

Meeting / Committee:	Board of Directors	Meeting Date:	25 th February 2015
-----------------------------	--------------------	----------------------	--------------------------------

This paper is for:	Action/Decision	Assurance X	Information
---------------------------	-----------------	----------------	-------------

Title:	Quality Report – Quarter 3 2014/15
---------------	------------------------------------

Purpose	The purpose of this report is to provide the board with an update on quality and safety monitoring.
----------------	---

Summary:	<p>The following issues are of note in Quarter 3 2014/15</p> <ul style="list-style-type: none"> • Both MRSA and C. Diff thresholds have been exceeded. • There has been a significant increase in Deprivation of Liberty Safeguards reported, this is as expected due to the changes following the Cheshire West ruling. • Friends and Family Test response rates reduced in Q3 for both inpatient areas and A&E, improvement is needed in Q4 to ensure that the CQUIN target is met. <p>The trust continues to struggle with the 25 working day complaint response time target. The target is for 80% of complaints to receive a response within 25 days; however only 11.8% of complainants received a response in that time period for quarter 3.</p>
-----------------	---

Prepared By:	Emma Carter, Trust Clinical Governance Manager Ruth James, Deputy Director Quality Assurance	Presented By:	Ruth Holt, Director of Nursing and Quality Assurance
---------------------	---	----------------------	--

Recommendation:	The Board of Directors is asked to receive the report
------------------------	---

Implications	Legal	Financial	Clinical	Strategic	Risk & Assurance X
---------------------	-------	-----------	----------	-----------	-----------------------

**SOUTH TEES HOSPITALS NHS
FOUNDATION TRUST**

Trust Quality Report

Quarter 3 2014/15

October 2014 to December 2014

Prepared by:

Ruth James, Deputy Director of Quality Assurance

Emma Carter, Trust Governance Manager

James Evans, Quality and Reporting Manager

EXECUTIVE SUMMARY

The following issues are of note in Quarter 3 2014/15

- Both MRSA and C. Diff thresholds have been exceeded.
-
- There has been a significant increase in Deprivation of Liberty Safeguards reported; this is as expected due to the changes following the Cheshire West ruling.
- The trust continues to struggle with the 25 working day complaint response time target. The target is for 80% of complaints to receive a response within 25 days; however only 11.8% of complainants received a response in that time period for quarter 3.
- Friends and Family Test response rates reduced in Q3 for both inpatient areas and A&E, improvement is needed in Q4 to ensure that the CQUIN target is met.

PATIENT SAFETY AND QUALITY DASHBOARD (*see key to RAG rating below)

		Q4 - Jan to Mar				Q1 - Apr to Jun				Q2 - Jul to Sep				Q3 - Oct to Dec				2014/15	2013/14 YTD	Target	Trend	
		Jan	Feb	Mar	Q4	Apr	May	Jun	Q1	Jul	Aug	Sep	Q2	Oct	Nov	Dec	Q3					
IPC	Clostridium Difficile HAI (National Priority Target)	SOUTH TEES HOSPITALS NHS FT	2	5	3	10	4	7	4	15	4	1	4	9	6	7	13	26	50	47	37	
	MRSA Bacteraemia (National Priority Target)	SOUTH TEES HOSPITALS NHS FT	0	0	2	2	0	0	1	1	1	0	1	2	0	0	0	0	3	0	0	
	MSSA Bacteraemia	SOUTH TEES HOSPITALS NHS FT	2	3	3	8	2	4	3	9	1	1	4	6	1	3	4	8	23	20		
Falls	Number of Falls	SOUTH TEES HOSPITALS NHS FT	186	186	181	553	201	190	176	567	187	193	185	565	182	183	193	558	1690	1490		
	Number of Falls per 1000 bed days	SOUTH TEES HOSPITALS NHS FT	5.2	5.7	5.3	5.4	6.2	5.6	5.6	5.8	5.8	6.1	5.8	5.9	5.5	5.6	6.0	5.7	5.8	5.7	5.7	
	Number of Falls resulting in # NOF	SOUTH TEES HOSPITALS NHS FT	2	0	1	3	2	2	2	6	1	1	2	4	3	0	1	4	14	8		
	Total Numbers of Falls resulting in a #	SOUTH TEES HOSPITALS NHS FT	4	4	3	11	2	2	4	8	5	2	5	12	4	1		6	26	25		
Pressure Ulcers	Total Number of Pressure Ulcers HA Grades 1 & 2	SOUTH TEES HOSPITALS NHS FT	166	142	176	484	183	167	154	504	151	134	135	420	129	108	129	366	1290	1407		
	Number of Pressure Ulcers Grades 1 & 2 per 1000 bed days	SOUTH TEES HOSPITALS NHS FT	4.7	4.4	5.1	4.7	5.6	5.0	4.9	5.1	4.7	4.2	4.2	4.4	3.9	3.3	4.0	3.7	4.4	5.3		
	Number of Pressure Ulcers - Hospital Acquired Grade 3 and above	SOUTH TEES HOSPITALS NHS FT	17	21	20	58	22	23	26	71	8	16	13	37	13	15	12	40	148	186		
Nutrition	% MUST tool assessment completed within 24 hours of admission to ward?	SOUTH TEES HOSPITALS NHS FT	90.8%	94.2%	90.8%	91.9%	92.7%	96.2%	94.3%	94.5%	95.5%	94.6%	93.7%	94.6%	91.7%	93.1%	89.4%	91.5%	93.5%	91.2%	90%	
	% Appropriate actions implemented on ward?	SOUTH TEES HOSPITALS NHS FT	96.8%	94.7%	93.7%	95.1%	98.0%	99.7%	96.6%	98.1%	97.6%	98.5%	97.3%	97.8%	96.9%	94.4%	95.2%	95.7%	97.3%	94.7%	95%	
Medication Incidents	Number of Medication incidents Administration	SOUTH TEES HOSPITALS NHS FT	51	47	46	144	52	44	41	137	54	43	44	141	35	34	36	105	383	361		
	Number of Medication incidents Prescribing	SOUTH TEES HOSPITALS NHS FT	30	22	18	70	14	11	17	42	15	8	13	36	18	15	10	43	121	172		
	Number of Medication incidents Dispensing	SOUTH TEES HOSPITALS NHS FT	4	7	11	22	11	3	6	20	7	11	12	30	11	23	5	39	89	62		
	Number of Medication incidents Transportation	SOUTH TEES HOSPITALS NHS FT	2	1	3	6	5	1	1	7	2	3	0	5	4	0	1	5	17	13		
Incidents	Total number of incidents	SOUTH TEES HOSPITALS NHS FT	1458	1309	1302	4069	1464	1361	1316	4141	1456	1290	1331	4077	1432	1422	1499	4353	12571	10705		
	Incidents graded as moderate and above %	SOUTH TEES HOSPITALS NHS FT	2.9%	3.7%	3.4%	3.3%	2.7%	3.2%	3.6%	3.1%	1.9%	2.9%	2.4%	2.4%	2.6%	2.2%	1.3%	2.0%	2.5%	3.5%		
Complaints & PALS	Number of PALS contacts (excluding general enquiries)	SOUTH TEES HOSPITALS NHS FT	131	122	138	391	136	147	156	439	145	119	152	416	143	138	150	431	1286	1144		
	Number of formal complaints	SOUTH TEES HOSPITALS NHS FT	33	31	38	102	41	38	41	120	31	40	38	109	48	33	42	123	352	289		
	Number of formal complaints per 1000 Spells	SOUTH TEES HOSPITALS NHS FT	2.5	2.5	2.8	2.6	3.2	2.9	3.1	3.1	2.3	3.3	2.9	2.8	3.6	2.6	3.3	3.2	3.0	2.5		

*Interpreting the RAG rating : the background colour indicates performance against target where a target has been set.