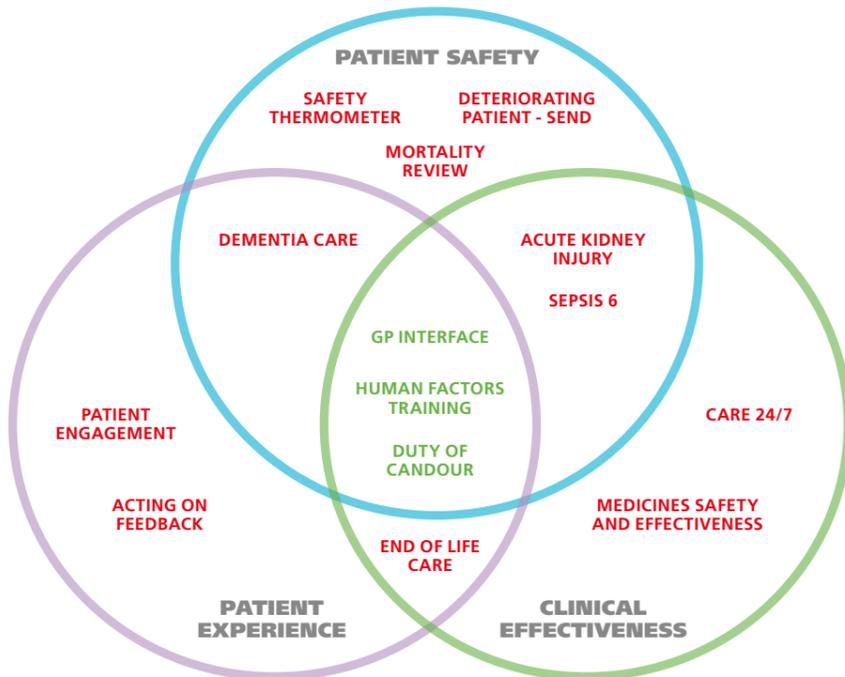


Our local actions are:

Sign up to
SAFETY
LISTEN LEARN ACT

Our Trust has joined the National **SIGN UP TO SAFETY CAMPAIGN**. Our Quality priorities are inter-related with our interactions with GPs; providing human factors training; and our responsibilities regarding duty of candour (being open and saying sorry), are priorities.



Our Quality Account describes our priorities in detail at:
www.ouh.nhs.uk/about/publications/documents/quality-account-2015.pdf

This year the Trust's Quality priorities are:

PATIENT SAFETY

PREVENTING AVOIDABLE PATIENT DETERIORATION AND HARM IN HOSPITAL: Sign up to Safety

OUH has joined the national Sign Up to Safety campaign.

Success will mean:

- ✓ Spotlight on seriously ill & deteriorating patients via twice daily consultant reviews in intensive & high dependency areas and the roll out of our electronic early warning system (SEND).
- ✓ Fewer harms in hospital: pressure ulcers acquired in hospitals, falls causing harm, urinary catheter infections and venous thromboembolism (blood clots).

EMERGENCY DEPARTMENT

Sustained achievement of the 4 hour ED standard.

Success will mean:

- ✓ More help for patients with mental health or alcohol problems.
- ✓ Intense focus on the discharge of transfer 95% of patients within 4 hours in A&E.

PATIENTS WITH ACUTE KIDNEY INJURY (AKI)

Better recognition, prevention and management of AKI for patients admitted in an emergency.

Success will mean:

- ✓ Kidney blood tests checked within 24 hours.

CLINICAL EFFECTIVENESS

LEARNING FROM DEATHS AND HARMS TO IMPROVE CARE

We aim to have a year on year reduction in mortality rates.

Success will mean:

- ✓ Increased emphasis on the review of deaths and shared learning to maximise improvements in care.

MANAGEMENT OF PATIENTS WITH SEPSIS

Prompt recognition and treatment of sepsis when a patient presents in an emergency.

Success will mean:

- ✓ Rapid life-saving treatment: IV antibiotics within one hour of presenting to emergency admission areas.



PATIENT EXPERIENCE

END OF LIFE CARE

We want our end of life care to be excellent in all areas of the Trust and on all shifts.

Success will mean:

- ✓ New training for staff to provide compassionate & consistent end of life care.
- ✓ Better liaison between OUH and community services for patients near the end of their life.

IMPROVING COMMUNICATION, FEEDBACK, ENGAGEMENT AND COMPLAINTS MANAGEMENT

Over the last year we've worked hard to improve how we engage with our service users. Feedback has shown there is more we need to do.

Success will mean:

- ✓ Help from patient advocacy & carers groups to develop a new privacy & dignity policy, and a carer's feedback system.
- ✓ New complaints management training.
- ✓ Focus on being open and honest with patients and families if something goes wrong.
- ✓ Better interface with GPs: hospital doctors easier to contact, plus quicker notification of test results and discharge summaries.