

DATE OF BOARD MEETING	24 September 2013
REPORT FOR	Trust Board of Directors - Part A
REPORT FROM	Dr Karen Dunderdale, Chief Nurse
SUBJECT	Transparency Project Phase 2
CONTACT OFFICER	Tara Filby, Deputy Chief Nurse
BACKGROUND DOCUMENT (IF ANY)	N/A
SUMMARY OF THE REPORT	This report provides an overview of the Transparency Project which is being led by NHS North. The aim is to encourage Trusts to publish information relating to pressure ulcers and falls.
HAVE THE STAFF SIDE BEEN CONSULTED ON THE PROPOSALS?	N/A
HAVE THE RELEVANT SERVICE USERS/CARERS BEEN CONSULTED ON THE PROPOSALS?	N/A
ARE THERE ANY FINANCIAL CONSEQUENCES ARISING FROM THE RECOMMENDATIONS?	This requires further scoping as additional data is required over and above current data collected within the Trust
IF YES, HAVE THESE BEEN AGREED WITH THE RELEVANT BUDGET HOLDER AND DIRECTOR OF FINANCE, AND HAVE ANY FUNDING ISSUES BEEN RESOLVED?	N/A
ARE THERE ANY LEGAL ISSUES ARISING FROM THIS PAPER THAT THE BOARD NEED TO BE MADE AWARE OF?	N/A
WHERE RELEVANT, HAS PROPER CONSIDERATION BEEN GIVEN TO THE NHS CONSTITUTION IN ANY DECISIONS OR ACTIONS PROPOSED?	Yes
BOARD ACTION REQUIRED	The Board is asked to support us joining Phase 2 of this project.

Energise For Excellence (E4E) The Northwest Transparency Pilot

Background to the Pilot

Jane Cummings, Chief Nurse, NHS North of England, has led this Transparency pilot project with her team as part of the Energise for Excellence (E4E) programme. The E4E programme calls to action nurses across the country in ensuring that patients receive the best care and experience all of the time and has been promoted in light of the Francis Inquiry and recent patient safety associated reports, including the report from the Keogh Rapid Review Team.

Patients and the public have a right to information about the quality of care provided by NHS organisations so that they can make meaningful choices about care for themselves and their families. This requires NHS organisations to adopt an open and transparent culture alongside a commitment to measure and publish information on what matters to patients and staff - clinical outcomes and experience.

What is the Transparency Pilot?

The transparency pilot has initially looked at clinical areas where patients have suffered pressure ulcers and falls and reviewed these harms via a root cause analysis. At the same time the experience of both patients and staff in those areas was also collected by a survey.

Key aspects of the pilot:

- Identifying indicators which measure the quality of nursing care, patient and staff experience
- Collecting the comparable information and publishing locally
- Improving patient outcomes
- Improving patient experience
- Improving staff experience

Phase 1 of the Northwest Pilot

Phase 1 ran from October 2011 to February 2012 and eight NHS hospital trusts in the Northwest volunteered and carried out monthly reviews of falls and pressure ulcers that patients had suffered whilst in their care.

The process was as follows:

- In the clinical areas where the pressure ulcer or falls harm occurred, patients and staff answered survey questions regarding their experience
- Each Trust published its results on their hospital website supported by a narrative explaining the steps taken to improve care and experience
- The aggregated results have been shared with the Department of Health, the Patients Association, the NHS Information Centre, the Nursing Times and the Health Service Journal

The second phase of the pilot is now about to start and involves wider participation from Trusts across the North of England with the potential to be implemented nationally.

Achievements to Date from Phase 1

- A set of indicators which bring together patient outcome, patient and staff experience
- Publication of comparable local data
- Base line data confirming the numbers of falls and pressure ulcers

- The majority of patients have reported a good care experience
- The nursing teams are focusing on the clinical areas that require improvement to provide the best care every time
- The nursing teams are committed to being open, accountable and are leading the process
- The staff experience responses provide a consistent picture that nurses were not always content with all of the care they have provided and that they could not always recommend the ward as a place to work. Further work is required to distinguish between satisfaction about the standards of care provided and the impact that organisational change has on the care environment
- The care experience of patients experiencing harm is reported and understood from the ward up to the board
- Trusts collaborated to understand where improvements in patient care could be made and published the data together

Northern Lincolnshire & Goole Hospitals NHS Foundation Trust Participation

This Trust is already involved in the Safety Thermometer initiative to reduce harm associated with VTE, CAUTI, pressure ulcers and falls. The Chief Nurse Strategy aims to improve patient safety and the patient experience and consequently there is already a focus on collection of this type of data by the Quality Matrons with the aim to drive improvements in quality at a local level. Participating in this project would further enhance this work by capturing patient and staff experience at the time harm occurs therefore triangulating the data available for the benefit of patients.

Why get involved?

- A transparent culture builds public confidence in the nursing care patients receive
- Gives patients access to the information they need to make meaningful choices about their care
- Ensures organisational accountability
- Drives improvements in care through the use of comparable patient care measures
- Focuses on care outcomes and enables professionals to drive improvement
- Identifies where nursing care is making a difference for patients and carers

Positive benefits are as follows

- We demonstrate our commitment to a zero tolerance to avoidable harm
- We already capture most of the data required and report it to the Board of Directors
- We currently carry out a root cause analysis (RCA) on all pressure ulcers at grade 3 and 4 and all falls where moderate to severe harm is caused – this project would include RCAs of Grade 2 pressure ulcers assisting us to drive improvements in a more timely manner
- We already proactively collect patient experience data – the project would require us to collect significantly more patient and staff experience data than is currently populated on the Nursing Dashboard thus providing additional feedback
- We are already an open organisation on a case by case basis and share investigations into care with patients and their families – the project would extend openness and transparency to the wider public through publication of data on the Trust Internet and via NHS Choices
- Reducing the harm associated with pressure ulcers and falls aligns to key pieces of work this year as part of the Chief Nurse Strategy

Potential risks

- Currently we don't publish data regularly about these harms although pressure ulcers and falls do feature in the quality account

- Being open about these harms via the Trust website may lead to adverse publicity and press interest
- Some of the staff results from other Trusts were not always positive and could affect the reputation of the Trust if these are poor and we have signed up to publication
- To commence Phase 2 will require significant support and input from the Information Team, Quality Matrons and Operational Teams in relation to undertaking RCAs and collecting/collating patient and staff experience data

Recommendation

- We join this project in Phase 2 and manage the potential risks associated with the media as the project develops with regular updates on progress to the Board of Directors. Record this risk on the Trust's risk register. It is anticipated that Phase 2 Trusts will start reporting their data at the end of November 2013.
- It is likely with Jane Cummings promotion to the Chief Nursing Officer for England that the project will become mandatory for all in the near future anyway, so participating now would be beneficial.
- The Trust Board are asked to support joining the project and any further action as necessary