

## Appendix B

## Quality Accounts Data Sets – Bedford Hospital NHS Trust

Quality Account 2013/14		
Priority	Targets	RAG
<b>Patient Safety Priority:</b> Reduce Infections	Reduce MRSA Bacteraemia infections to 0 cases	
	Reduce <i>Clostridium difficile</i> infections to less than 15 cases	
	Isolate 80 percent of patients with suspected infectious diarrhoea within two hours	Achieved in 3 out of 12 months
<b>Patient Experience Priority:</b> Achieve improvements in the areas of most concern to patients	Achieve a 2.5 percent increase in positive responses to question: Did a member of staff tell you about medication side effects to watch out for when you went home?	* First line of Table 1 in the Quality Account contains an error. Amended table attached.
	Achieve a 2.5 percent increase in positive responses to question: Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	
	Increase Friends and Family Test score by 10 points to 70	Actual score: 59
	Improve noise at night	Improvement in noise from staff but decline in noise from other patients
	Improve the discharge process	
<b>Clinical Effectiveness Priority:</b> Prevent avoidable deaths	Reduce hospital-wide mortality	
	Reduce mortality rates per specialty	Mortality reduced in all specialties except Women and Children. Mortality rate in this specialty was higher than expected due to the deaths of three babies born before 22 weeks.
	Regularly review specialty-level quality indicators	

Quality Account 2014/15		
Priority	Targets	Measurement
<b>Patient Safety Priority:</b> Improve care for patients whose condition is deteriorating	Reduce the number of avoidable cardiac arrests	Number of avoidable cardiac arrests
<b>Patient Experience Priority:</b> Treat our patients with dignity and respect and improve the way in which we communicate with our patients	Achieve a 2 percent increase in inpatient survey scores for: <ul style="list-style-type: none"> <li>Patients feel they have enough privacy and dignity when discussing their conditions and treatment</li> <li>Patients feel they receive enough emotional support from our staff</li> <li>Staff respond to call bells within five minutes</li> <li>Patients feel more involved in decisions</li> <li>Patients have more time to discuss operations/procedures with consultant</li> <li>Patients feel their questions have been fully answered</li> <li>Patients are told how to expect to feel after an operation/procedure</li> <li>Patients are told what would be done during an operations/procedure</li> </ul>	Results of 2014 Picker Institute Inpatient Survey
<b>Clinical Effectiveness Priority:</b> Reduce the number of patients who need to be readmitted to hospital	10 percent reduction in readmissions within seven days of discharge	Number of readmissions
	20 percent reduction in the number of readmissions within 28 days of discharge	Number of readmissions within 28 days

## Quality Accounts Data Sets – Bedford Hospital NHS Trust

Table 1: Progress in achieving our patient experience priority targets for 2013/14

Target	Performance in 2012	Performance in 2013	Target achieved?	Commentary
2.5 point increase in positive response to “Did a member of staff tell you about medication side effects to watch out for when you went home?”	65 percent	62 percent	Yes	Results from Picker Institute National Inpatient Survey July 2013. The decrease from 65 percent to 62 percent represents a decline in patients reporting that they were <u>not</u> told about medication side effects. This represents an improvement on our 2012/13 performance and the target was achieved.
2.5 point increase in positive responses to “Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?”	23 percent	22 percent	No	Results from Picker Institute National Inpatient Survey July 2013. The decrease from 23 percent to 22 percent represents a decline in patients reporting that they were <u>not</u> informed to medication side effects. This represents an improvement on our 2012/13 performance but the target was not achieved.
Increase Friends and Family Test score by 10 points to 70	60	59	No	In 2013/14 we extended the Friends and Family Test to include A&E attendances in addition to inpatients. This increased the survey size from 500 to approximately 3500. The score of 59 is the result from the inpatient element of the survey. When the A&E element is included the 2013/14 FFT score reduces to 50.
Improve the areas of most concern to patients: noise at night from staff	24 percent	19 percent	Yes	Results from Picker Institute National Inpatient Survey July 2013. The decrease from 24 percent to 19 percent represents a decline in patients reporting that they were <u>not</u> bothered by noise from staff at night.
Improve the areas of most concern to patients: noise at night from other patients	43 percent	45 percent	No	Results from Picker Institute National Inpatient Survey July 2013. The increase from 43 percent to 45 percent represents an increase in patients reporting that they were bothered by noise from other patients at night.
Improve the areas of most concern to patients: discharge process	40.7 percent	39.5 percent	Yes	Results from Picker Institute National Inpatient Survey July 2013. Performance figure is based on the average of 19 questions relating to the discharge process. The decrease from 40.7 percent to 39.5 percent represents a decline in patients reporting negatively on their experience of leaving hospital.