

An outstanding experience
for every patient

Quality priorities 19/20

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Wiltshire Council - Health Select Committee

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Quality priorities 19/20



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- 1. Work with our partners to prevent avoidable ill health & reduce health inequalities**
- 2. Reduce avoidable patient harm by 50% over 3 years (2019 – 2021)**
- 3. Work with our partners to improve patient flow through the hospital**
- 4. Design new models of care to provide patients with more convenient access to services & make the most of digital care**
- 5. Improve the health and wellbeing of our staff**

1. Work with our partners to prevent avoidable ill health & reduce health inequalities

Smoking screening

77% (18/19)

84% (19/20)

(Target 80%)

Alcohol screening

72% (18/19)

80% (19/20)

(Target 80%)

Smoking brief advice & NRT offered

94% (18/19)

91% (19/20)

(Target 90%)

Alcohol brief advice

88% (18/19)

93% (19/20)

(Target 90%)



'**Treat me well**' campaign launched with **Mencap** in June 19 at '**Here we are**' event

- Patients were able to familiarise themselves with the hospital layout
- Learn about reasonable adjustments they are entitled to



2. Reduce avoidable patient harm by 50% over years (2019 – 2021) – infection rates

Lowest gram negative blood stream infections in the region (PH England)



MRSA blood stream infections
3 cases (18/19) **0 cases** (19/20)

2. Reduce avoidable patient harm by 50% over 3 years (2019 – 2021)

Inpatient sepsis screening

88% (18/19)

(Target 90%)

100% (19/20)

Inpatient sepsis treatment

73% (18/19)

59% (19/20)

Escalated to doctor (recorded)

57% (18/19)

83% (19/20)



2. Reduce avoidable patient harm by 50% over 3 years (2019 – 2021) - falls

Patients over 65 receiving 3 key falls prevention measures

19% (Q1)

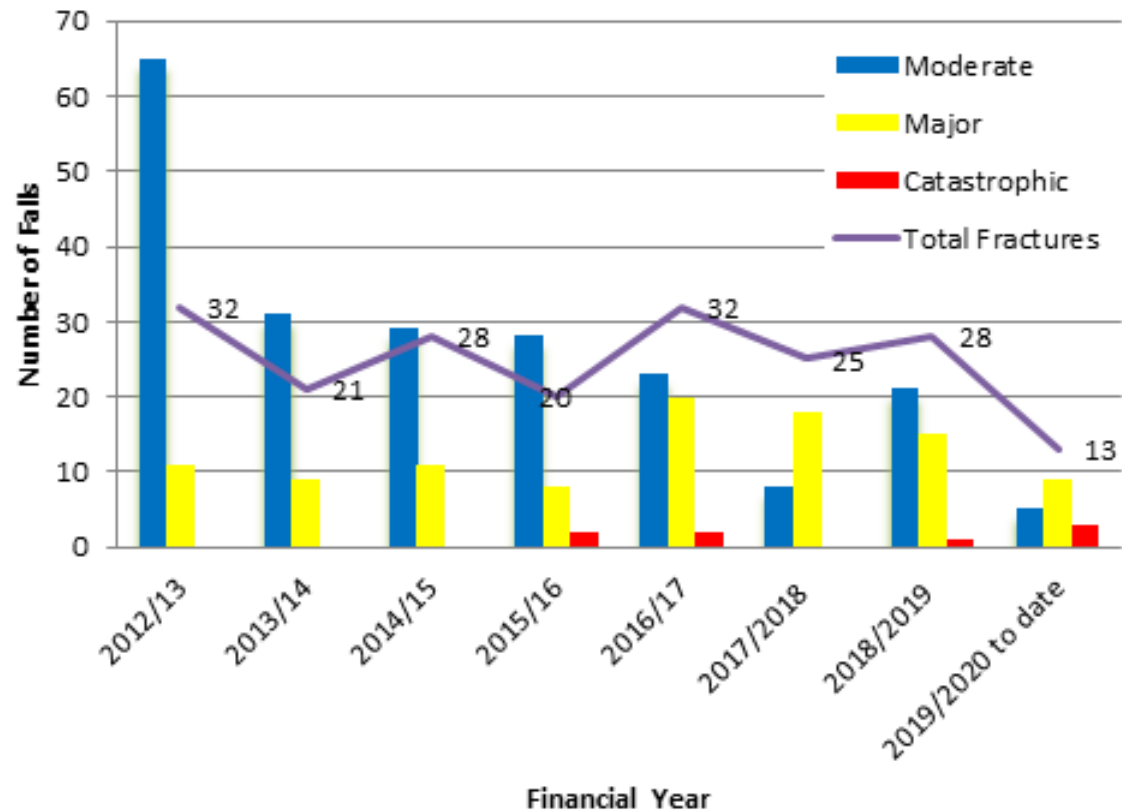
22% (Q2)

53% (Q3)

Target 80%



Number of patient falls resulting in high harm only (by Financial Year)



3. Work with our partners to improve patient flow through the hospital

This year we updated our patient flow improvement programme & relaunched it as 'Ready, Steady, Go' & measure key elements of the SAFER care bundle



Consultant review
within 14 hrs of
admission

90%

(Target 90%)



Early discharge
before midday

18%

(Target 33%)



Home as the preferred place of care at end of life

36 (18/19)

91 (to M10 19/20)

3. Work with our partners to improve patient flow through the hospital - OPAL team



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Measure	17/18	18/19	2019/20 To M9
No of patients seen by the OPAL team	962	1398	1039
No of patients discharged the same day by the OPAL team	466	588	452
No of patients discharged within 24 hrs of OPAL team assessment	Not recorded	1281 (92%)	907 (87%)

3. Work with our partners to improve patient flow through the hospital – re-admissions



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NHS Outcomes Framework Domain	Age	17/18	18/19	To Q3 19/20
% of patients readmitted within 28 days of discharge	0 to 15	6.54%	5.82%	7.17%
	16 or over	6.39%	6.56%	6.83%

3. Work with our partners to improve patient flow through the hospital – delayed discharge



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Standard	Internal target	December 19
Delayed transfer of care	14	31
Stranded patients	80	101
Super stranded patients	53	79

4. Design new models of care to provide patients with more convenient access to services & make the most of digital care

Same Day Target 75% Emergency Care (19/20)

100%
for patients with a
pulmonary embolus

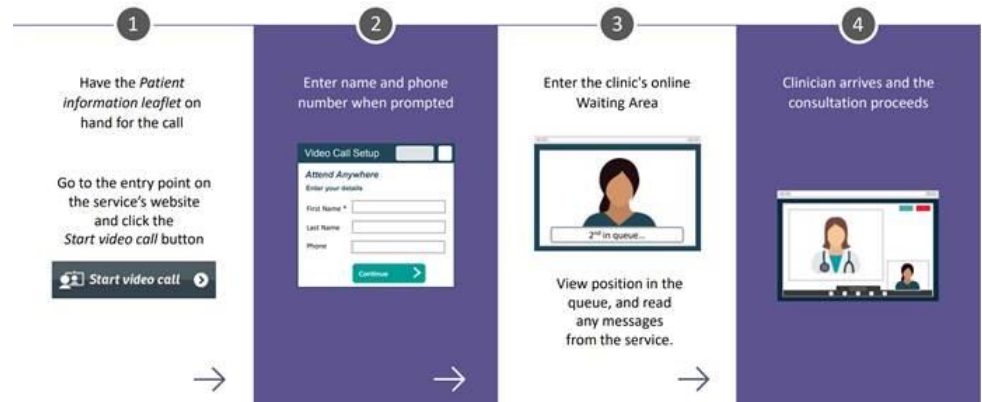


92%
for patients with
atrial fibrillation

93%
for patients with
community acquired
pneumonia



‘Attend Anywhere’ outpatient clinics so that patients can speak to a doctor or nurse in the comfort of their own home.



Consultant Connect - instant telephone advice while the patient is with the GP

Digital apps – a tool for patients to self-manage their condition

5. Improve the health and wellbeing of our staff



Quality Improvement training launched



I've had my
Flu Jab

78%

of our staff had the flu vaccine by Feb 20

(Target 80%)

Staff vacancy rate

6.93% (18/19)

4.76% (19/20)

(Target 5%)

Access to learning & development

Apprenticeship Training

10 people (18/19)

90 people (19/20)



Quality priorities 20/21



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1. Work with our partners to prevent avoidable ill health
2. Introduce the new national patient safety strategy to reduce avoidable harm
3. Work towards the implementation of the national learning disability improvement standards
4. Work with our partners to value patient's time by ensuring that they are only in hospital when necessary

Questions?



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THANK YOU

Patient-Centred & Safe

Professional

Responsive

Friendly