

JULY 2016

This report is based on information from July 2016. The information is presented in three key categories: safety, experience and improvement. This report will also signpost you towards additional information about LNWH NHS Trust's performance.

1. Safety

NHS safety thermometer

The NHS safety thermometer provides measures of harm and the proportion of patients that are 'harm free' from pressure ulcers, falls, urine infections for patients with a catheter and venous thromboembolism (blood clots).

The safety thermometer is a point of care survey that is carried out on all patients on one day each month. This helps us to understand where we need to make improvements. The score below shows the percentage of patients surveyed who did not experience any new harm whilst in our care.

94.8 % of patients did not experience any of the four harms

For more information, including a breakdown by category, please visit:
<http://www.safetythermometer.nhs.uk>

Health care associated infections (HCAIs)

HCAIs are infections acquired as a result of healthcare interventions. *Clostridium difficile* (Cdiff) and Methicillin Resistant *Staphylococcus aureus* (MRSA) bacteraemia are specific infections that all acute hospitals have performance monitoring targets. *Clostridium difficile* is a type of bacterial infection that causes diarrhoea, sometimes with fever and painful abdominal cramps. The bacteria do not normally affect healthy people, but because some antibiotics remove the 'good bacteria' in the gut, taking antibiotics increases the risk. *Clostridium difficile* infection can be an unintended consequence of treating a life threatening condition with antibiotics.

The MRSA bacteria are often carried on the skin and in the nose and throat. This is called colonisation and 1 in 4 people carry MRSA in their nose. All patients admitted to our hospitals are screened for MRSA, so that any positive patients can be treated with an antibacterial body wash and nasal ointment. It can be a particular problem in hospital as it can cause infections and more seriously a blood stream infection.

We have a zero tolerance to all avoidable infections. All acute hospitals are set improvement targets. The following table shows the number of *Clostridium difficile* and MRSA blood stream infections in the month and our year to date performance against the set thresholds

	C.difficile infection	MRSA blood stream infection
This month	2	1
Actual to date	12	5
Annual threshold 2016/17	37	0

Pressure ulcers

Pressure ulcers are localised injuries to the skin and/or underlying tissue as a result of pressure. They are sometimes known as bedsores. They are rated in four categories, with one being the least severe and four being the most severe.

The pressure ulcers reported include all avoidable/unavoidable pressure ulcers that were obtained at any time during a hospital admission that were not present on initial assessment. The pressure ulcer numbers below include all pressure ulcers that occurred from 72 hours (three days) after admission to the Trust hospital sites.

Severity	Number of reported pressure ulcers
Category 2	69
Category 3	4
Category 4	1

So that we can know if we are improving, even if the number of patients we are caring for goes up or down, we also calculate an average called 'rate per 1,000 occupied bed days' in our acute and community bedded units. This allows us to compare our improvement over time, but cannot be used to compare us with other hospitals and community services, as they may report pressure ulcers in different ways, and their patients and population demographic may be more or less vulnerable to developing pressure ulcers than our patients. For example, other hospitals may have younger or older patient populations, who are more or less mobile, or are undergoing treatment for different illnesses.

Acute hospital and community bedded units - rate per 1000 bed days:	1.4
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Falls

This measure includes all falls in the hospital that resulted in injury, categorised as moderate, severe or death, regardless of cause. **This includes avoidable and unavoidable falls sustained at any time during the hospital admission.**

This month we reported five falls that caused at least 'moderate' harm.

Severity	Number of falls
Moderate	5
Severe	0
Death	0

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Acute hospital and community bedded units- Rate per 1000 bed days:	2.7
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2. Patient experience

To measure patient and staff experience we ask a number of questions. The idea is simple: if you like using a certain product or doing business with a particular company you like to share this experience with others.

The answers given are used to give a score which is the percentage of patients who responded that they would recommend our service to their friends and family.

The Friends and Family Test (FFT)

The Friends and Family Test requires all patients to be asked: *How likely are you to recommend our ward to friends and family if they needed similar care or treatment? We ask this question to patients who have been an in-patient or attended A&E (if applicable) in our Trust.*



In-patient FFT score*

96.3

% recommended.
This is based on 1,551 responses

A&E FFT Score *

93.6

% recommended.
This is based on 3,257 responses

Maternity FFT Score *

Antenatal service

96.4

% recommended
This is based on 140 responses.

Labour ward/birthing unit

98.6

% recommended
This based on 195 responses.

Postnatal ward service

90.0

% recommended
This is based on 116 responses.

Postnatal Ward Community

100

% Recommend

This is based on 72 responses

*This result may have changed since publication, for the latest score please visit:
<http://www.england.nhs.uk/statistics/statistical-work-areas/friends-and-family-test/friends-and-family-test-data/>

A Patient Story

Story 1

Dear Sir/Madam,

I write as a patient who continues to receive exemplary care from every single professional with whom I interact with at both St Marks and Northwick Park Hospitals.

Since being diagnosed with rectal cancer in June 2014, I have been fortunate to be under the care of Professor Kennedy for surgery, with Dr Denton overseeing chemotherapy. Both have proved themselves intelligent, compassionate, highly skilled professionals who, despite dealing with hundreds of patients annually, always made me feel like an individual whose opinions and concerns were valid and should be addressed. I believe that both, as senior members of St Marks'/ Northwick Park teams, epitomise a patient-centred culture and vision which is emulated in every department. I do not exaggerate when stating that every single professional - endoscopy department; the range of staff on Frederick Salmon Ward; the Stoma Clinic nurses; the Macmillan nurses; staff in the Chemotherapy Clinic (Nour is an exceptional practitioner); Phlebotomists who continue to delve deep for veins patiently; CT Scan staff; A and E doctors and nurses and last, but not least, reception staff in the different departments - all these people have performed their duties on my many visits to the hospital since 2014 in a manner which brings credit to their separate fields but also your delivery of what the NHS does so very well indeed.

My apologies for not writing sooner - I get round to everything eventually!

Please share my comments with those names as well as in any other forum that allows you to highlight how well the London North West Healthcare NHS Trust is doing.

Story 2

Dear Ms Docherty, The Chief Executive
The London North West NHS Healthcare NHS Trust
Today I had a minor surgical procedure in your day care unit at Northwick Park. I was extremely impressed by the standard of service provided.

Although I had to wait a long time after my appointment time, the consultant in the Outpatient clinic was very thorough, clear and gave a lot of time to answer my questions which was much appreciated. I was then given a very quick date for the procedure. On the day of the procedure everything was well organised and the administrative staff were very efficient and polite - an impressive combination. In the theatre the team took great care and I found their rigorous checking very reassuring. The whole team seemed to work together very effectively under the positive leadership of Mr Waftah. Afterwards on the ward the nurses were thoughtful, kind and again very efficient.

As a health professional myself I know what a challenge it is to maintain these standards of service day in day out, and I am grateful that your hospital delivered this for me today. Please do pass on this message on to the relevant staff and managers in the Theatre Admissions Unit.

3. Improvement

Trust Open Day proves popular with visitors of all ages

Visitors of all ages enjoyed London North West Healthcare NHS Trust's first Open Day on Saturday July 9. The event took place at Northwick Park Hospital with over 250 people attending to visit stands and exhibitions, take part in tours and enjoy free family entertainment.

Speaking about the day Jacqueline Docherty DBE, Trust Chief Executive Officer said: "As one of the country's largest NHS Trusts, we provide care to people across three London boroughs Brent, Ealing and Harrow. The Open Day was an opportunity to show the local community the scope of the work we carry out across our four hospital sites and community services. I was delighted to see so many people of all ages enjoying the day. Our staff, volunteers, charities and local partner organisations all took part in the event helping to make it a resounding success."

