

Bury and Rochdale Care Organisation: Improvement Journey

From **REQUIRES IMPROVEMENT** to **GOOD** for Fairfield
General Hospital & maintained **GOOD** Rochdale Infirmary

Team Talk: MARCH 2018_FINAL.pdf - Adobe Reader
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Ratings for Fairfield General Hospital

	Safe	Effective	Caring	Responsive	Well-led	Overall
Urgent and emergency services	Requires Improvement Aug 2016	Good Aug 2016	Good Aug 2016	Requires Improvement Aug 2016	Requires Improvement Aug 2016	Requires Improvement Aug 2016
Medical care (including older people's care)	Requires Improvement Aug 2016	Requires Improvement Aug 2016	Good Aug 2016	Requires Improvement Aug 2016	Good Aug 2016	Requires Improvement Aug 2016
Surgery	Requires Improvement Aug 2016	Requires Improvement Aug 2016	Good Aug 2016	Good Aug 2016	Good Aug 2016	Requires Improvement Aug 2016
Critical care	Requires Improvement Aug 2016	Good Aug 2016	Good Aug 2016	Requires Improvement Aug 2016	Good Aug 2016	Requires Improvement Aug 2016
End of life care	Requires Improvement Aug 2016	Requires Improvement Aug 2016	Good Aug 2016	Good Aug 2016	Requires Improvement Aug 2016	Requires Improvement Aug 2016
Outpatient and Diagnostic imaging	Good Aug 2016	N/A	Good Aug 2016	Good Aug 2016	Good Aug 2016	Good Aug 2016
Overall	Requires Improvement Aug 2016	Requires Improvement Aug 2016	Good Aug 2016	Requires Improvement Aug 2016	Requires Improvement Aug 2016	Requires Improvement Aug 2016

55% rated 'Good'

Ratings for Fairfield General Hospital

	Safe	Effective	Caring	Responsive	Well-led	Overall
Urgent and emergency services	Good Feb 2018	Good Feb 2018	Good Feb 2018	Good Feb 2018	Good Feb 2018	Good Feb 2018
Medical care (including older people's care)	Good Feb 2018	Good Feb 2018	Outstanding Feb 2018	Outstanding Feb 2018	Good Feb 2018	Outstanding Feb 2018
Surgery	Good Feb 2018	Good Feb 2018	Good Feb 2018	Good Feb 2018	Good Feb 2018	Good Feb 2018
Critical care*	Requires Improvement Aug 2016	Good Aug 2016	Good Aug 2016	Requires Improvement Aug 2016	Good Aug 2016	Requires Improvement Aug 2016
End of life care*	Requires Improvement Aug 2016	Requires Improvement Aug 2016	Good Aug 2016	Good Aug 2016	Requires Improvement Aug 2016	Requires Improvement Aug 2016
Outpatient and Diagnostic imaging*	Good Aug 2016	N/A	Good Aug 2016	Good Aug 2016	Good Aug 2016	Good Aug 2016
Overall	Requires Improvement Feb 2018	Good Feb 2018	Good Feb 2018	Good Feb 2018	Good Feb 2018	Good Feb 2018

*Not inspected 83% rated 'Good' or 'Outstanding'

Together we will be one of the largest NHS organisations in the country.



17,000+
Staff members



£1.8bn
Income



2,000+
Beds across the four
Care Organisations

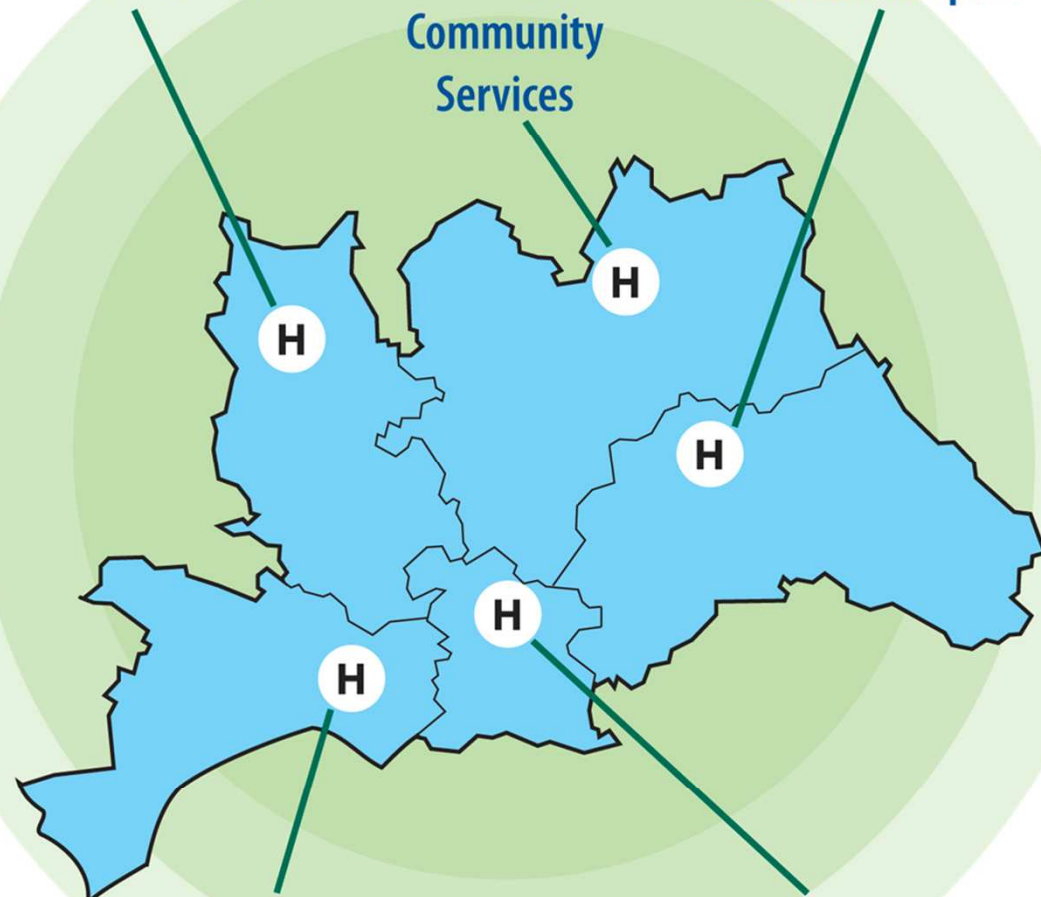


1 million+
Population served
by Group

Fairfield General
Hospital, Bury

Rochdale
Infirmary and
Community
Services

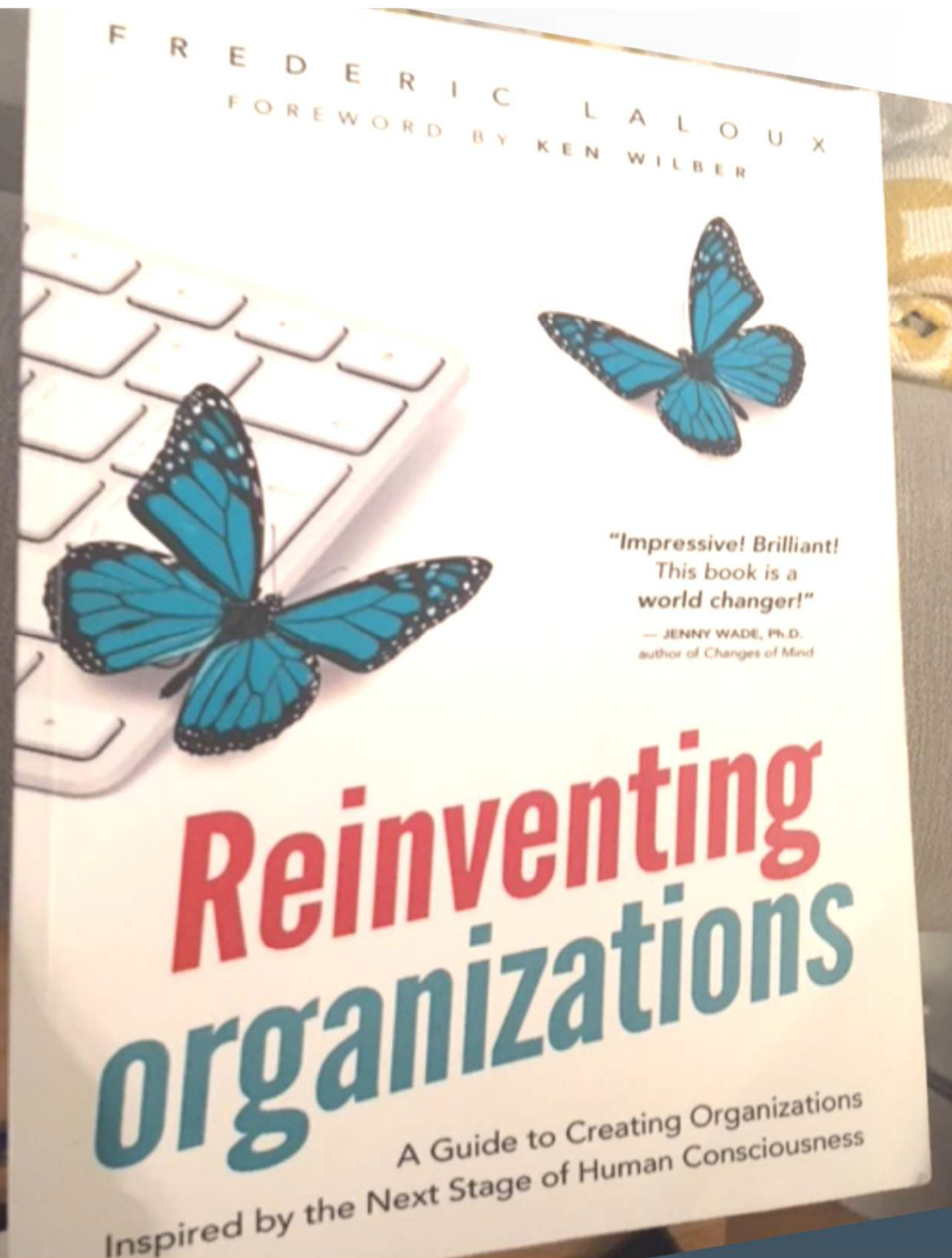
The Royal
Oldham Hospital



Salford Royal Hospital
and Community Services

North Manchester
General Hospital and
Community Services

Saving lives
Improving



NHS

**Bury & Rochdale
Care Organisation**
Northern Care Alliance NHS Group

Hope is not a plan
Some is not a number
Soon is not a timeframe

Tasks

Most leaders charged with accomplishing 'something'.
'Selection' of tasks was critical

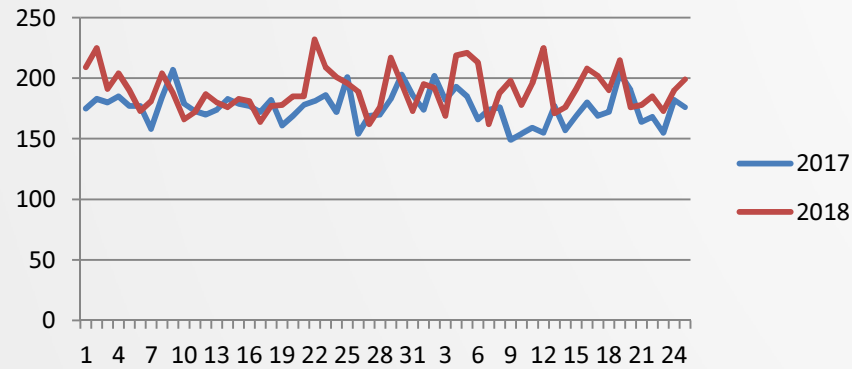
1. Improvement plan (1 meeting)
2. ED
3. Mortality
4. *Underpinned by new Governance structure (& NAAS) & NEW behaviours*

Fragile Services; Investing in people

- £1.9M investment – 14 HCAs and 30 HCAs Medical wards and 20 wte staff A&E
- Dedicated Quality Improvement Team
- Increased Nursing leadership to wards
- Increased Senior Nurses (Associate Directors of Nursing)
- Accountability at the 'top'

FGH Attendances

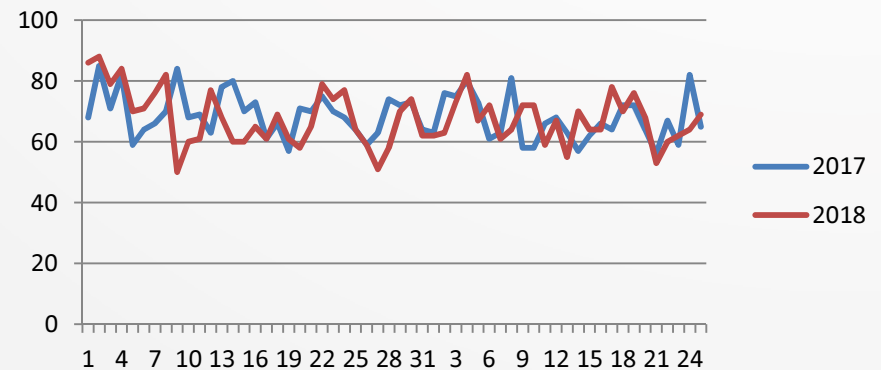
1st Jan - 25th Feb 18 compared to 2017



A&E Attendances have risen by 8.1% during January 18 and February 18 to date, this equates to an additional 799 patients.

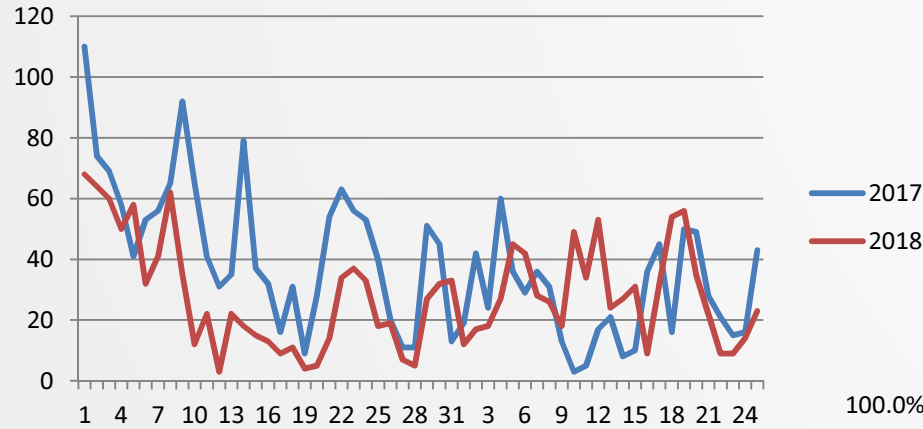
FGH Ambulance Arrivals

1st Jan - 25th Feb 18 compared to 2017



FGH 4 Hour Breaches

1st Jan - 25th Feb 18 compared to 2017

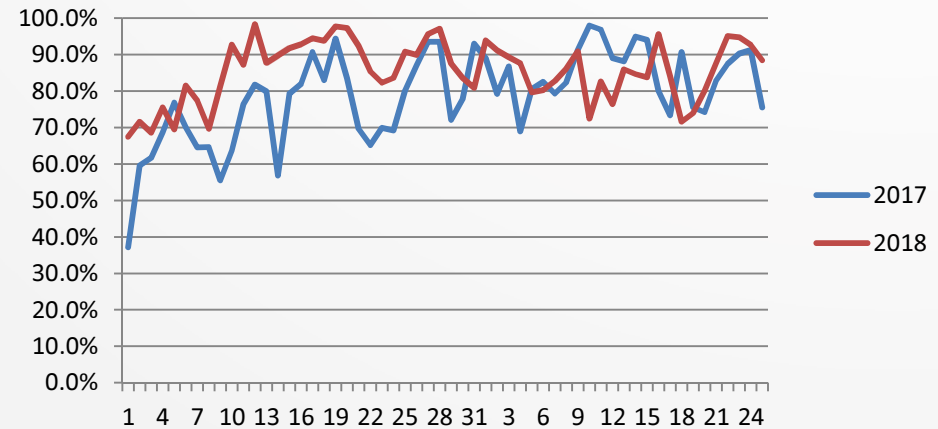


Breaches in the period have significantly reduced from 2112 down to 1577, a reduction of 535.

Performance has consistently improved in the comparison period, equating to a performance increase of around 7%

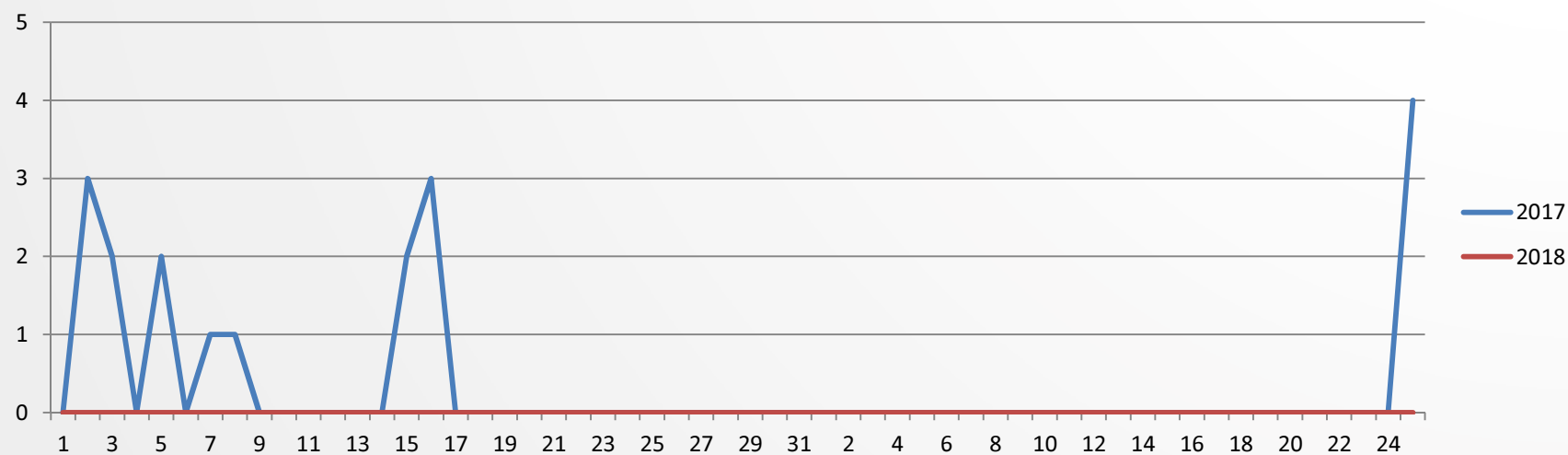
FGH 4 Hour Performance

1st Jan - 25th Feb 18 compared to 2017



FGH 12 Hour Trolley Waits

1st Jan - 25th Feb 18 compared to 2017



There have been zero 12 hour trolley waits in the comparison period, a reduction of 56 patients.

A&E from RI to GOOD

- Perfect Fortnight complete and outputs reviewed
- Bury System Leaders Forum established weekly
- 7 day working and speciality In reach for Frail Elderly patients
- Continued zero 12 hour trolley waits
- Director led daily oversight of performance and required actions
- Original Trajectory to remain with inclusion of WiC activity
- Multi agency escalation calls

**Greater Manchester UM Gold Summary Tables:
Type 1**

	Financial Year to Date 2018/19	Quarter to Date - Q1 2018/19	Month to Date - Jun-18	Daily 4hr Performance - 10/06/2018	Performance Direction Compared with Previous Day and Target	Performance Direction Based on Site Daily Average Only	A&E (Type 1) Attendances	% A&E Attendances Admitted	% Medical Outliers	NWAS Total Turnaround Time	NWAS Ambulance Attendances
Bolton	81.04%	81.04%	83.07%	80.06%	↑	↓	326	24.54%	0.34%	31.35	90
Bury	95.27%	95.27%	96.97%	97.74%	↓	↑	221	21.27%	5.45%	26.04	71
Central Manchester (MRI)	74.41%	74.41%	73.36%	79.86%	↑	↓	278	25.90%		29.43	101
Central Manchester (Children's)	93.40%	93.40%	94.92%	90.65%	↓	↓	139	30.94%			
North Manchester	80.80%	80.80%	82.88%	90.22%	↓	↑	276	26.09%	1.40%	24.04	87
Oldham	80.47%	80.47%	79.40%	90.00%	↑	↑	270	29.63%	3.29%	30.51	77
Salford	86.47%	86.47%	91.40%	86.79%	↓	↑	265	27.55%	0.00%	31.71	80
South Manchester	81.31%	81.31%	80.76%	95.22%	↑	↑	272	26.47%		33.57	81
Stockport	81.97%	81.97%	77.65%	60.00%	↓	↓	245	37.55%	2.33%	36.93	76
Tameside	87.13%	87.13%	91.14%	98.10%	↑	↑	210	26.67%	1.58%	30.25	85
Wigan	84.83%	84.83%	95.90%	96.11%	↓	↑	257	35.02%	3.62%	31.02	81
A&E Type 1 performance based on SitRep reporting dates										Ambulance data for MRI and Children's reported against MRI as not split by site by NWAS	
Target	95.00%	95.00%	95.00%	95.00%			Site Upper Control Limit	Site Upper Control Limit	2.00%	30.00	Site Upper Control Limit

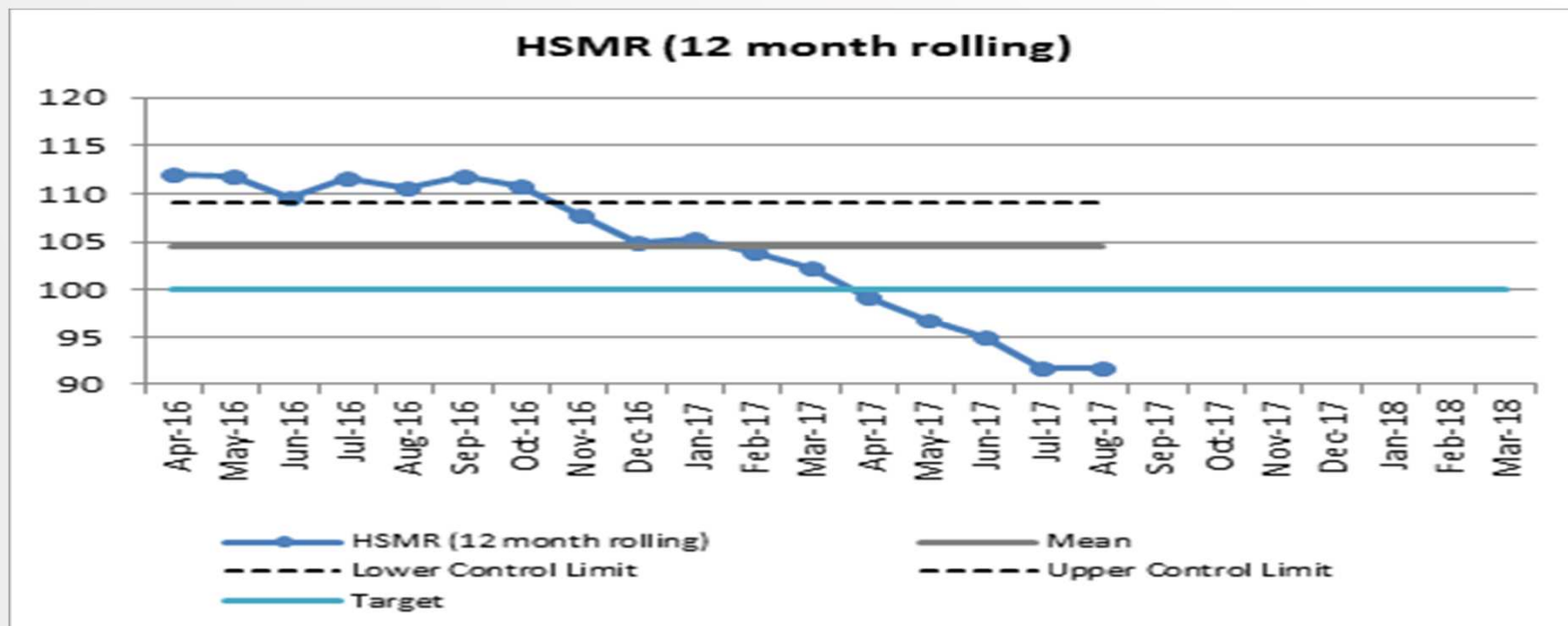
Fragile Services – Medicine

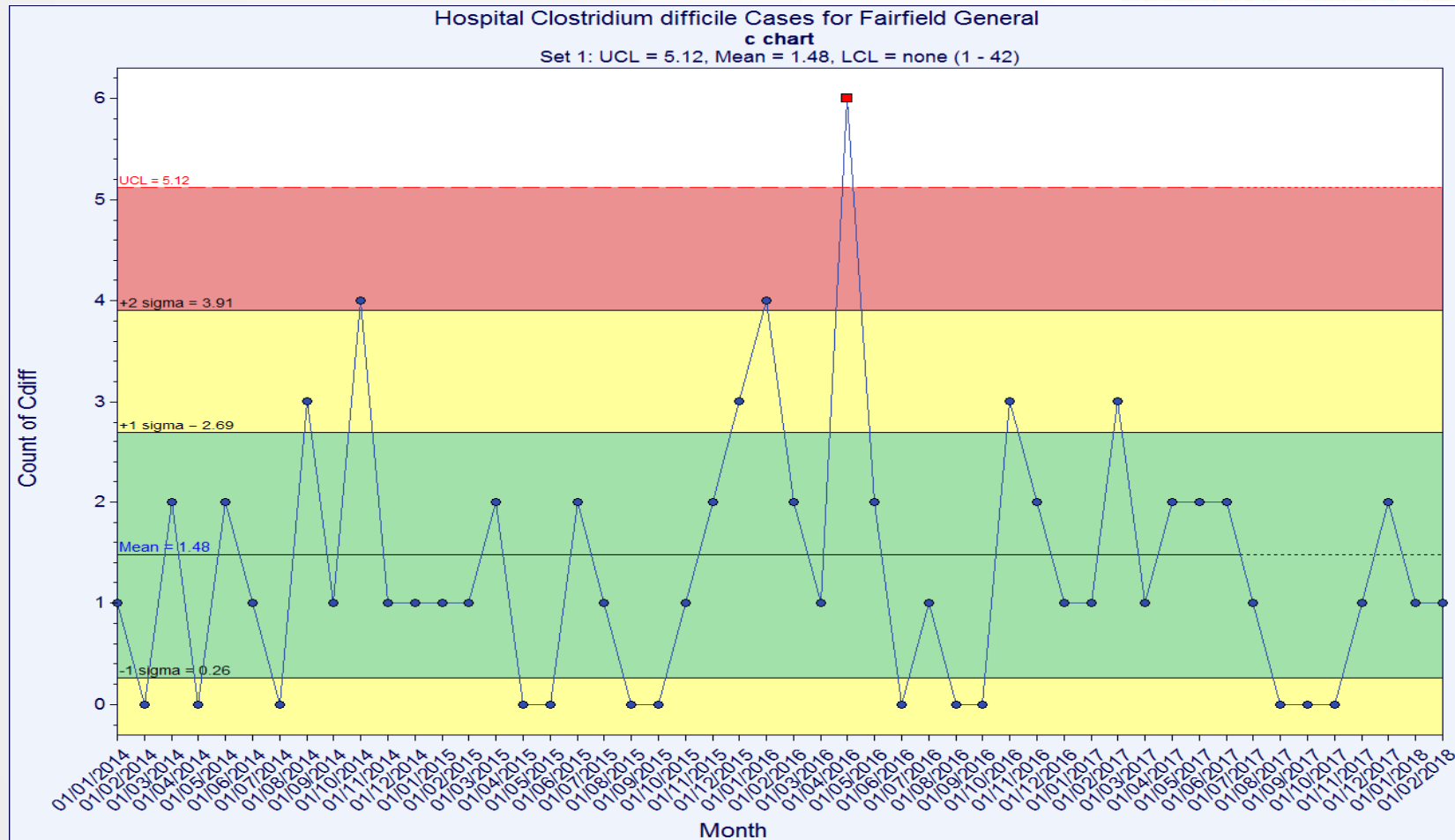
- From **Requires Improvement** to **OUTSTANDING**



- 47% GREEN NAAS by February 2018
- Serious falls – on track to exceed reduction target of 20%
- Stage 2 Pressure Ulcers (30% reduction) Stage 3/4 pressure ulcers – on track to achieve ZERO
- **EMPOWERMENT & ACCOUNTABILITY**

Harm Free Care Improvements





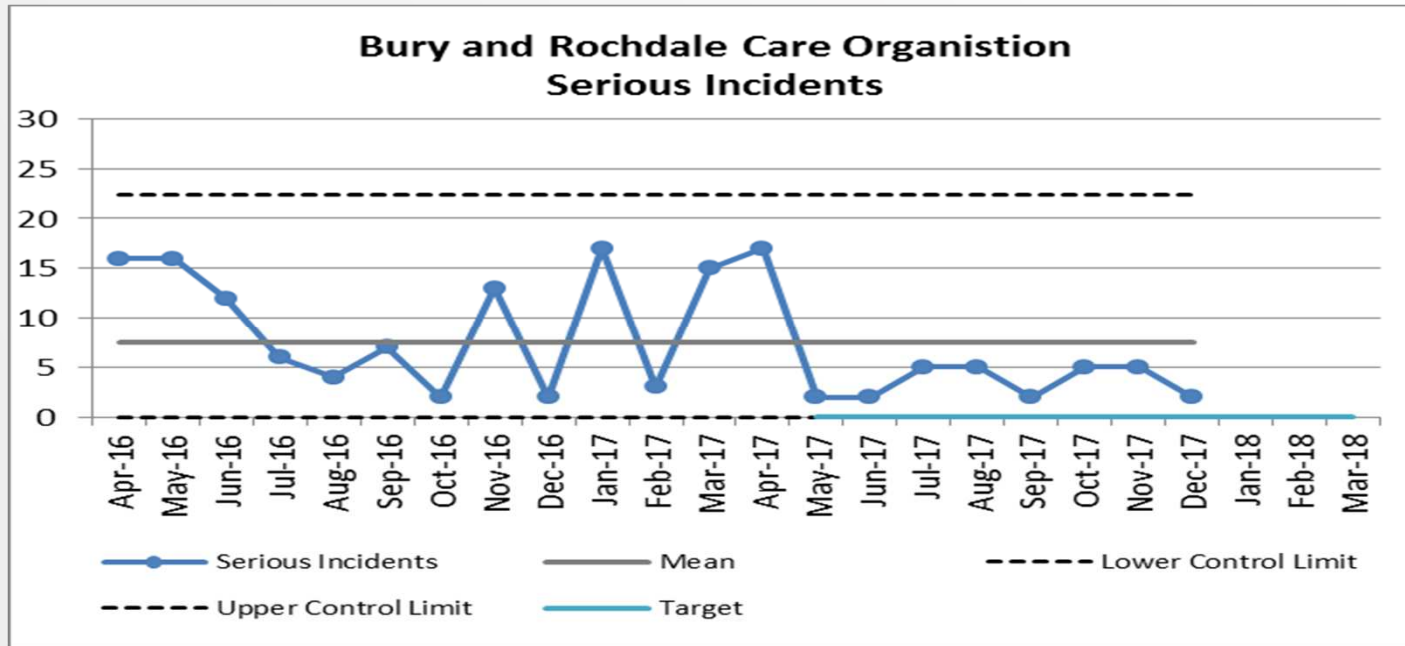
Data shows 'special cause' in April 2016 with an astronomical data point. The other data points are within statistical control. There are an average of 1.48 cases per month

Risk & Governance

- Reporting of No Harm incidents is at 87% which demonstrates a good culture of reporting patient safety incidents
- Serious incidents managed in timeframe has improved and is now statistically significant. All SI's are now being investigated within 45 working days
- As of 19th February 2018 no overdue complaint responses and clear process to monitor continued compliance
- There has been over 390 days since the Bury and Rochdale Care Organisation has had a Never Event

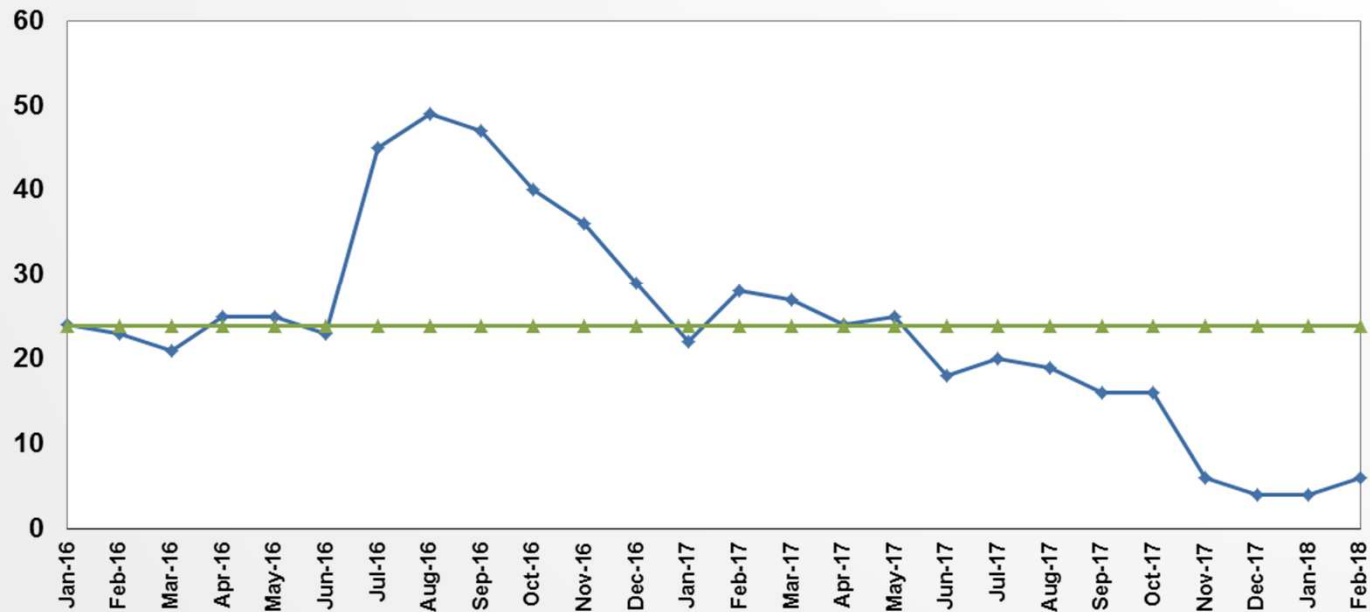
Risk & Governance

Bury and Rochdale SI Numbers



Reduction overdue SIs

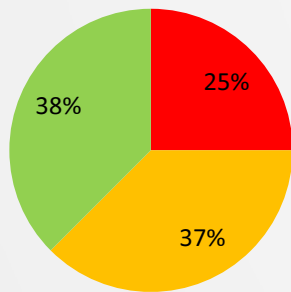
Bury and Rochdale - Overdue Serious Incidents (SIs) per month



NAAS

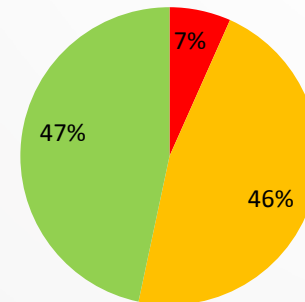
**1st NAAS results prior to
reassessments
FGH / RI
16 areas in total assessed**

■ Red ward ■ Amber ward ■ Green ward



**Current NAAS results
20/02/18
FGH / RI (15 areas)
11 reassessments undertaken**

■ Red ward ■ Amber ward ■ Green ward



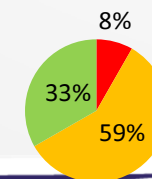
**Current NAAS results 20/02/18
FGH / RI
Surgery (3 areas)
0 reassessments undertaken**

■ Red ward ■ Amber ward ■ Green ward



**Current NAAS results 20/02/18
FGH / RI
Medicine (12 areas)
11 reassessments undertaken**

■ Red ward ■ Amber ward ■ Green ward



Focus

- Reliable processes
- NAAS 100%
- Unplanned care
- *endp/jparalysis*
- LCO developments

Saving *lives*,
Improving *lives*

Questions?

NHS

**Bury & Rochdale
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