



Quality Report 2018/19



UH Bristol

- 9 hospital sites
- 100+ clinical services
- 8,700 (WTE) staff
- In 2018/19:
 - 144,000 A&E attendances
 - 47,000 emergency admissions
 - 15,000 elective inpatients / 71,000 elective day cases
 - 737,000 outpatient appointments



Three key markers of quality

- CQC rating – Outstanding (latest inspection currently in progress)
- NHS staff survey – Top 20 acute Trusts for staff engagement
- National inpatient survey – Top 2 acute Trusts for overall patient experience for last two years



This presentation

- Progress against quality objectives for 2018/19
- Our quality ambitions for 2019/20
- Opportunity to ask questions about our draft Quality Report



Review of quality objectives 2018/19

Achieved:

- Delivery of Year 2 of our customer service programme, 'Here to Help'
- Continued improvements in staff-reported ratings for engagement and satisfaction
- Significant improvement in compliance with 62 day GP referral to first definitive cancer treatment standard – we achieved the 85% threshold in 8/11 months (only 2/12 in 2017/18)
- Ongoing improvements to patients' experiences of maternity services – participation in BNSSG 'Better Births' programme, including introduction of continuity of care pathway



Review of quality objectives 2018/19 (cont.)

Achieved:

- Introduction of ‘mystery shopping’ as a technique to better understand patients’ experiences of our services – launch of “My journey” methodology
- Improved learning from Serious Incidents and Never Events – no invasive procedure Never Events in ophthalmology or dental services and no Never Events involving midazolam and misplaced nasogastric tubes

Partially achieved:

- Improvements in early recognition of the dying patient – introduction of screening question, “Is this patient so unwell they might die on this admission?”



Review of quality objectives 2018/19 (cont.)

Not achieved:

- Improving the safe prescribing and use of insulin (it became apparent that this objective was fundamentally flawed by unreliable data which had indicated insulin prescribing as a concern – a significant focus for us has therefore been ensuring the quality and robustness of our insulin data)



A programme to deliver excellent service,

every time.

We learnt from private sector experts...

A shared vision of what good service looks like,

Effective **marketing** to customers and
staff

Incorporation into **recruitment**, induction and
training

Effective **systems** and processes for staff to deliver great
service

Rapid response to feedback and concerns from
customers

Inspected and rated

Outstanding ☆



University Hospitals Bristol
NHS Foundation Trust

Here to help – two target groups

Service users



Ask us

If you have a question or concern, please always ask a member of staff for assistance.

Tell us

You can also tell us about your experience:

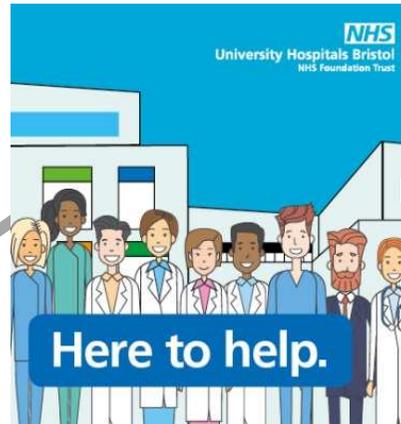
- Online: uhbristol.nhs.uk/talkus
- At the feedback points around our hospitals
- Via a comment card
- Via the QR code

Supporting you

Our Patient Support and Complaints Team is also here to help:

- 0117 342 1050
- PSCT@uhbristol.nhs.uk
- Patient Support and Complaints Team, Bristol Royal Infirmary, Upper Maudslayi Street, BS2 8AW

Respecting everyone
Embracing change
Recognising success
Working together
Our hospitals.



Staff



Real-time
patient and
visitor
feedback

Encouraging patients, carers and visitors to tell us about a concern **as it happens** using new electronic feedback points in our hospitals



- We're also getting better at **reporting** feedback to staff and teams

You'll be seeing these
feedback points installed in
our hospitals during 2019



Effective monitoring & use of feedback





Quality objectives 2019/20

Source material used to develop our objectives:

- Feedback from an on-line survey of staff and members in February 2019
- Feedback from our annual Quality Counts engagement event in January
- Review of our 2018/19 objectives
- Review of our mid-term progress towards achieving goals set out in the 2016-2020 Quality Strategy (2019/20 objectives are an opportunity to address any goals that need a 'final push')

Quality objectives 2019/20

We have agreed the following themes and are in the process of developing the supporting detail for each objective:

- Reducing the risk of Never Events
- Supporting the needs of young carers
- Improving staff engagement by developing the organisational reach, functionality and reporting for the 'Happy App' (an app developed at UH Bristol which enables staff to report levels of satisfaction at work)
- Improving information about physical access to our hospitals
- Introducing the new Medical Examiners system, and scoping the requirements for a model of 'outstanding' bereavement support in adult services



Quality objectives 2019/20 (cont.)

- Improving patient safety through the use of digital technology. Three specific themes have been identified:
 - Improving the management of intravenous cannulas
 - Improving compliance with taking patient observations on time as recommended by NEWS2
 - Improving compliance with VTE assessment
- Improving outpatient experience through the roll-out of ‘real-time outpatients’ – designed to allow all of the administrative tasks relating to a patient’s clinic appointment to take place on the day of the visit
- Training lay representatives to participate in Trust groups and committees



Questions?