

Quality | Care | Respect

County Durham and Darlington **NHS**
NHS Foundation Trust



Better Quality, Better Care

Quality Accounts 2010



International Network of
HHealth
PPromoting
HHospitals & Health Services



Better Quality, Better Care

At County Durham and Darlington Foundation Trust, our vision is to provide excellent healthcare in hospital, home and community, all of the time.

Our values of quality, care, and respect

- remind us of our duty to our patients and visitors, and
- remind you what you should expect when you are in our care.

The quality of the care we provide is important to us – we want our patients to have the best outcome following treatment, and have the best experience possible while in our care.

This booklet describes what we have been doing to improve the quality of patient care during the last year, and our plans to make more progress during the year to come.

With best wishes

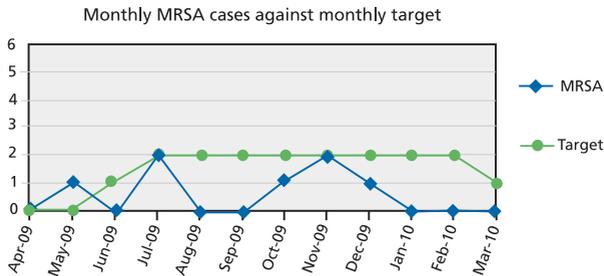
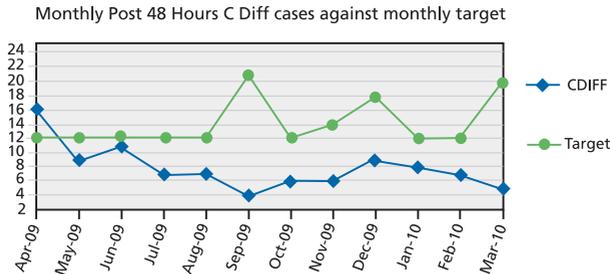
Stephen Eames

Chief Executive

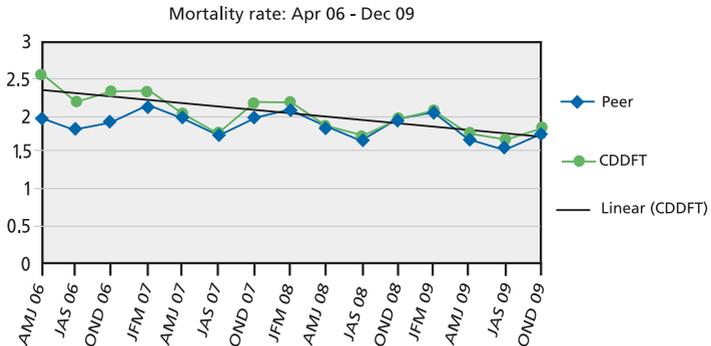
Better quality, looking back

During 2009/10:

- We met and improved on our target for cutting the healthcare acquired infections, MRSA and Clostridium Difficile (C Diff).



- We improved care for patients who were seriously ill, reducing the number who needed urgent treatment for cardiac arrest by 10%
- Our death rates went down and were better than average, compared with similar hospitals
- We reduced medication errors by over 50%



- We reduced the number of patients transferred out of critical care because their bed was needed for a sicker patient from 39 in 2008/09 to 12
- We put measures in place to comply fully with the Mental Health Act and the Deprivation of Liberty Standards
- We improved our standards of care for stroke patients – with more patients being treated in a specialised stroke unit, and receiving scans more quickly
- We improved end of life care for patients at University Hospital of North Durham, helping more of them stay pain free and comfortable during their last days and hours. We need to make improvements at Darlington Memorial Hospital during 2010/11
- We introduced the Dignity Challenge and Dignity in Care Campaign. 120 members of staff signed up as dignity champions, and received over 100 responses. We have recruited over 60 more volunteers to help with meals in partnership with Age Concern and PALS
- All of our sites except Darlington scored excellent in the annual Patient Environment Action Team (PEAT) inspections. Darlington Memorial is our oldest site, and work has begun to improve facilities at the hospital.

What we are doing well:

- Seizing the Future was a review of services carried out by health professionals; this resulted in changes to how and where we provide care, allowing us to meet quality standards and best practice. We believe we are beginning to see improvements for emergency patients as a result of these changes, including improvements in stroke care
- As part of Seizing the Future, we are investing over £6 million in a new critical care area at Darlington, and adding an extra critical care bed in Durham, improving facilities for seriously ill patients, and patients following major surgery
- NHS North East and NHS County Durham and Darlington looked at how well we meet standards for single sex accommodation. The Trust is usually compliant with the standard and a short action plan was developed
- During the year we invested over £700 thousand in the fight against healthcare acquired infection. We cut the number of MRSA cases from 38 in 2008/09 to seven in 2009/10. We also reduced C diff infections, another healthcare acquired infection
- The Trust has an increasing role in research and development and is being funded to carry out more research trials. We believe this area will continue to grow, helping the Trust improve the care it provides.

Better quality – looking ahead

For 2010/11, our priorities include:

- Improving maternity care, including employing more consultants so that we offer better and safer care during labour
- Having good systems in place for safeguarding vulnerable children and adults. We have appointed an experienced children's doctor to carry out an important role working in the Trust and with other organisations, to safeguard children.
- Taking part in a national drive to reduce cases of deep vein thrombosis
- Continuing to improve care for stroke patients, recruiting specialist staff, and building on recent improvements
- Making sure that we learn any lessons from safety issues raised in other trusts.

Other quality targets are:

Patient safety

- Continuing to improve mortality rates
- Fewer medication errors
- Fewer cardiac arrests in seriously ill patients
- No avoidable healthcare acquired infection
- Safeguards against serious errors in treating patients.

Patient experience

- Meeting standards for end of life care
- 10% fewer complaints about attitude of staff
- Improving scores for dignity and respect in the patient survey
- Fully meeting single sex accommodation requirements
- 15 minutes maximum waiting time in out patients
- Improving care of patients with a learning disability
- Meeting patients' nutritional needs.

Effectiveness

- Meeting best practice on prescribing of antibiotics
- All patients with fractured neck of femur (broken hip) operated on within 36 hours of admission
- Meeting national standards for stroke.

For more information

This document summarises the key points in the Trust's Quality Account.

It is published in full on the NHS Choices website www.nhs.uk and is published in the Trust's annual report, available on our website at www.cddft.nhs.uk, or by contacting the Trust Secretary:

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This report is also available, on request, in alternative languages and formats including large print and Braille.

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