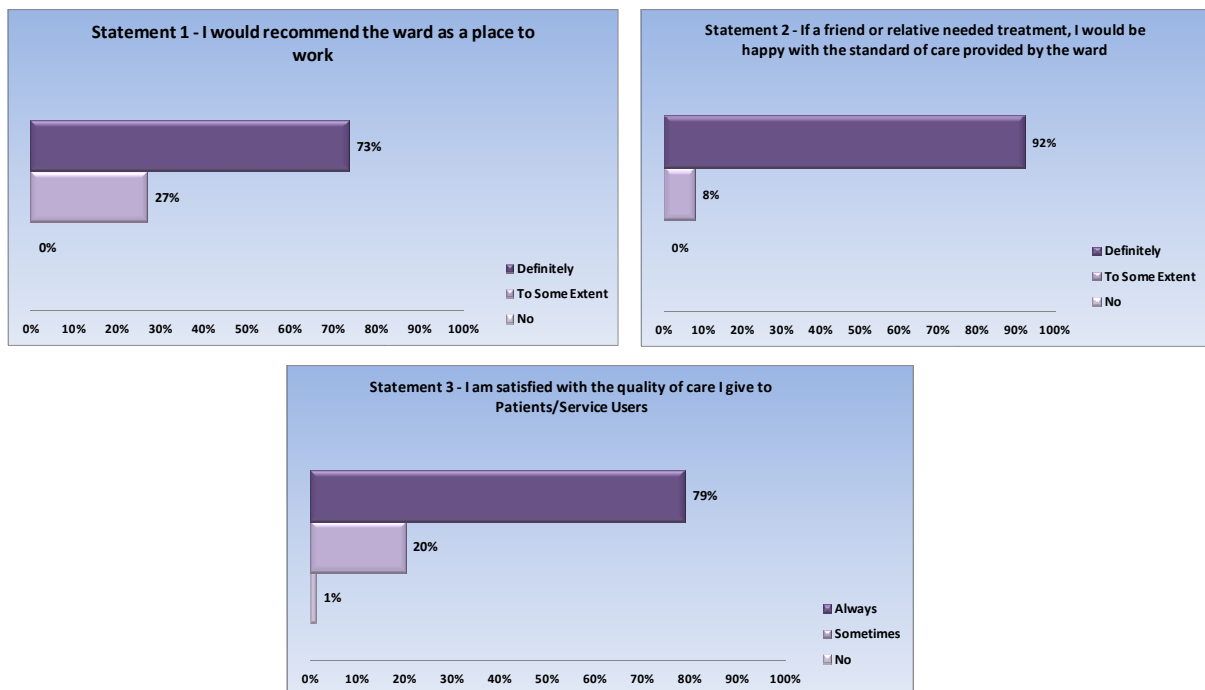
9 patients suffered a pressure ulcer in our care

In the areas where harms occurred this is what patients said:



Salford Royal continues to have overall positive results from the responses that patients provide. The Trust prides itself on its ability to be open and transparent and whenever Harm occurs staff will speak with patients or their nominated Next of Kin to both inform them and agree a plan to ensure healing occurs and reoccurrence is minimised. The Nursing team is committed to partnering with patients in order to achieve outstanding reported patient experience.

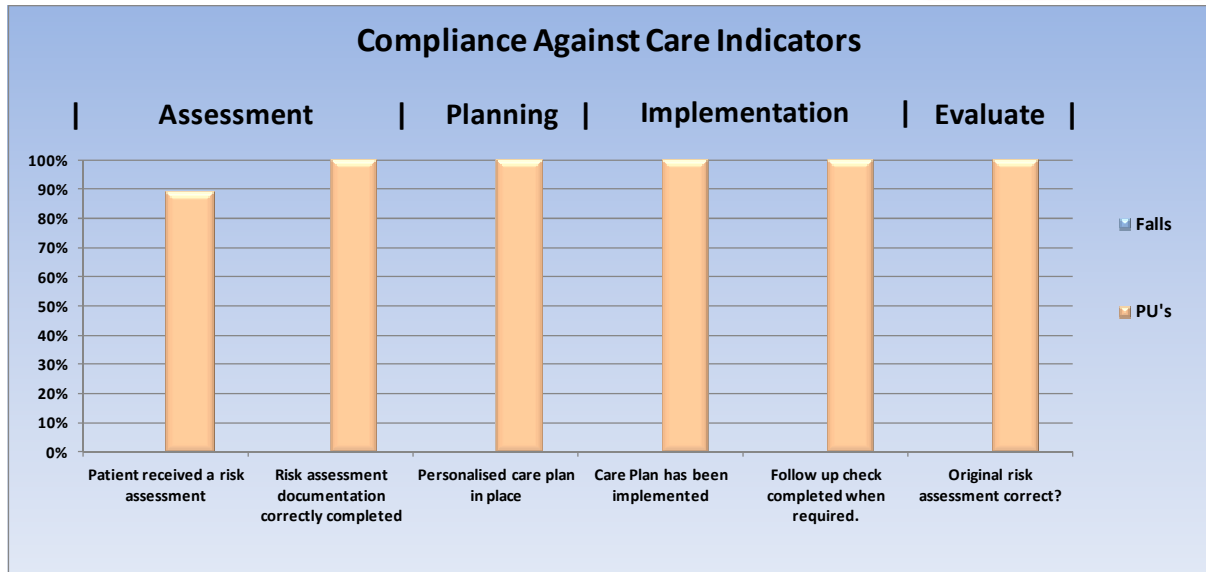
In the areas where the harms occurred this is what the Nurses said about the care they have provided:



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?

The Nursing Team continues to work from and eliminate Healthcare acquired Pressure Ulcers. Again this month we are reporting a number of medical device related pressure sores. Whilst all pressure ulcers this month are low grade we acknowledge that there is more improvement required in order to achieve our aim of eliminating healthcare acquired pressure sores. Teams continue to work diligently and share experiences with the sole purpose of ensuring pressure harm is reduced and patient experience improved.



You said-We did!

As part of the Trusts Quality Improvement Strategy the adoption of a hourly visit by Nurses to all patients to ensure comfort, dignity and confidence has commenced. This has been adopted by all wards and departments and we believe this intervention to be key to the reduction of patient harm and increased confidence. We will continue to report our progress with this key intervention over the forthcoming months within this report.