

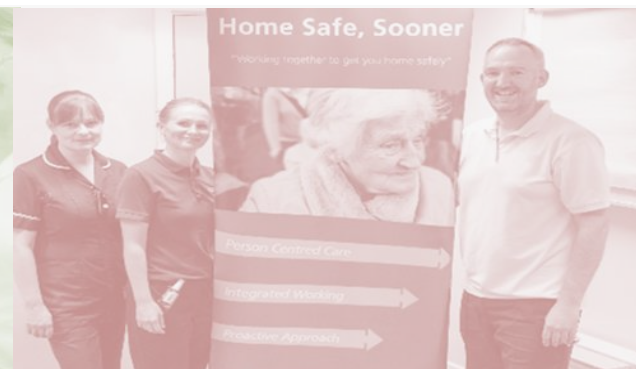
Quality Accounts 2020-21

Karen Sheard

Deputy Chief Nurse

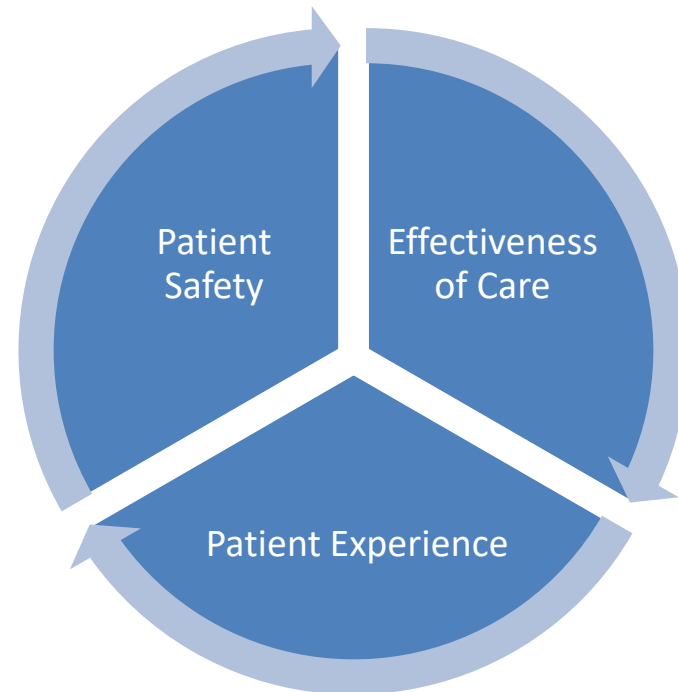
Keith Wheldon

Business Intelligence Manager

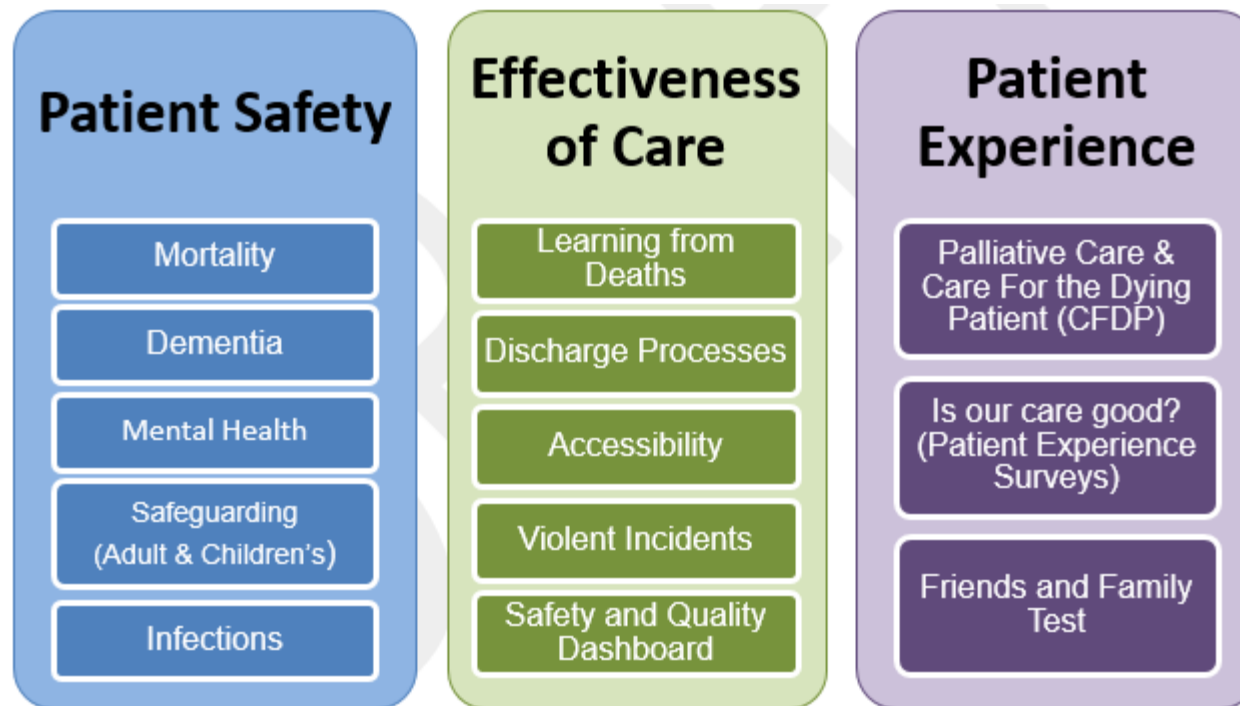


Quality Accounts 2020-21

Three Key Priorities



Quality Accounts Priorities 2020-21



Patient Safety

Mortality Indicators (HSMR & SHMI)

Hospital Standardised Mortality Ratio (HSMR) – In-Hospital mortalities

HSMR – 97.12 (December 2019 to November 2020)

HSMR reporting in 2019-2020 Quality Accounts **91.30** (December 2018 to November 2019) an increase of **6.82** points

Summary level Hospital Mortality Indicator (SHMI) –

In-Hospital Deaths and those up to 30 days post Acute Trust discharge

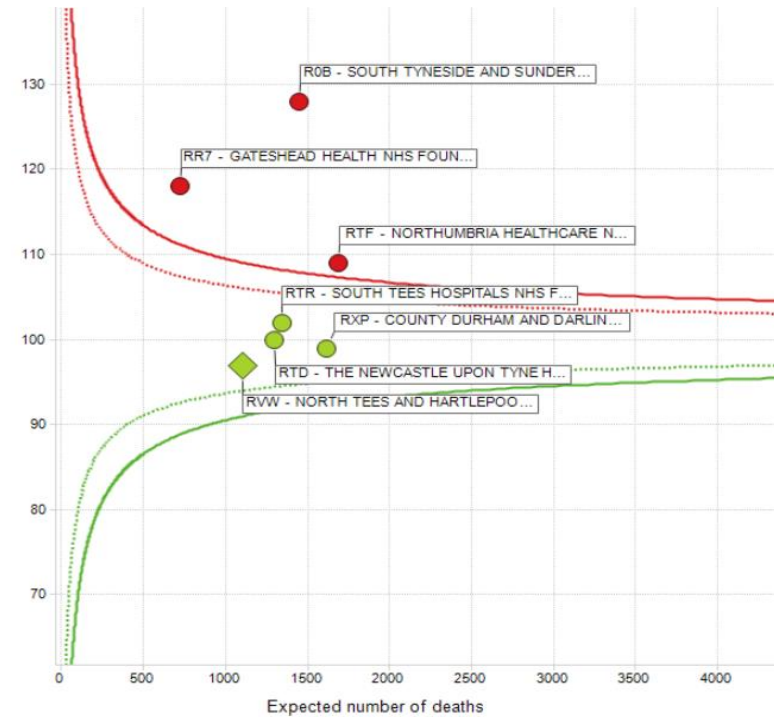
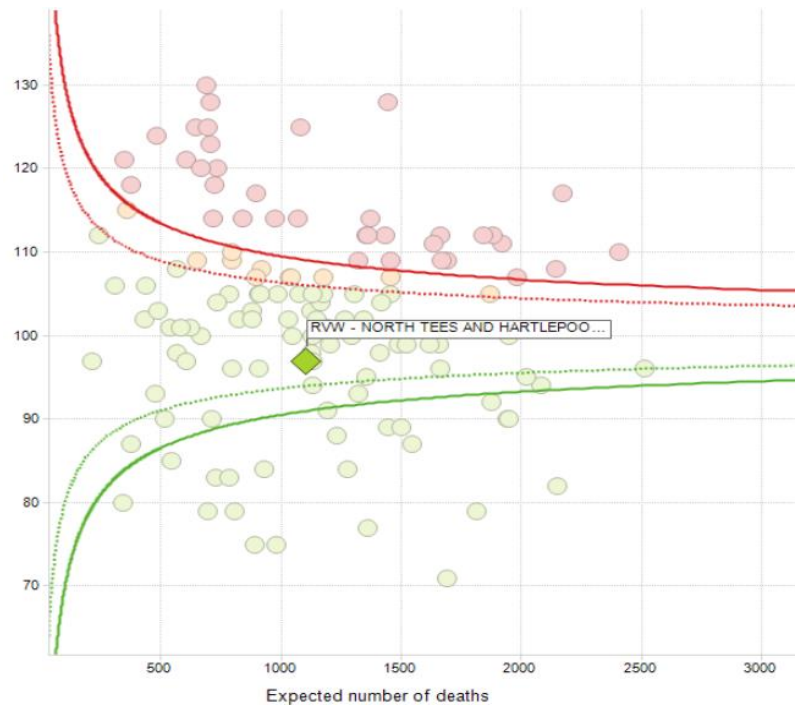
SHMI – 99.94 (October 2019 to September 2020)

SHMI reporting in 2019-2020 Quality Accounts **97.60** (September 2018 to August 2019) an increase of **2.34** points

HSMR Indicator

Hospital Standardised Mortality Ratio (HSMR) – In-Hospital mortalities

HSMR – 97.12 (December 2019 to November 2020)

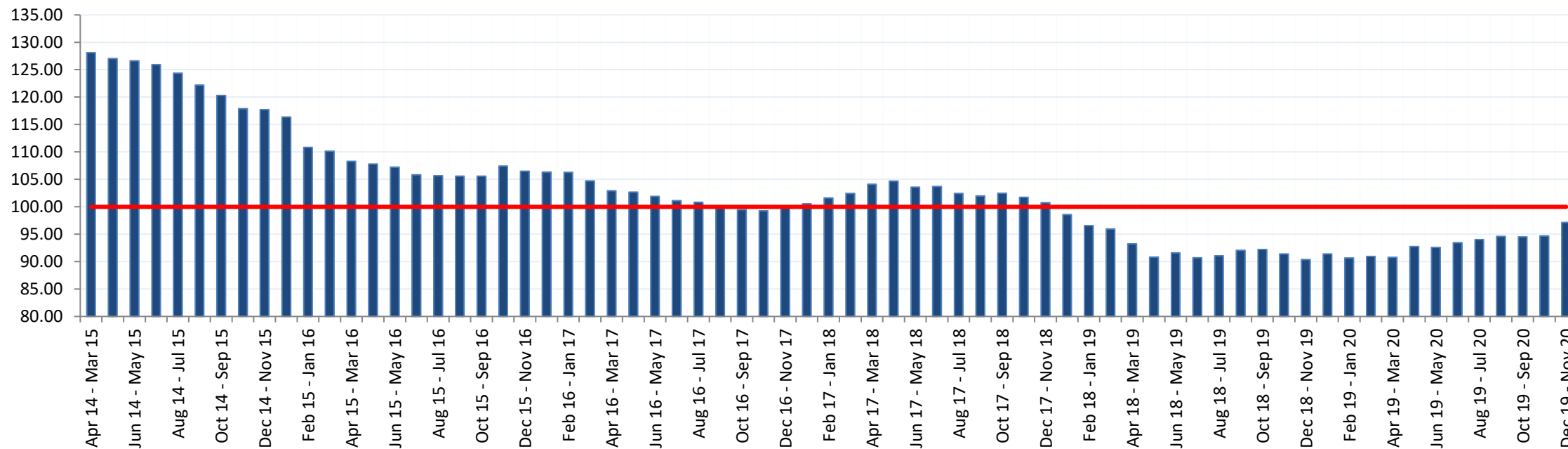


HSMR Indicator

Hospital Standardised Mortality Ratio (HSMR) – In-Hospital mortalities

HSMR – 97.12 (December 2019 to November 2020)

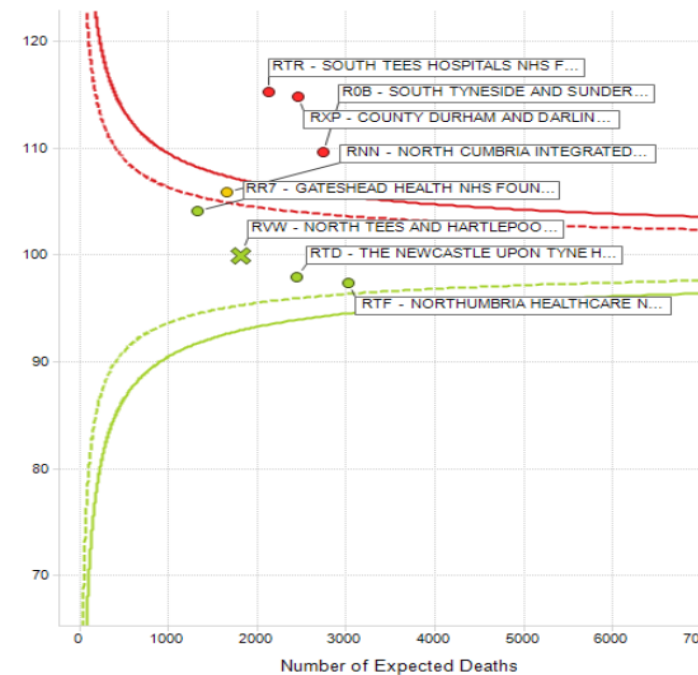
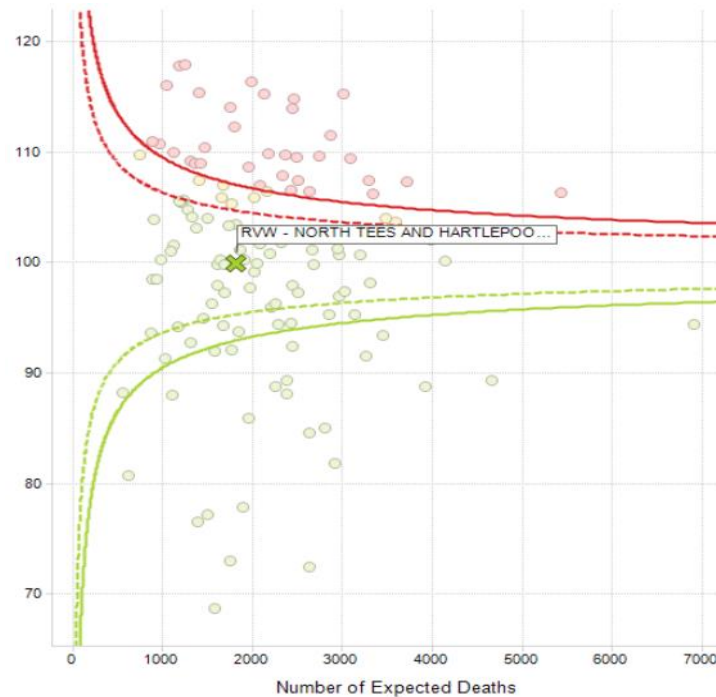
HSMR value Trend (12 month values)



SHMI Indicator

Summary level Hospital Mortality Indicator (SHMI) –
In-Hospital Deaths and those up to 30 days post Acute Trust discharge

SHMI – 99.94 (October 2019 to September 2020)

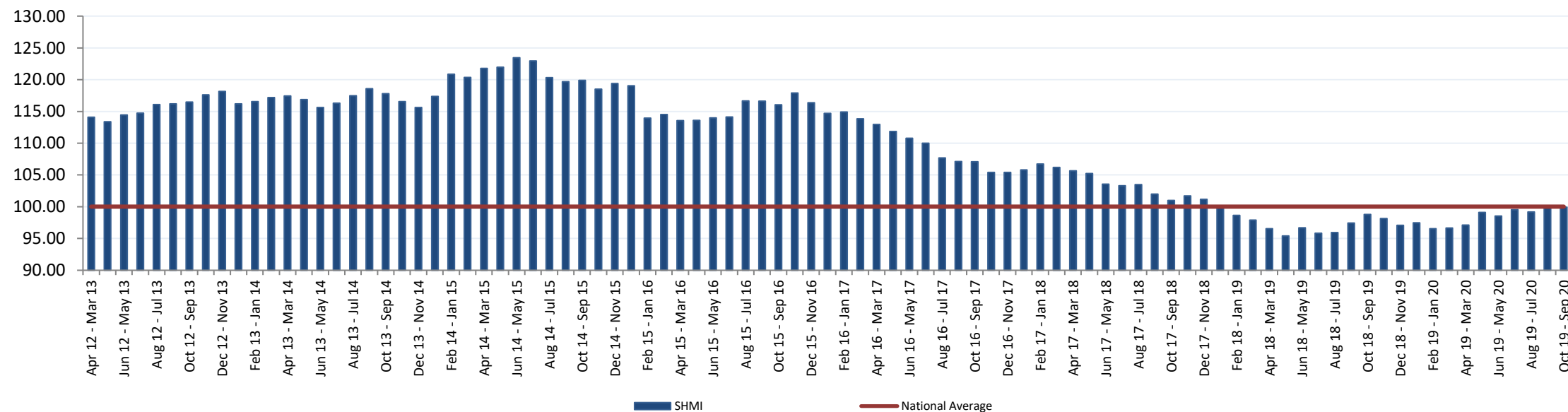


SHMI Indicator

Summary level Hospital Mortality Indicator (SHMI) –
In-Hospital Deaths and those up to 30 days post Acute Trust discharge

SHMI – 99.94 (October 2019 to September 2020)

SHMI Trend Values (12 Month Values)

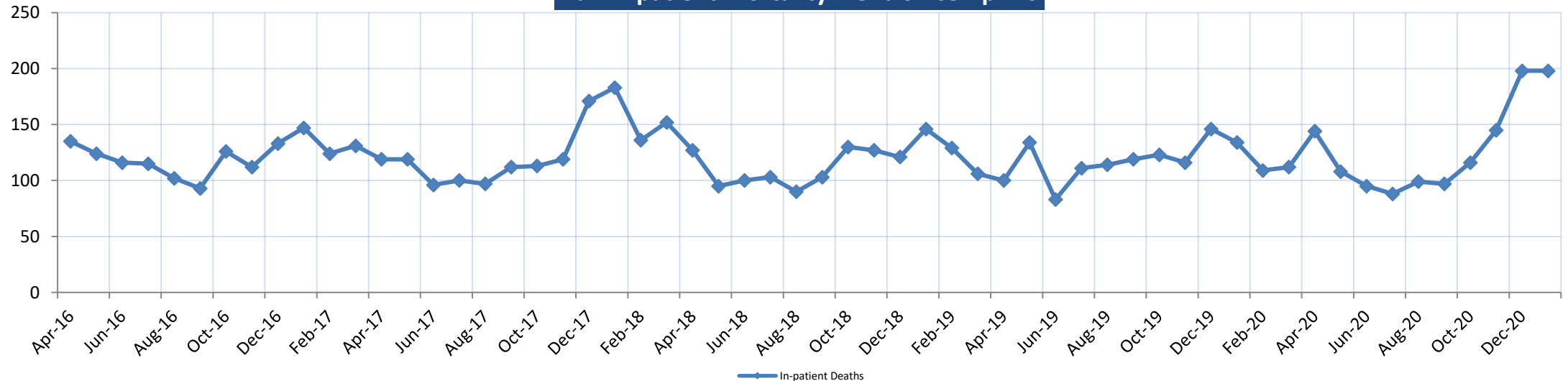


Trust Raw Mortality

April to January

	Cumulative Totals									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
2016-17	142	273	396	515	622	719	851	970	1114	1269
2017-18	126	254	357	461	566	686	807	936	1118	1312
2018-19	135	239	341	455	547	655	794	928	1060	1209
2019-20	106	248	338	456	573	697	823	948	1105	1251
2020-21	152	265	366	459	561	667	787	941	1146	1349

Raw Inpatient Mortality Trend since Apr 16



Dementia

The challenges the Trust faces regarding patients admitted with a diagnosis of Dementia/Delirium had previously seen an increasing trend from 2013 to 2019.

However, 2019-20 showed a reduction, but with COVID-19 in 2020-21 an accurate picture is not available for this year due to the reduced admissions.

Financial Year	Patients admitted to the Trust with a diagnosis of Dementia/Delirium	Increase or Decrease from Previous Year
2013-14	1,833	-
2014-15	2,217	+384
2015-16	2,711	+494
2016-17	3,298	+587
2017-18	3,614	+316
2018-19	4,218	+604
2019-20	3,784	-434
2020-21	2,697	-1,087

2020-21 data is for April 2020 to January 2021

Infection Control – C diff

The following demonstrates the total number of *Healthcare Associated* infections during 2020-2021 compared with 2019-2020.

- Hospital onset healthcare associated (HOHA): cases that are detected in the hospital two or more days after admission
- Community onset healthcare associated (COHA): cases that occur in the community (or within two days of admission) when the patient has been an inpatient in the trust reporting the case in the previous four weeks.

Infection Type	2019-20	2020-21	Year on Year
*Clostridium difficile (C Difficile) HOHA – Hospital onset Healthcare Associated	33	28	-5
*Clostridium difficile (C Difficile) COHA – Community onset Healthcare Associated	16	9	-5

2020-21 Data is for April 2020 to January 2021

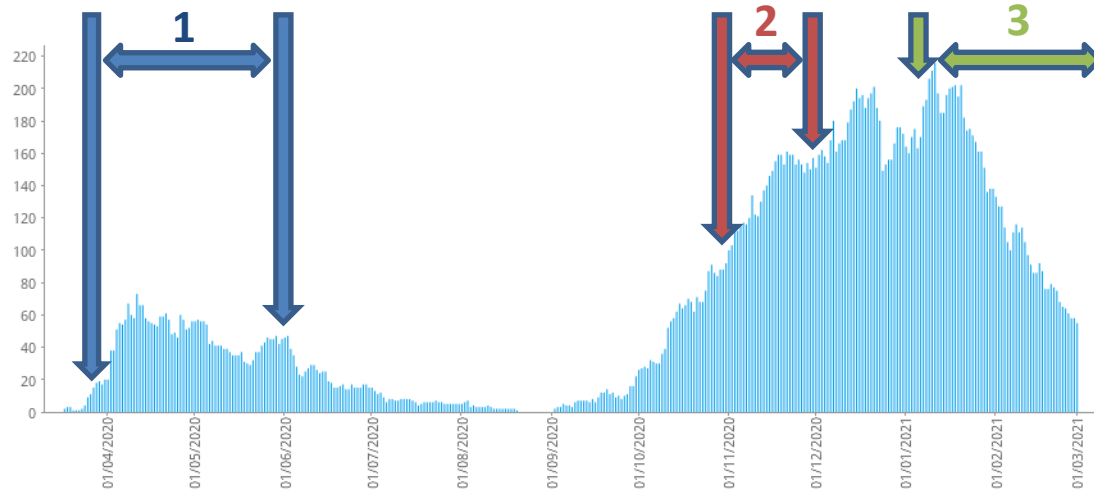
Infection Control

The following demonstrates the total number of *Healthcare Associated* infections during 2020-2021 compared with 2019-2020.

Infection Type	2019-20	2020-21	Year on Year
Methicillin-Resistant Staphylococcus Aureus (MRSA) bacteraemia	0	0	-
Methicillin-Sensitive Staphylococcus Aureus (MSSA)	22	22	-
Escherichia coli (E.coli)	42	22	-20
Klebsiella species (Kleb sp) bacteraemia	9	6	-3
Pseudomonas aeruginosa (Ps a) bacteraemia	3	3	-

COVID-19 Infections

COVID-19 Positive Patients In Hospital



The Peak of COVID-19 patients in the Trust was **216**, this was on the 11th January 2021 (during **lockdown 3**).

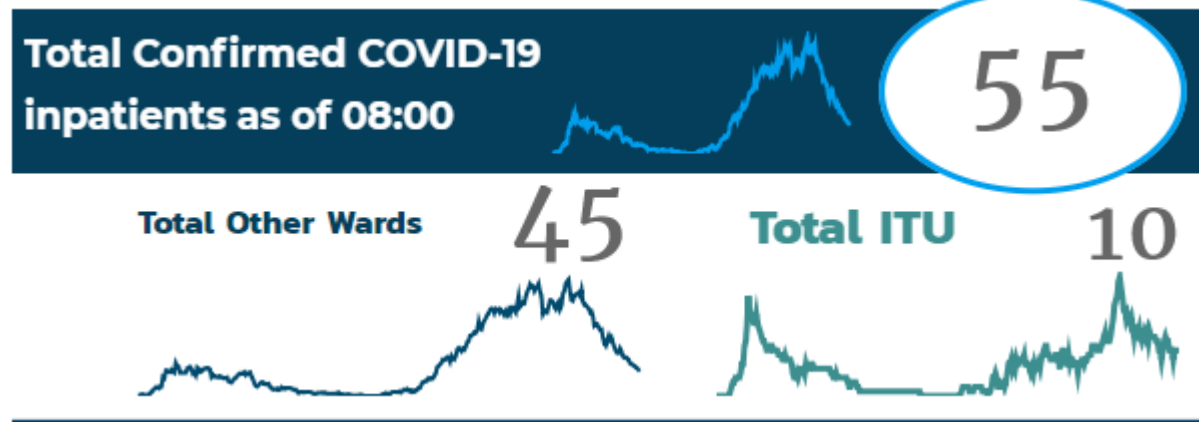
The peak during the lockdown 1 was **73**.

Date
02/03/2021

Lockdown 1 – 23rd March 2020 to 1st June 2020

Lockdown 2 – 31st October to 16th December 2020

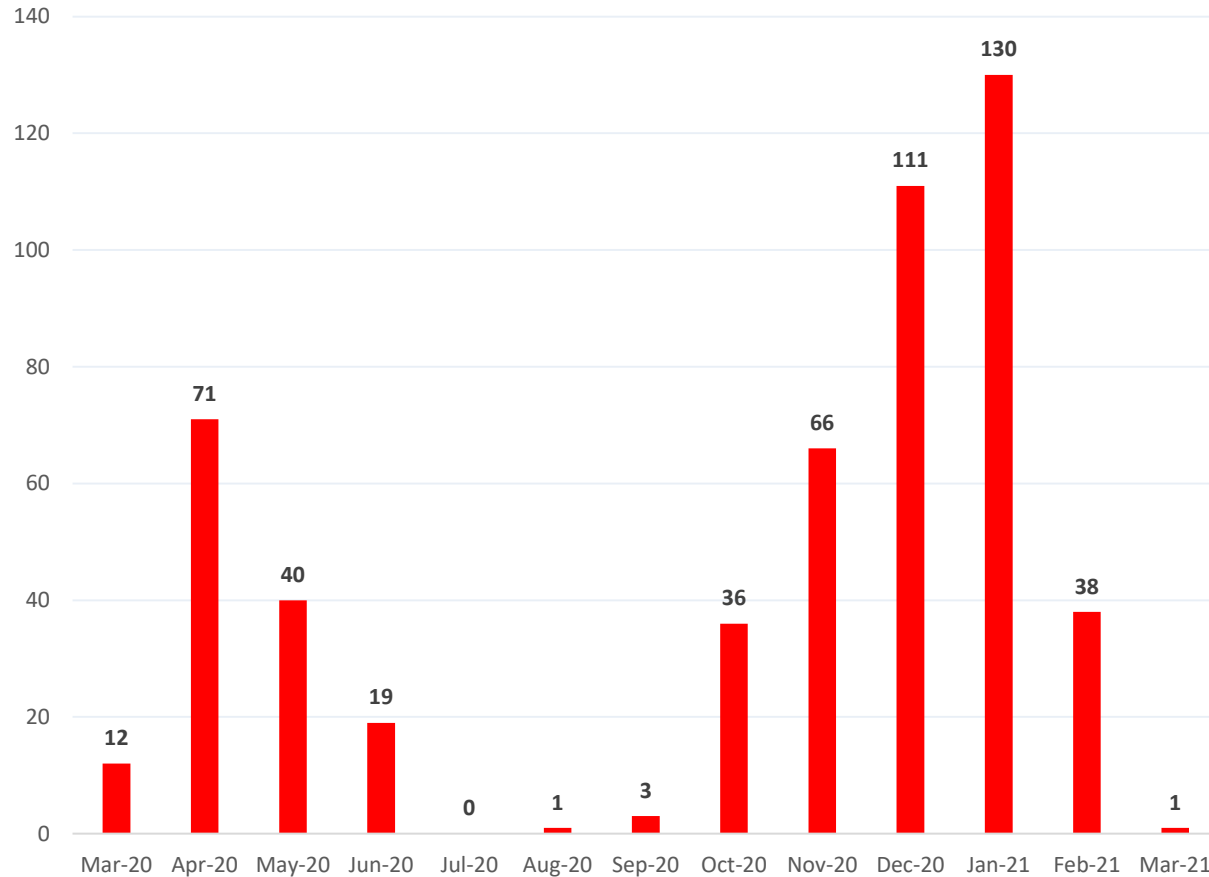
Lockdown 3 – 6th January to date



COVID-19 Deaths

COVID-19 Deaths

Total Deceased

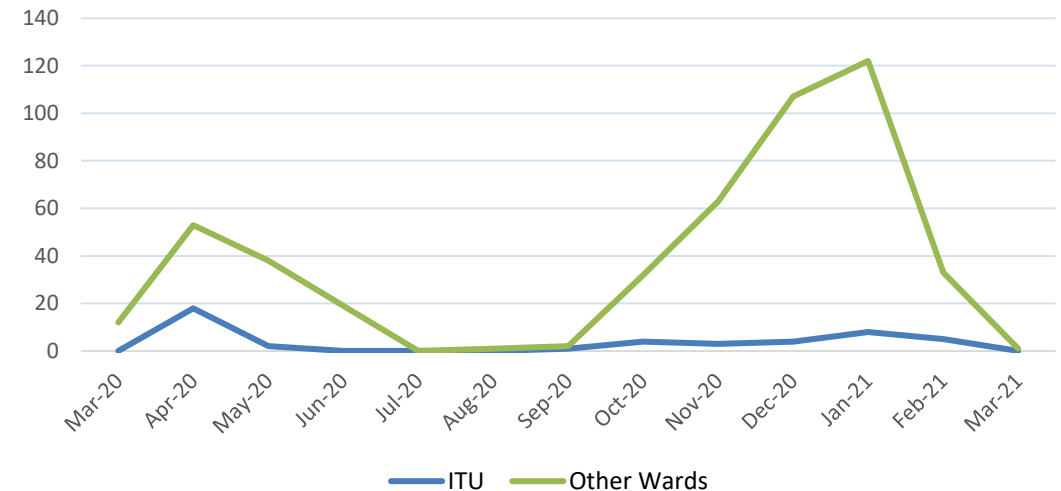


The Trust has experienced 528 deaths associated to patients with a COVID-19 diagnosis since the start of the pandemic.

The peak during the lockdown 3 with 130 deaths.

45 Deaths in ITU and 528 on Other Wards

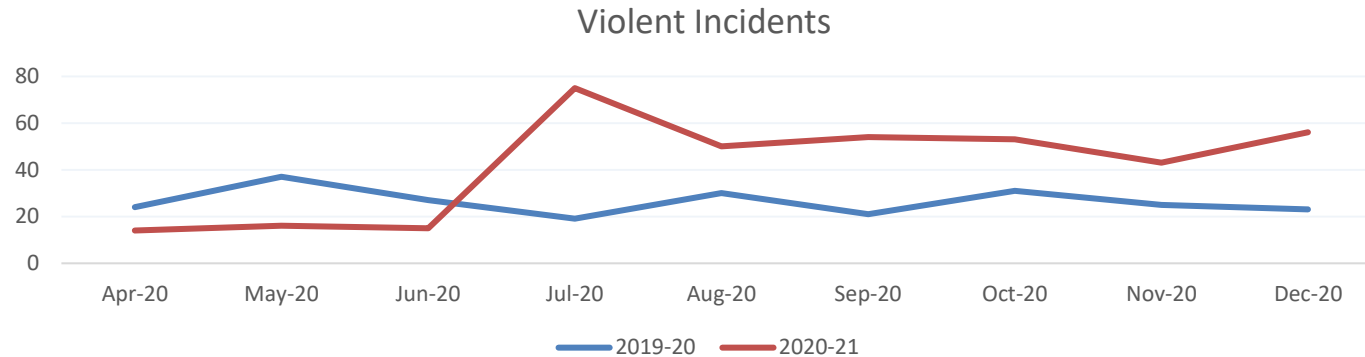
Total Deceased by ITU and Other Wards



Effectiveness of Care

Violent Incidents

The following demonstrates the total number of *Violent Incidents* the Trust received during 2020-2021 compared with 2019-2020.



There has been a change in the reporting process within the Trust for 2020-21.

These changes have allowed for increased reporting that were previously not being logged.

Data is for Apr to Dec for both financial years

Category of Abuse	Number of Incidents
Verbal abuse or disruption	132
Disruptive, aggressive behaviour - other	93
Physical Abuse, assault or violence - unintentional	70
Physical abuse, assault or violence - Malicious	28
Need for use of control and restraint with patient	20
Inappropriate behaviour and/or personal comments	14
Concerns to do with personal safety	11
Racial	7
Assault etc with a weapon	1
Total	376

Violent Incidents	Total
2019-20	237
2020-21	376

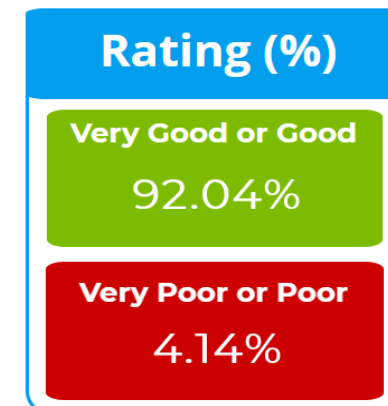
Violent Incidents	Total
Abuse etc of staff by patients	329
Abuse of staff by other person	47

Patient Experience

Friends and Family Test (FFT)



Data from April 2020 to 28 February 2021



Complaints

The following demonstrates the total number of *Complaints* the Trust received during 2020-2021 compared with 2019-2020.

Complaint Type	2019-20	2020-21	Year on Year
Stage 1 - Informal	872	817	-55
Stage 2 - Formal (meeting)	81	26	-55
Stage 3 - Formal Response Letter	191	125	-66

Data is for April 20 to January 21 for both financial years

Complaints

The following demonstrates the top 10 number of *Complaints* types so far for April 2020 to January 2021

All Complaints

Number of Complaints	Month												
Sub-subject (primary)	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Communication - verbal / non verbal	6	12	15	27	24	41	31	36	34	29	26	1	282
Treatment and procedure delays	4	3	3	8	11	17	6	15	15	15	9	0	106
Attitude of staff	7	6	7	9	11	12	16	4	9	10	10	0	101
Care and compassion	3	2	7	11	9	9	13	4	7	6	6	0	77
Delay to diagnosis	6	5	7	13	4	6	6	4	2	1	4	0	58
Lost property	4	0	3	2	3	1	0	2	8	9	3	0	35
Competence of staff member	1	2	6	2	6	2	2	5	3	4	0	0	33
Discharge arrangements	1	4	4	2	1	4	3	3	3	4	1	0	30
Outpatient delay	3	1	2	2	7	5	3	3	0	1	0	1	28
Length of time to be given apt	2	0	0	4	1	2	3	2	4	3	2	0	23

2020-21 Timeline

- Engagement process between January 2021 to March 2021
- Draft Quality Accounts document to all key stakeholders March 2021
- 2020-2021 document finalised in May 2021
- The 2020-21 Quality Accounts to be published on NHS Choices and Trust website by 30 June 2021 deadline

