

Creating a better environment for patients, visitors and carers

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Agenda

- 15/16 quality priorities
- CQC inspection
- Cleanliness
- Smoking
- Noise at Night



15/16 QUALITY PRIORITIES

Best for patients,
their families & carers

A
ATTITUDE

B
BEHAVIOUR

C
COMBAT HARMS

D
**DECREASE
DISTRESS**

E
**ENVIRONMENTAL
IMPROVEMENTS**

F
FEWER WAITS

CQC inspection

- 15-18 Sept (planned visit): QMC, City, Ropewalk House
- 28 Sept: Unannounced visit
- No major concerns (incl care and environment)
- Report & Rating (expected December 2015)

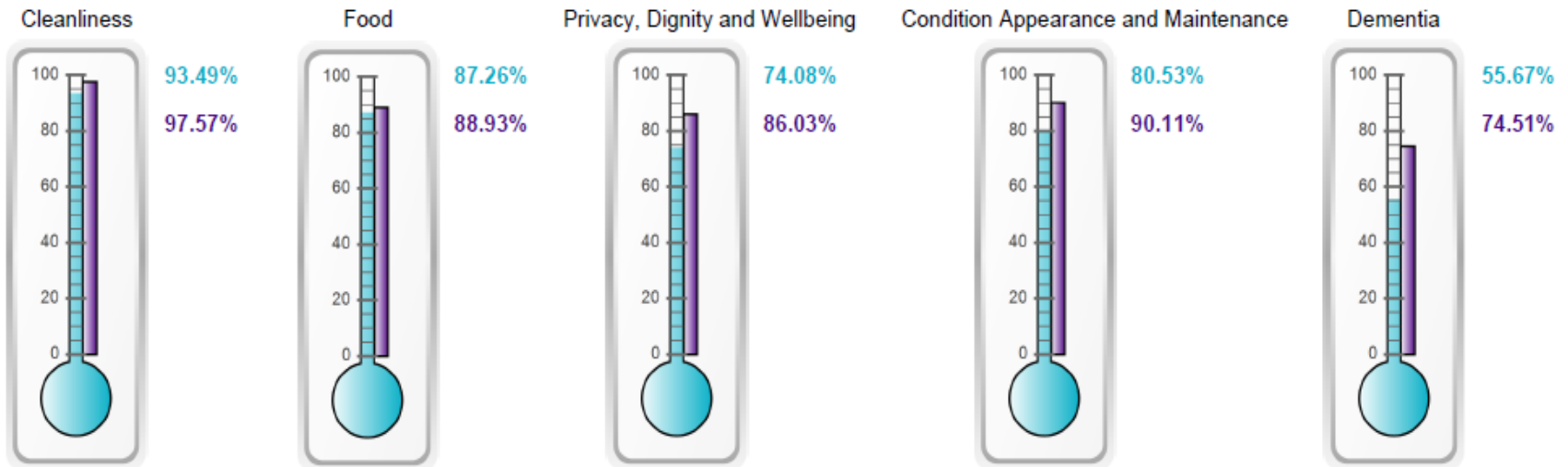
2015 PLACE scores: QMC



QUEEN'S MEDICAL CENTRE- Collection: 2015

SiteScore

National Average



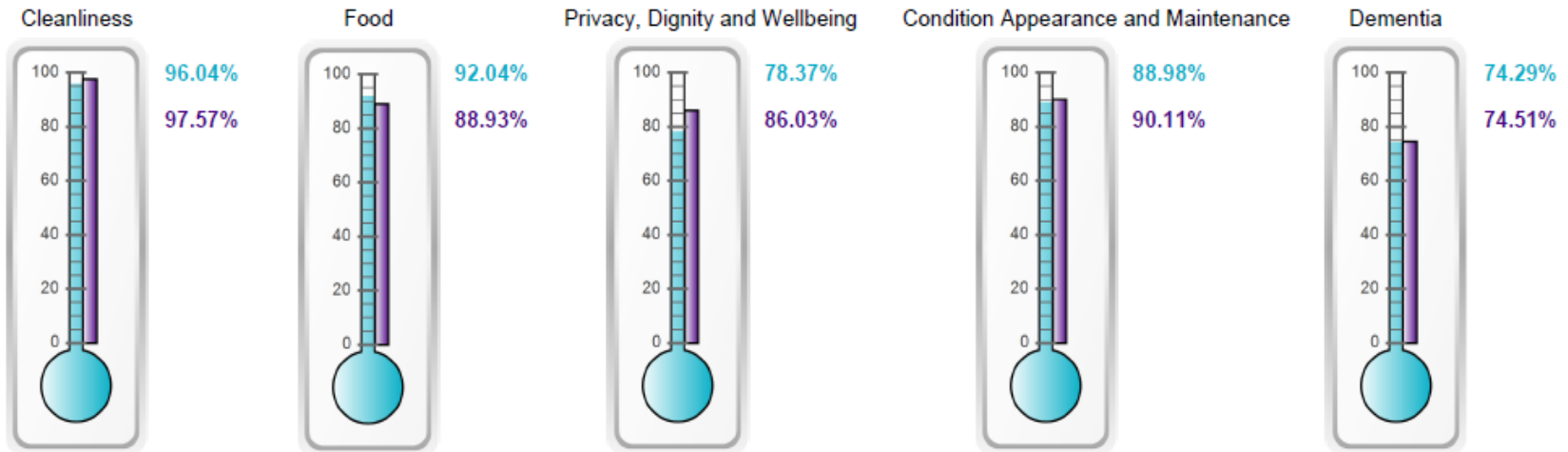
2015 PLACE scores: City



NOTTINGHAM CITY HOSPITAL- Collection: 2015

SiteScore

National Average



Cleaning & decontamination

No general increase in infections over period where there was a deterioration in consistency of cleanliness

- Decant ward at QMC
- Cleanliness audits
- External reviews
- More cleaning staff & supervisors
- Strengthened escalation to Carillion
- NUH Trust Board oversight of improvement

Smoking 1: ONGOING

- Signposting patients and staff to cessation services (20% increase in last year)
- Tougher action: staff caught smoking on site
- On-the-spot fines for littering
- Patient-led social media campaign

Smoking 2: NEW

- Exploring by-law change with Council
- Reviewing NUH smoking policy following recent PHE judgement on e-cigarettes
- New legislation (April 2016) fines for smoking in & around public places (including hospitals)

Noise at Night 1

“Bothered by noise at night from patients?”

April-August 2014: 70.5% “No”

Same period 2015: 70.1%

Target: 75%

Reducing noise (patients)

- Limiting patient movements (evenings)
- Reducing noise from electronic devices (working with families/carers & staff to raise awareness)
- Answering buzzers/call bells more promptly

Noise at Night 2

“Bothered by noise at night from staff?”

April-August 2014: 87.2% “No”

Same period 2015: 87.4%

Target: 88%

Reducing noise (staff)

- Different shoes for ward teams
- Focus on reducing noise from bins, phones and alarms on medical devices
- Quiet-closing doors
- Hourly rounding helping nurses to better anticipate needs of patients (fewer buzzers)

Questions