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Thank You For Your Support

Mid Cheshire Hospitals NHS Foundation Trust (MCHFT) would like to thank local GPs for their support as it experiences extreme pressures for inpatient beds.

In early October, the Emergency Department at Leighton Hospital in Crewe saw a 10% increase in attendances, with 197 people arriving on Saturday, October 5, compared with 178 on the first Saturday of September.

Saturday, September 29, also saw the second highest attendance rate since April, with a total 215 people attending.



Whilst the A&E pressures have increased, we clearly recognise that there is a correlated increase in pressures that you in Primary Care are under.

The staff at MCHFT would be very happy to work with our Primary Care colleagues to identify alternative pathways for patients that will reduce the pressures in both Primary Care and MCHFT.

Update on Mortality Data

As you will be aware, within the NHS there are a number of models which are used to measure mortality. At MCHFT, we utilise the Summary Hospital-Level Mortality Index (SHMI) and the Risk-Adjusted Mortality Index (RAMI). Whilst both of these measures produce mortality ratios, the methodology and technical definitions for calculating these vary from model to model, meaning that they each provide different scores.

Our RAMI has been improving consistently over the past three years. Our rolling 12-month RAMI dated to June 2013 was 100 – the score for similar hospitals for the same period was 99, and our score is rated within the ‘as expected’ range nationally.

With regards to SHMI, the latest figures released by the NHS Health and Social Care Information Centre show the Trust to have an index of 1.16, which is ranked as ‘higher than expected’.

The Trust has been working with the NHS Health and Social Care Information Centre and the local CCGs for a number of months

to determine the cause of the reported increase in SHMI, as the actual number of deaths has not increased and is in line with national expectations.

Following a significant review of all aspects of mortality, the parties involved have now identified that the Trust’s SHMI is actually within the ‘as expected’ range, and this has been verified by the NHS Health and Social Care Information Centre.

Unfortunately, there is no mechanism nationally for rectifying the figures and, because of the lag time in publishing data, this may remain an issue for up to two years.

As a result, this data may highlight the Trust as a potential outlier.

The Trust is committed to continually improving the quality and safety of the care provided at its hospitals, and over recent years we have actively and successfully participated in a number of initiatives designed to reduce our mortality rates, and work will continue to improve these rates further.

If you have any concerns or enquiries regarding the data reported, please feel free to email us (gp.link@mcht.nhs.uk) and we will endeavour to answer your enquiry.

in this issue

- P2** UNICEF Accreditation
Audiology Update
- P3** Hospital Environments
Friends and Family Test
- P4** Northwich X-Ray
NICE AKI Guidance



feedback

If you have any feedback on this newsletter, or any suggestions for future articles, please tell us by emailing gp.link@mcht.nhs.uk.

Trust Receives UNICEF Accreditation

Staff at Leighton Hospital's Maternity Unit are working hard to develop the important relationship between mother and baby, according to a recent UNICEF accreditation.

The Baby Friendly Initiative, established by UNICEF in conjunction with the World Health Organisation, is a global programme which provides practical and effective support for healthcare organisations to improve the care provided for all mothers and babies. In the UK, the initiative works with health professionals to ensure that high-quality support is provided to mothers to enable successful breastfeeding.

Breastfeeding protects babies against a wide range of serious infections and diseases, both now and in the future, and additionally helps to lower the mother's risk of developing breast and ovarian cancer. Importantly, it also helps to build a strong physical and emotional bond between mother and baby.

MCHFT recently underwent a two-day

assessment against the Stage Two standards of the Initiative and passed each of the nine criteria unconditionally with an average score of 93.5%. Three categories were passed with 100% whilst four more scored above 90%.

This is the first time that the hospital has been accredited at this level within the Baby Friendly initiative, and it is an exciting time in general for the Maternity Unit. As well as receiving this accreditation, the Unit was also awarded the Cherubs Charter earlier this year, meaning that the areas are breastfeeding-friendly. Additionally, the refurbished Labour Ward and Midwifery-Led Unit opened 12 months ago, and work is currently underway to provide a new Postnatal Ward alongside the charity-funded Neonatal Intensive Care Unit.

More information regarding the Baby Friendly Initiative is available on the UNICEF website: www.unicef.org.uk/babyfriendly.



Audiology Update

Reassessment Pathway for Existing Users

The Audiology Department has recently become aware that the current AQP pathway has created some issues for those patients who have already been provided with hearing aids. The current pathway dictates that any patient tested more than three years ago needs to return to their GP for a new referral. This is causing unnecessary GP appointments to obtain a new referral to a service that they already access.

As a result, the department has developed a new pathway whereby patients are able to 'self refer' in order to be able to continue their care with MCHFT's service. The patient will be made aware of other providers within the area, and if they wish to be seen by another provider

then they will be advised to return to their GP. However, if they wish to stay with the Trust's service then Audiology will complete all of the necessary forms and no additional contact with the GP is necessary.

Noise Plugs

Noise Barrier is a fully certified (EN352-2:2002) re-usable ear plug which is customised to the patient's ears. It contains a filter which blocks harmful levels of noise from entering the ear but allows other sound to be heard at a comfortable, safe level. These are now available from Leighton Hospital at competitive prices.



Praise for Hospital Environments

MCHFT has been rated highly by the local people that it serves, according to a recent assessment of the hospital environment.

Patient-led assessments of the care environment, also known as PLACE, see patients, volunteers and other members of the local community coming into hospitals to assess how the environment supports a number of important standards: patient's privacy and dignity, food, cleanliness and general building maintenance.

Leighton Hospital in Crewe and Elmhurst Intermediate Care Centre in Winsford (pictured top right) were assessed earlier this year as part of PLACE, and the results were published in September (shown below). Both facilities received high scores from the assessment



teams, with all-but-one standard being rated as 85% or higher.

The reason that the score for the Food category at Leighton Hospital was slightly lower than the Trust's other results was not based around the quality of what was being produced, as this was felt to be of a good standard, but was due to occasional delays in its delivery.

The Trust is currently looking at the audit results in finer detail, and will make the necessary changes so that standards can continue to improve for the benefit of patients.

Standards:	Leighton Hospital	Elmhurst
<i>Cleanliness</i>	93.80%	95.89%
<i>Food</i>	79.95%	90.34%
<i>Privacy, Dignity and Wellbeing</i>	88.86%	85.00%
<i>Condition, Appearance and Maintenance</i>	87.79%	89.10%

Friends and Family Test

MCHFT is continuing to score well in the new national patient feedback initiative, the Friends and Family Test.

Each inpatient and A&E attendee now has the opportunity to rate how likely they would be to recommend their ward or department to their friends and family, should they need similar care in the future.

In September, the Trust's Wards scored an overall score of 68. This was preceded by scores of 75 for May and June, 76 for July, and 71 for August. A&E, plus the Assessment Areas, scored 56 for September.

MCHFT is always looking to improve the quality for its patients, and the Friends and Family Test is just one way that people can help to shape their local NHS services.

The Trust has a dedicated Customer Care Team, which studies each and every item of feedback. This feedback is then provided to the relevant ward or department, to allow for positives to be recognised whilst also identifying weaker performance areas so that improvements can be made.

Net Promotor Scores for Mid Cheshire Hospitals NHS Foundation Trust:

Net Promotor Score	April	May	June	July	August	September
Inpatient Wards	69	75	75	76	71	68
Accident and Emergency (plus Assessment Areas)	57	65	54	60	55	56

Improved X-Ray Technology at VIN

Patients attending the Victoria Infirmary in Northwich are now benefiting from better medical imaging facilities, thanks to recent refurbishment works.

The Infirmary now offers direct digital radiography, and is the first use of such technology at MCHFT. Digital radiography allows for x-ray images to appear on a computer screen in seconds, similar to the way that people can review photos on a digital camera. This means that Radiographers can assess the results immediately, and take any additional images at the time if they need to investigate anything further.

The new process is a lot quicker, meaning that patients spend far less time having to maintain potentially-uncomfortable positions whilst staff take the images. The new system also has a greatly increased image resolution, meaning that the Radiographers can provide a much clearer assessment of the patient.



There is also a significantly-reduced radiation dose required using the digital technology in comparison to the previous technology, meaning that the new system will help to provide an improved level of care and hospital experience to patients.

The X-Ray department based at Victoria Infirmary would like to thank all of their Primary Care colleagues, and patients, for their understanding during the disruption caused by the installation.

Pictured above: Judith Spence and Gina Chisholm, Senior Radiographers at the Victoria Infirmary, with the new medical imaging equipment.

MCHFT Nurse Aids NICE Guidance

A Nurse Consultant from MCHFT has played a significant role in developing new guidance for a condition that can save more than 12,000 lives each year.

Coral Hulse, who works in the Trust's Critical Care Outreach Service, was appointed by NICE to work with a multi-disciplinary group from around the country to produce national guidance on the Prevention, Detection and Management of Acute Kidney Injury (AKI).

AKI is a term that describes a sudden deterioration in kidney function, and it is estimated that one in five patients who are emergency hospital admissions will present with the condition. There are many risk factors for AKI, but the risk is heightened if the patient is acutely or seriously unwell.

Coral welcomed the opportunity to work with NICE, as the national guidance for AKI can be of enormous benefit to patients both in and outside of the hospital setting. As well as promoting good quality care and outcomes for patients who have or are at risk of getting AKI, there is the potential to reduce costs to the NHS by avoiding the condition and reducing length of stay in hospital.

The guidelines from NICE emphasise the importance of early AKI detection – if the condition is not picked up in time it can lead to the kidneys becoming overwhelmed and shutting down, leading to irreversible injury or possibly death. Around 20% of emergency AKI cases are preventable, which would save around 12,000 lives each year in England.

For further information on the guidelines, please visit <http://guidance.nice.org.uk>.