

## Care Quality Commission

### Annual Health Check for 2008/09

The Great Western Hospitals NHS Foundation Trust has shown real focus on tackling the issues that concern patients when they come to hospital for treatment, and has been awarded 'Good' for the Quality of Services for the second year running, in the health watchdog the Care Quality Commission's annual assessment.

The Care Quality Commission rates all NHS Organisations on an annual basis in two areas (1) Quality of Services, and (2) Quality of Financial management. The grades they award are weak, fair, good or excellent.

The results for the Trust's performance during the last financial year, April 2008 to March 2009, give a scoring of Good for 'Quality of Service' and Good in the 'Quality of Financial Management'.

Each year the assessment standards become more challenging - and rightly so - and NHS organisations have to improve their performance to maintain the same rating each year. Being awarded 'Good' for Quality of Services two years in a row demonstrates that staff are constantly improving the care they provide to patients.

**Quality of Services** covers the standards of care we provide for patients and how quickly patients can access different treatments. We have scored Good for two successive years which means we are balancing the provision of good quality care to our patients with ensuring good management of our finances.

**Quality of Financial Management** covers the spectrum of indicators used to demonstrate the Trust's financial management. This means using the funds we have available to get the best value for money. This is the third year we have scored 'good' which means we are applying good financial management consistently.

#### How do we compare locally

Criteria	Great Western Hospitals NHS Foundation Trust	University Hospitals Bristol NHS Foundation Trust	Royal Berkshire Hospital NHS Foundation Trust	Salisbury NHS Foundation Trust	Gloucestershire Hospitals NHS Foundation Trust	Royal United Hospital Bath NHS Trust	Oxford Radcliffe Hospitals NHS Trust
<b>Annual Health Check Ratings 08/09</b>							
Quality of Services	Good	Good	Good	Good	Good	Good	Excellent
Quality of Financial Management	Good	Excellent	Excellent	Excellent	Good	Good	Good

## **How have we improved the quality of our services?**

- **Low Waiting Times**

Waiting times for surgery from the time when a GP refers a patient to the Great Western Hospital has dropped to 13 weeks in 90% of cases. Only two or three years ago, around the country, patients were routinely waiting for 6 months, and in many cases far longer, so this is a great achievement and means that patients in Swindon and Wiltshire now have some of the shortest waits in England for their hospital care.

The waiting times for diagnostic tests such as scans, endoscopies, hearing assessments and heart investigations reduced dramatically from around 13 weeks to less than 6 weeks. Our radiology waits have been less than two weeks for almost all procedures this year, and we are amongst the best units in the country.

- **Recognition of high standards and safety**

The NHS Litigation Authority (NHSLA) conduct rigorous independent assessments against a number of risk management standards designed to ensure the safety of services offered by hospitals. The levels achieved are scored as 1, 2 or 3 (3 being the best). The maternity unit was inspected in December 2008 against new standard then being piloted by the NHSLA. The inspection visit resulted in the maternity unit being awarded the highest Level 3 standard, (and at that time was one of only two trusts in the country to achieve Level 3 of the new standards).

- **Emergency Department saw over 98% of patients in less than 4 hours**

The Emergency Department team worked incredibly hard during the year to ensure that only 2% of the 62,628 people who attended had to wait more than four hours to be either discharged to the care of their GP or admitted to the hospital for further treatment or investigations.

- **Healthcare Acquired Infections**

There has been a huge improvement in the way we manage infections at the Great Western Hospital in 2008/09, which has led to a significant fall in the incidence of both MRSA and Clostridium Difficile. There were 6 MRSA against a permitted maximum (set by the Department of Health) of 8 and 75 reported Clostridium Difficile against a permitted maximum of 200. The Trust was recognised by the Department of Health for its continuing efforts to eradicate infection, and received a regional award and £150,000 which has been invested in new innovative ways to continue our fight against infection.

- **Reduction in mortality**

Mortality in the NHS is calculated using a term known as "Relative Risk". This is defined by a risk score being allocated to each patient who enters an NHS Hospital in England. Using information about the patient, the process looks at that patient's probability of a negative outcome (i.e. the likelihood that the patient will die within their period of care). The risk is calculated considering age, sex, method of admission, socio-economic deprivation, diagnosis, other conditions, and previous emergency admissions in the previous 12 months. The nationally expected rate, based on patient types, standardised using all the factors listed above, is 100. Scores above 100 suggest a higher level of Mortality than would be expected for a hospital such as ours with the case mix we have. Scores below 100 suggest a mortality rate better than expected. For 2008/09, the Great Western Hospitals NHS Foundation Trust scored 93.6.

- **An excellent environment for patients**

The Great Western Hospital is inspected annually by the nationally co-ordinated Patient Environment Action Team who for the 2<sup>nd</sup> year in a row awarded the Trust 'excellent' for the quality of the environment, including cleanliness and quality of patient meals.

**The Trust's Chief Executive, Lyn Hill-Tout says:**

We are delighted that we have sustained the improvements to the quality of services that we offer our local community and we will continue to work hard to become even better. We are committed to providing safe, high quality care, without delay and publish monthly updates on our performance on our website on how we are doing.

During the year we signed up to a national initiative titled 'Patient Safety First' and this has been led by our Director of Nursing & Midwifery working closely with the clinical teams across the Trust to focus our efforts in improving the work that we do in areas such as medication, focussing attention immediately prior to and after an operation, and monitoring patients whose condition is deteriorating.

We are keen to take our services to those who live further way from Swindon, and during the year opened an X-Ray service at Fairford Hospital which has been welcomed by the patients in the surrounding area. We have also expanded the outpatient clinics at Fairford, and continue to offer clinics at Savernake, Chippenham, Devizes and Malmesbury.

We are delighted to be recognised by the Strategic Health Authority for the work that we have done on hospital acquired infections and to eliminate accommodation which male and female patients had to share. We now offer separate four-bedded bays across the hospital for men and women and in critical care – where this segregation is not always possible depending on the flow of patients – we ensure that all washing and toilet facilities are separated as appropriate to reflect the number of patients at anyone time.

Through good use of our resources during the year, we have invested £700,000 in extra ward nurses and £690,000 in extra junior doctors. We are constantly looking at ways to improve the quality of care and have signed up to a national programme 'the Productive Ward' which streamlines ward processes and has freed up nurses to spend more time with their patients.

We are delighted with the Care Quality Commission's assessment that we are Good for the Quality of Services that we offer, and Good in the Quality of Financial Management, and will continue our efforts to provide the very best patient care for the communities of Swindon, Wiltshire, South Gloucestershire, South West Oxfordshire and West Berkshire.

**Ends.**

These results are part of the Care Quality Commission's Annual Health Check 2008/09 which involves assessing and rating the performance of each NHS Trust in England during the financial year from 1 April 2008 until 31 March 2009. Full details of the results are available on the Care Quality Commission's website, and are featured on the NHS choices website: [www.cqc.org.uk](http://www.cqc.org.uk) or [www.nhs.uk](http://www.nhs.uk)