

Health Overview and Scrutiny Panel Quarterly Report Issue 12: December 2010

Clinical Service Centres

Jane Williams has recently taken over as Chief of Service for Medicine for Older People, Rehabilitation and Stroke Clinical Services Centre.

Cherry West, who currently works at Norfolk and Norwich University Hospitals NHS Foundation Trust has been appointed as the Trust's new Chief Operating Officer and will take up her position from 4 January.

Gill Walton has been appointed as Head of Midwifery. Gill has held a number of senior midwifery posts and is currently working at Oxford Radcliffe Trust as Director of Midwifery. She will start in early January.

Finances and sustainability

The Trust's financial plan for the year 2010/11 is to achieve a break-even financial position on income and expenditure. The Trust needs to deliver total efficiency savings of £37m, of which £31m savings have currently been identified.

The Trust has an established sustainability committee which has well developed turnaround plans such as the hospital at night project and a clinical coding work stream.

Quality and safety

The nutritional screening of patients has increased since January from 54% to 74% in August and our aim is to get to 100%. Over 650 staff have received nutrition training in the past six months.

The Trust is well on target to achieve 90% for VTE risk assessment by the end of the year, ahead of the national benchmark.

Patients are now getting a much improved outpatient service thanks to the new interactive patient messaging service. We have reduced our Did Not Attend rates (DNAs) and cut outpatient waiting times following the introduction of Patientxt!22, a text and voice reminder system. This all means a better experience for the patient. In just three months since introducing Patientxt!22 across all outpatient appointments, the Trust has seen a significant reduction in DNAs by 38.3%. This means the Trust has been able to re-use an extra 1,776 appointments that would otherwise have been wasted.

The Trust took part in Patient Safety Week in November with events being held across the hospital to highlight the good work being done to further improve patient safety, share good practice and indicate where we need to do more. Events included information stands, department tours and discussion sessions. Both staff and the public were invited to take part.

Infection Prevention

The Trust continues to perform well against national targets for MRSA and C.difficile with results for 2010/11 being as follows:

MRSA	one case compared to a trajectory of seven between April – Oct 2010.
C-difficile	53 cases in October against a trajectory of 64 between April - Oct 2010.

Diabetes team wins national award

The Trust has won a national Health and Social Care Award for improving the quality of care for patients with diabetes, beating 1,500 entries. The award, in the Acute Care category, recognises innovative practice which improves the delivery of services and experience for patients in hospital.

Patients with diabetes are twice as likely to be admitted to hospital, have higher complication rates and have a length of stay twice that of non-diabetic patients. The Trust identified that around 18% of its in-patients had diabetes. Diabetes can slow down the healing process, thereby causing delay in discharge.

To improve patient outcomes, the Diabetes In-Patient Prospective Service was set up in 2009 to provide daily contact with patients from the diabetes specialist team in four specific areas within Queen Alexandra Hospital, improving the education of ward staff and doctors and preventing the incidence of hypoglycaemia (an abnormally low level of sugar in the blood).

Patients' length of stay has reduced by about 1.4 days and patients are prevented from being re-admitted. Additionally, patients are now half as likely to suffer from hypoglycaemia while in hospital and are less likely to develop hospital-associated infections. The cost of overall care across the Trust has reduced by an estimated £2m.

Temporary relocation of midwives at The Grange in Petersfield and Blake in Gosport

The Trust is currently experiencing a marked increase in the number of births. Midwives from The Grange in Petersfield and Blake in Gosport have been temporarily relocated to Queen Alexandra Hospital in Cosham, where the majority of the increases of expected births are likely to take place. This allows a safe and effective management of the increase in expected activity and ensures 1:1 care in labour remains a priority.

Both Blake and Grange Maternity Centres remain open for antenatal and postnatal clinics and the provision for parent education classes and breastfeeding support is continuing.

In September 2010 there were 538 births compared to 531 in September 2009 and in October there were 570 births compared to 487 in October 2009.

The relocation of midwives is a whole system temporary decision founded on clinical safety grounds. Both birthing centres are due to be open again for births on 9 January 2011.

The Trust attended a public meeting in November hosted in Petersfield by Friends of the Grange. Mr Simon Holmes, Medical Director and Ms Jayne Jempson, Acting Head of Midwifery, answered queries and provided reassurance that the midwives would be returning to the centres in January as communicated.

Maternity CQC survey

A survey of maternity services from across the country was conducted by the Care Quality Commission in February 2010. The survey's report shows most women are positive about their pregnancy and birth experience and that we as a Trust are performing well and inline with similar trusts.

The Trust continues to develop and further improve its maternity services for the benefit of our patients. The Trust has invested in additional parent education resources, reinstated 'aquacise' antenatal classes following requests from women and are working with the National Childbirth Trust in antenatal classes.

The Trust has also developed additional training and resources for breastfeeding advice and there are also additional voluntary and peer support groups in the hospital and community to ensure that services and resources are being used to give consistent and informative support to our women.

Dr Foster Hospital Guide

At the end of November the Dr Foster Hospital Guide was published, which looks at over 25 indicators of acute hospital performance across England. The report found that the majority of the Trust's services are performing well.

The Trust received particularly positive results for Hip Fracture and importantly the guide recognised that our Trust performs well in mortality statistics, much better than similar Trusts in our South Central area. The Trust is not complacent, and recognises that there will still be some areas for improvement as we meet our commitment to providing the highest standard of care possible for our patients. The guide can be viewed at the following link: <http://www.drfoosterhealth.co.uk/>

Winter preparedness

In November the Trust opened G2 ward to help improve patient flow. G2 is for patients from all Clinical Service Centres who are medically fit but have complex or complicated discharge needs. Patients remain under the care of their own Consultant and are regularly reviewed and overseen by the Matron for delayed discharge.

Snow

The Trust worked well in the recent heavy snow with all services running as normal. Despite conditions in Portsmouth and the surrounding areas many staff made extra efforts in the difficult circumstances and once again the great team spirit was exhibited throughout the adverse weather.

Parking Charges

Carillion, who manage the Trust's car parks, increased the parking rates in the Multi-story car park, the North Car Park and for the spaces by the East Entrance at Queen Alexandra Hospital in November. Carillion have a contractual right to increase their charges, however the Trust has worked alongside Carillion to ensure the rises are fair, remain as low as possible and are in line with parking charges at other local NHS hospitals.

This is the first time for six years (since 2004) that car parking charges at Queen Alexandra Hospital have risen. The Trust receives no income from these parking charges. It is important to note that patients and visitors who need to attend the hospital over a long period of time can still benefit from a reduced parking charge rate. This is at the discretion of the ward or clinic sister.

VitalPAC

The Trust's VitalPAC team won the BUPA Foundation Patient Safety Award at this year's BUPA Foundation Awards. The team was recognised for their dedication and hard work in developing the system which records patients' vital signs and will automatically calculate the early warning score for the patient and identifies when the next observation needs to be done. This system has undoubtedly improved the care we give to patients.

Ends