



Quality Accounts



Proposed Quality Objectives 2018/19

- Reduction in falls
- Invest in staff training for patients with challenging behaviour
- Reduce missed doses of critical medications year on year
- Quarterly reviews of Trust Safety Huddle



- Improve accessibility of information to patients
- Initiate enhanced training on oral hygiene
- Improve the way we listen and act on patient, family and carer feedback
- Scope options to create outside garden space

- Extend Health & Wellbeing Programme to improve staff resilience & mindfulness
- Reduce non-clinical cancelled operations year on year
- Increase awareness of opportunities for patients to become involved in research
- Commence Cultural Ambassador Programme to support BME groups

Patient Safety

Priorities to choose from

- **Reduce Falls**

- ❖ There is a genuine desire to reduce falls to enhance patient experience. Whilst falls can have a physical harm, psychological elements can also be affected. Even no harm falls can affect patient confidence
- ❖ Whilst lots of work has been undertaken in respect of falls, a different review and understanding of themes is required. This includes a number of patients with capacity who are at risk of falls but choose to mobilise unassisted



Patient Safety

Priorities to choose from

- **Invest in staff training for patients with challenging behaviour**

- ❖ Extensive work has been undertaken to support patients with challenging behaviour. Staff have highlighted that they frequently experience abuse, both verbally and physically from patients and their families. Further training is required however to keep patients and staff safe
- ❖ The Trust believe it is essential to support our patients and staff within the work place and consequently have arranged for enhanced training to be delivered by AqUA. It is envisaged that such support will have a positive impact on staff in improving their experience in being able to better manage difficult situations



Patient Safety

Priorities to choose from

- **Reduce missed doses of critical medications year on year**
- ❖ The Trust has a list of medicines that are classed as critical that must be given when prescribed to maintain safe and effective care. On occasions critical medicines are omitted for a variety of reasons and in most cases this is avoidable
- ❖ By raising staff awareness of the issue, and identifying and addressing specific causes, we can reduce omissions and thereby improve patient safety



Patient Safety

Priorities to choose from

- **Quarterly reporting on the Trust Safety Huddle**

- ❖ Following the pilot of the Trust Safety Huddle, which commenced August 2017, it has been agreed to continue the daily huddle to enable excellent communication and sharing of safety information
- ❖ Undertake quarterly thematic reviews to understand risks to patients, families and staff
- ❖ Cascade learning from the Trust Safety Huddle across all disciplines in the form of a newsletter



Clinically Effective

Priorities to choose from



The Walton Centre
NHS Foundation Trust

- **Extend Health & Wellbeing Programme to improve staff resilience & mindfulness**
- ❖ As an organisation with Investors in People Gold we are committed to ensuring the psychological wellbeing of our staff. As the pressure within the NHS increases it is essential that our staff are able to manage accordingly whilst maintaining good health
- ❖ Research shows that supporting staff in the work place to achieve excellent health and wellbeing, results in a better staff and patient experience



Clinically Effective

Priorities to choose from



The Walton Centre
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- **Reduce non-clinical cancelled operations year on year**
- ❖ Cancellations have a negative effect on patient experience. Patients coming into hospital may need to make arrangements for support on discharge, make alternative plans for childcare and provide employers with prior notice of absence therefore cancelling operations can have a significant practical impact on our patients, in addition to the obvious emotional and psychological impact
- ❖ Several work-streams such as building on our Clinical Utilisation Review (an electronic tool to monitor whether patients are in the right bed at the right time), timely decision making, monitoring & management of beds and completion of tablet prescribing to take home will all help our aim to reduce our non-clinical cancellation rate for patients

Excellence in Neuroscience



Clinically Effective

Priorities to choose from

- **Increase awareness of opportunities for patients to become involved in research**
- ❖ The Trust recognises the importance of being involved in research and particularly in leading the way for Neuroscience research and remaining a viable Trust with an outstanding reputation for research
- ❖ It is essential that patients are informed of the options of being involved and how this can have positive impact on future treatment options. This can lead to the extension of treatment options when traditional treatment options have been exhausted



Clinically Effective

Priorities to choose from

- **Commence Cultural Ambassador Programme to support BME groups**
 - ❖ As part of our Equality, Diversity and Inclusion work we would like to invest in and commence a Cultural Ambassador Programme working with the Royal College of Nursing to support staff in BME groups within the work place
 - ❖ By investing in our BME staff training and support we anticipate increasing our staff diversity and steps towards inclusion



Patient Experience

Priorities to choose from

- **Improve accessibility of information to patients**
- ❖ It is essential that our patients and their families have literature available to them that is in a format they can access to ensure they are in control of their care
- ❖ Information needs to be easily accessible through various media forms that is appropriate to patient and family requirements, being mindful that traditional various formats of information does not always assist patients and meet their specific needs



Patient Experience



Priorities to choose from

The Walton Centre
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• Initiate enhanced training on oral hygiene

- ❖ As a specialised centre for neurology and neurosurgery, we care for patients who have a various complex conditions. As a result of some of these conditions, many patients require ventilation (sometimes for prolonged periods of time), a tracheostomy and/or have dysphagia (difficulty in swallowing) which at times means a patient has to remain nil by mouth for a period of time
- ❖ These patients are particularly vulnerable to having poor oral hygiene due to changes in secretions, dry mouth and impaired swallow As well as this, many of our patients have cognitive and mobility difficulties meaning it is difficult for them to clean their teeth efficiently. The aim of this priority is to implement the innovative and already proven successful “Mouth Care Matters” (MCM) project in order to enhance the standard of mouth care in our Trust
- ❖ To enhance the standard of mouth care across the Trust which would result in improved patient mood, dignity and assist in potentially reducing hospital acquired pneumonia/ventilator associated pneumonia rates that could be associated with poor oral hygiene



Patient Experience

Priorities to choose from

- **Improve the way we listen and act on patient, family and carer feedback**
- ❖ Patient, family and carer feedback is important to us and it is essential that we triangulate information received and use all information gathered
- ❖ The Patient Experience Team are keen to review ways in which we gather this information to ensure that all patient groups are heard e.g. via the introduction of patient panels
- ❖ Involving a family member or carer from the moment of admission to hospital until the moment of discharge has been proven in delivering enhanced quality care and improved outcomes



Patient Experience

- **Scope options to create outside garden space**

- ❖ Patient safety, comfort and experience is what we do at The Walton Centre. The ability to enable our patients to have fresh air and be outside, at a critical part of their care delivery is important to them and to staff caring for them. This can be a key element of care at end of life and also for our critical care patients and our aim is to make this happen
- ❖ Exploring options, patient safety requirement and how we can enhance patient experience through creating outside garden space



Quality Account Priorities 2017/18

Priorities to Audit



Quality Objectives 2017/18

- Develop SMART Database
- CPE screening and case management
- Develop Mental Capacity (MCA) Champions



- Develop Nurse Bank
- Develop Neuro Buddy Service
- Launch 'John's Campaign' for Dementia

- Same Day Admissions
- Improved Discharge Processes
- Surgical site infection



Quality Account Objective		Progress to Date
Development of SMART Database		ACHIEVED <ul style="list-style-type: none"> • Q1 – Developed and commenced • Q2 – Staff recording SMART activity
CPE Screening and Case Management		ACHIEVED <ul style="list-style-type: none"> • PIR testing occurs routinely • Increased screening programme to 30 days
Develop Mental Capacity Act (MCA) Champions	On Track	<ul style="list-style-type: none"> • Scoped Champion role • Audit undertaken, to be presented Jan 2018
Same Day Admissions		ACHIEVED <ul style="list-style-type: none"> • Reduced cancellations • Fully embedded
Improved Discharge Process – set at 35% before 12midday. (Need to reduce to 10%)	On Track for 10%	<ul style="list-style-type: none"> • Pyjama Paralysis Campaign rolled out • Clinical Utilisation Work rolled out across all wards • Benchmarking with other Trusts identified unrealistic target set
Review and Audit Surgical Site Infection	On Track	<ul style="list-style-type: none"> • Significant improvement in reducing surgical site infections which is recognised as being below the national target • External threshold of 6% with the current achievement of 2.17% • Collaborative work with NHSI is ongoing
Develop Nurse Bank	On Track	<ul style="list-style-type: none"> • Developed bank with NHSP • Increased recruitment with NHSP • Executive agreement that a WCFT Bank is developed
Develop Neuro Buddy Service		ACHIEVED <ul style="list-style-type: none"> • Buddies in place across all wards
Launch ‘John’s Campaign’ for Dementia	On Track	<ul style="list-style-type: none"> • Scoping exercise complete • Review of what is deemed ‘best practice’ nationally and locally complete • Surveys conducted noting preferences of patients, visitors and staff • Piloting of different visiting hours during festive season. • Develop a Visiting Hours Policy

Audit of Quality Objectives 2017/18

- **Develop SMART Database**
- **CPE screening and case management**
- Develop Mental Capacity (MCA) Champions

- **Same Day Admissions**
- **Improved Discharge Processes**
- **Surgical site infection**



- Develop Nurse Bank
- Develop Neuro Buddy Service
- Launch 'John's Campaign' for Dementia



Quality Objectives Audit 2017/18



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**As part of the Quality Account review,
Governors were asked to vote for the
indicator they want to be audited this year.**

- **Below is the list of indicators to be chosen:**
 - ❖ **SMART Database**
 - ❖ **CPE screening and case management**
 - ❖ **Same Day Admissions**
 - ❖ **Discharge Processes**
 - ❖ **Surgical site infections**