

Open and Honest Care in your Local Hospital



The *Open and Honest Care: Driving Improvement* Programme aims to support organisations to become more transparent and consistent in publishing safety, experience and improvement data; with the overall aim of improving care, practice and culture.

Report for:

The Christie NHS Foundation Trust

May 2015

This report is based on information from **May 2015**. The information is presented in three key categories: safety, experience and improvement. This report will also signpost you towards additional information about **The Christie NHS Foundation Trust's** performance.

1. SAFETY

Safety Thermometer

On one day each month we check to see how many of our patients suffered certain types of harm whilst in our care. We call this the NHS Safety Thermometer. The safety thermometer looks at four harms: **pressure ulcers, falls, blood clots and urine infections for those patients who have a urinary catheter in place**. This helps us to understand where we need to make improvements. The score below shows the percentage of patients who did not experience any harms.

96.64%	of patients did not experience any of the four harms
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For more information, including a breakdown by category, please visit: <http://www.safetythermometer.nhs.uk/>

Health care associated infections (HCAIs)

HCAIs are infections acquired as a result of healthcare interventions. Clostridium difficile (C.difficile) and methicillin-resistant staphylococcus aureus (MRSA) bacteremia are nationally monitored as we are trying reduce the incidence of these infections. C.difficile is a type of bacterial infection that can affect the digestive system, causing diarrhoea, fever and painful abdominal cramps - and sometimes more serious complications. The bacteria does not normally affect healthy people, but because some antibiotics remove the 'good bacteria' in the gut that protect against C.difficile, people on these antibiotics are at greater risk.

The MRSA bacteria is often carried on the skin and inside the nose and throat. It is a particular problem in hospitals because if it gets into a break in the skin it can cause serious infections and blood poisoning. It is also more difficult to treat than other bacterial infections as it is resistant to a number of widely-used antibiotics.

We have a zero tolerance policy to MRSA bacteraemia infections and are working towards reducing C Difficile infections; part of this process is to set improvement targets. If the number of actual cases is greater than the target then we have not improved enough.

The table below shows the number of infections we have had this month, plus the improvement target and results for the year to date.

	C.difficile	MRSA
This month	3*	0
Annual Improvement target	19	0
Actual to date	6*	0

*Zero cases of C-Diff so far this year have been classified as avoidable

We have recorded a small number of Clostridium difficile infections so far this year - it is important to note that none of the three cases have been deemed avoidable by external committee. Patients with a diagnosis of cancer are more vulnerable to getting C-diff infection due to treatment with high dose chemotherapy and increased use of opiate based analgesia that can affect gut motility.

Pressure ulcers

Pressure ulcers are localised injuries to the skin and/or underlying tissue as a result of pressure. They are sometimes known as bedsores. They can be classified into four categories, with one being the least severe and four being the most severe. **The pressure ulcers reported include all validated avoidable/unavoidable pressure ulcers that were obtained at any time during a hospital admission that were not present on initial assessment.**

This month	6	Category 2 - Category 4 pressure ulcers were acquired during hospital stays
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Severity	Number of pressure ulcers
Category 2	3
Category 3	0
Category 4	0

The pressure ulcer numbers include all pressure ulcers that occurred from	72	hours after admission to this Trust
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In order to know if we are improving even if the number of patients we are caring for goes up or down, we also calculate an average called 'rate per 1,000 occupied bed days'. This allows us to compare our improvement over time, but cannot be used to compare us with other hospitals, as their staff may report pressure ulcers in different ways, and their patients may be more or less vulnerable to developing pressure ulcers than our patients. For example, other hospitals may have younger or older patient populations, who are more or less mobile, or are undergoing treatment for different illnesses.

Rate per 1,000 bed days	1.33
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Falls

This measure includes all falls in the hospital that resulted in injury, categorised as moderate, severe or death, regardless of cause. **This includes avoidable and unavoidable falls sustained at any time during the hospital admission.**

This month we reported	2	fall(s) that caused at least 'moderate' harm
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Severity	Number of falls
Moderate	1
Severe	1
Death	0

In order to know if we are improving even if the number of patients we are caring for goes up or down, we also calculate an average called 'rate per 1,000 occupied bed days'. This allows us to compare our improvement over time, but cannot be used to compare us with other hospitals, as their staff may report falls in different ways, and their patients may be more or less vulnerable to falling than our patients. For example, other hospitals may have younger or older patient populations, who are more or less mobile, or are undergoing treatment for different illnesses.

Rate per 1,000 bed days	0.44
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Safe Staffing

Guidelines recently produced by the National Institute for Health & Care Excellence (NICE) make recommendations that focus on safe nursing for adult wards in acute hospitals and maternity settings. As part of the guidance we are required to publish monthly reports showing the registered nurses/midwives and unregistered nurses we have working in each area. The information included in the report shows the monthly planned staffing hours in comparison with the monthly actual staffing hours worked on each ward and/or the percentage of shifts meeting the safe staffing guidelines.

In order to view our reports please visit: <http://www.christie.nhs.uk/openandhonest>

2. EXPERIENCE

To measure patient and staff experience we ask a number of questions. The idea is simple: if you like using a certain product or doing business with a particular company you like to share this experience with others.

The answers given are used to give a score which is the percentage of patients who responded that they would recommend our service to their friends and family.



Patient experience

The Friends and Family Test

The Friends and Family Test (FFT) requires all patients to be asked, at periodic points or following discharge, '**How likely are you to recommend our ward/A&E/service/organisation to friends and family if they needed similar care or treatment?**'

In-patient FFT percentage recommended *	98.8	% recommended	This is based on	333	responses
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*This result may have changed since publication, for the latest score please visit:

<http://www.england.nhs.uk/statistics/statistical-work-areas/friends-and-family-test/friends-and-family-test-data/>

We also asked	221	patients the following questions about their care
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	% Recommended
Were you involved as much as you wanted to be in the decisions about your care and treatment?	99.4%
If you were concerned or anxious about anything while you were in hospital, did you find a member of staff to talk to?	99.5%
Were you given enough privacy when being examined, treated or discussing your care?	100%
During your stay were you treated with compassion by hospital staff?	99.5%
Did you always have access to the call bell when you needed it?	97.5%
Did you get the care you felt you required when you needed it most?	100%
How likely are you to recommend our ward/unit to friends and family if they needed similar care or treatment?	100%

The Big C got me

As told by Caroline Cheetham (journalist and university lecturer) and Penny McGimpsey (deceased)

Last week I went to a 40th birthday party. It was a fantastic night. The usual mix of great music, wonderful company and plenty of wine flowing. Anyone looking in would have thought there was nothing unusual about a crowd of 30 and 40 something's dancing like teenagers.

But there was a big difference about this party, which made it a party none of us will ever forget.

The birthday girl, Penny McGimpsey, wasn't there. She died in February this year, just a few weeks before reaching her 40th birthday, despite heroic efforts by The Christie to save her.

I met Penny in the playground when our two boys started school almost two years ago.

Her husband, Scott and two boys, Will and Ben were the centre of her world and she gave up her job as a teacher to devote herself to motherhood. She was warm, funny, beautiful, a fantastic mum and the picture of health.

So we were all completely horrified when she revealed that she had been diagnosed with breast cancer in April last year.

With typical openness Penny told us about her diagnosis and plans for treatment but she also shared her "cancer journey" on Facebook. It was the unwavering positivity, searing honesty, and eloquence of her posts which changed the lives of all of us who were reading them.

Her strong, resilient husband Scott has generously allowed me to share Penny's words from her Facebook page. Penny has left many legacies. This is one of them.

Here is her story told in her words.



Penny McGimpsey

Posted May 10, 2014



“ Bad News - The Big C got me. But I am going to fight it like you wouldn't believe. So to all my girlfriends out there - "GO CHECK YOUR BOOBS NOW" For those in the know, I have an aggressive grade 3 invasive ductal carcinoma. I have my op on Tues 20th May and 4 weeks after that I start chemo followed by radiotherapy. So remember - check those boobies. XXXXXXXXXXXX ”



Penny McGimpsey

Posted May 22, 2014



“ Been pampered today. I have a lovely new bob with a fringe. Feeling Good. Xx ”



Penny McGimpsey

Posted June 5, 2014



“ Cancer update: On the positive side no cancer cells were found in the rest of the breast after the lumpectomy but the bad news is that cancer cells were found in my lymph node. So I have to have an op after chemo to have all my lymph nodes removed on the left side. But it's all still manageable. As of today I have become a serious health exercise freak. Scott and I are just off for a cycle round the park with Ben. No more chocolates, sweets, crisps and sugar in my tea. This is not so manageable. Feeling alive. ”



Penny McGimpsey

Posted July 5, 2014



“ OK. The big hair cut today at 3pm. Here goes. I can do this. I can do this. Deep breath. XX ”



Penny McGimpsey

Posted July 7, 2014



“ Day 1 school holidays - Ice Skating with Will. It was great fun. Xx ”



Penny McGimpsey

Posted July 14, 2014



“ Feeling like utter s**t and to top it all off my amazing 100-year-old grandma is now very very poorly. So if there are any spare prayers going please send them to my mama as she means the world to me and I can't fight my battle without her. Also, a message to my mum, you are amazing and I love you very much. Keep strong. I will see you very soon. Life is s**t today. XXXXXXXXXXXX ”



Penny McGimpsey

Posted July 17, 2014



“ R.I.P
1914 -2014
My Grandma passed away peacefully last night. 100-years-old and an amazing lady. I will miss our chats on the phone but I will continue to fight my battle even though she is now gone. Love You Mama. XXXXXXXX ”



Penny McGimpsey

Posted July 19, 2014



“ Back on top fighting form now. No more negative posts from me this Summer. Enjoy the hols. Xx ”



Penny McGimpsey

Posted July 23, 2014



“ Chemo today at 1pm, bring it on. Let's get this party started. XXXXXXXX ”



Posted July 23, 2014



“ Great news guys. My cat scan was ALL CLEAR. No tumours found anywhere else. So just need my lymph nodes removing after chemo then all sorted. Feeling ok at the mo. Thanks for all the lovely messages. XXXXXX ”



Penny McGimpsey

Posted September 9, 2014



“ So school drop-off was an experience this morning. I parked in a space just clear of a ladies driveway but slightly on the white line. Unloaded scooters and the kids and was then asked to move my car. My response was "really" and before I knew I had whisked my wig off in front of the poor lady and threw the kids back in the car. I'm not quite sure why I did this. I think my message was "life is hard enough." I then cried all the way home. I am over emotional today. How embarrassing. Big over-reaction on my part. X ”



Penny McGimpsey

Posted October 11, 2014



“ Feeling happier this morning. Having to turn it all into a positive. Weight loss every woman's dream. Pre-wedding weight would be ideal. Having a blood transfusion today - so thank you to all those who donate blood. Bit weird to think of someone else's blood in me. Had a bowel X-ray and it showed nothing - thank God. Just been told my family are allowed to visit as I am not contagious. Life is on the up. Thank you for all my lovely messages. Xxx ”



Penny McGimpsey

Posted October 30, 2014



“ It's not often I feel the need to praise my husband on social media but this week Scott has been amazing. He has run this house like clockwork. Better than me, it pains me to say it. The meals have been outstanding. The boys have had full on entertainment all half term with a little help from my sister and family. He has even entered into the spirit of Halloween and is trick or treating tomorrow night. I think he will be looking forward to returning to work next week. XXX ”



Posted November 3, 2014



“ Chemo hasn't worked and Cancer is back. CT scan next week. Don't leave any messages, just give me a thumbs up. If you see me don't mention chemo, just smile. Xxxxxxxxxx ”



Penny McGimpsey

Posted November 6, 2014



“ I get the results tomorrow sometime whilst having a blood transfusion at The Christie. At least it's better than my usual Friday chemo. If it's good news I will post tomorrow. Xxxxxxx P. S Feel free to add in a few more prayers and cross anything you might have missed. I'm calling into the hospital chapel on my way to the scan. I have all options covered. Xx ”



Penny McGimpsey

Posted November 7, 2014



“ CT scan all clear. I still have a mountain to climb as it's come back in boob and the lymph nodes don't look good but I am willing to take on the challenge. Mastectomy booked for week of 17th Nov. Got my boxing gloves on. Thank you for all the lovely messages of support. You don't appreciate how much they help. Xxx ”



Penny McGimpsey

Posted November 20, 2014



“ Operation went brilliantly. In love with the morphine and my surgeon. Feeling Good. Today is Cancer Free Day. I am so relieved to get that out. Life can begin again today. Xxxxxxxxxxxxx ”



Penny McGimpsey

Posted November 20, 2014



“ Very good-looking physio just walked me down the corridor. I went all dizzy and wasn't sure if it was because of my treatment or because of the young American Denzel Washington look-a-like physio next to me. I didn't have my wig on or my eyebrows. Damn xx ”



Penny McGimpsey

Posted December 12, 2014



“ Next stage of my treatment begins today. 15 sessions of radiotherapy every day for 3 weeks. Bit nervous. Xx ”



Penny McGimpsey

Posted December 19, 2014



“
CANCER – F**K OFF.
Despite having chemo and it not working and a lumpectomy and a mastectomy my Cancer has returned again in the same place. Give me a break. Sorry for my bad language. But honestly.....
”



Penny McGimpsey

Posted January 13, 2015



“
I have had a huge amount of lovely messages. I will just say from the bottom of my heart thank you for all the love and support you have given me and my family. I am doing ok, in a lot of pain at times and can't drive because of the morphine. I am being well looked after. Scott - there are no words to describe what he must be going through. He is what is making this journey bearable. Please everyone look after him. My boys - now they make this journey horrendous. Moving on, I'm doing ok and thanks again for all the lovely messages. Xxxx
”



Penny McGimpsey

Posted January 18, 2015



“
People have been amazing and I appreciate it's so hard to know what to do or say in this situation. I have grown balls in the last few weeks. I can handle tears, hugs, normality, trivia, gossip, anything... But one thing I don't want is people crying to my family as they are trying to be really brave and we are happy and want to stay happy. My time is precious now so everyone must be happy and leave the sadness until it's necessary. I could still go against the odds and be a miracle story. Remember no sadness round my family-upbeat and happy. We can do this. Thanks for listening. Xxxx
”



Penny McGimpsey

Posted January 18, 2015



“
I'm coming home. Just having an X-ray and then I am home. Big day tomorrow as little 3-year-old Ben has his school assessment and I am going to walk him through those doors like the proudest mum ever.
”



Penny McGimpsey

Posted January 20, 2015



“ Mother and daughter trip out. Cancer ain't stopping me. x ”



Penny McGimpsey

Posted January 22, 2015



“ Update time - it's a big one.

1. I have accepted what's happening – a few months to live at the most.
2. I have my family round me - my parents are renting a house in Didsbury. I love this, I get to see them everyday.
3. I couldn't be more loved.

My cancer has spread so I have secondaries and my lungs are bad which makes breathing hard. I am on a lot of pain control which makes me pain free but completely away with the fairies and causes some great hallucinations. I am a fully-fledged blue disabled badge holder. I now get disability benefits.

Tonight Scott and I have decided that I should start chemo treatment again on Friday which may give me a little longer but no guarantees as nothing has worked on my cancer to date. It will make me more poorly so we have said that when it becomes no fun anymore and my quality of life is suffering then we will stop treatment and let the Angels come and get me. Scott is putting work on hold and then the fun begins. The boys know but who knows what they understand.

I want to thank you all for sticking with me on this turbulent journey. Some may find it strange how open I have been about it all but it has honestly been the best medicine. I feel I have never once been alone.

I still want to be positive and put the tears away for when I've gone but sometimes it is too painful and the tears do just come. It's ok to cry and I have become very good at it. ”



Penny McGimpsey

Posted February 5, 2015



“ Unfortunately the pain block procedure has not had the desired outcome I had hoped for as the cancer across my chest is too widespread to control by one procedure alone so I continue to suffer.

As a result I have taken the decision today to stop all cancer treatment with immediate effect. I am now doing what is referred to as a 'Lynda Bellingham.'

Nobody knows how long I have left but I continue to take each day as it comes. I know some people will find it hard to understand my decision but there comes a time in the fight when you know if you can win the battle and unfortunately this is one battle I can't win. I thank you all so much for your kind thoughts, prayers and the kind generosity you have given to me and my family. I love you all.



Penny McGimpsey

Posted February 9, 2015



“ Goal Achieved - Managed to get both boys christened on Sunday. Thanks to Godparents Auntie Ashley and Uncle Melaine, Auntie Sarah and Uncle Morgan. Xxxxx



Penny McGimpsey

Posted February 12, 2015



“ Still fighting till the end x



Penny McGimpsey

Posted February 23, 2015



“ It is with great sadness I have to inform everyone that my loving, adorable and courageous wife Penny has lost her battle with cancer. She fought hard and remained strong throughout but this morning Penny was taken from me and her two boys Will & Ben to a higher place. I thank everyone for their support over the last number of weeks and months which Penny took great strength from. I may have physically lost my soul mate but she will never be lost from our thoughts.



Throughout Penny's cancer, the staff at The Christie became an extension of her family during her treatment - from the tea lady who brought her secret bars of chocolate, to the nurses who held her hand and the expert doctors who worked tirelessly to treat her. Penny's life couldn't be saved but her cancer journey was made more bearable because of the unwavering support from everyone around her.

In typical fashion, Penny had planned her 40th birthday party down to the last detail, and one of her dying wishes was that it went ahead without her.

So we dressed up, danced like fools, got drunk and laughed like she would have laughed if only she's been there. I think we did her proud!

Penny's strong, resilient husband Scott has generously allowed me to use her words from Facebook for this blog because her words are far more eloquent than mine could ever be.

Staff experience

The Friends and Family Test

The Friends and Family Test (FFT) requires staff to be asked, at periodic points: ***How likely are you to recommend our organisation to friends and family if they needed care or treatment?*** and ***How likely are you to recommend our organisation to friends and family as a place to work?***

FFT percentage recommended care*	96	% recommended	This is based on	951	responses
FFT percentage recommended work*	72	% recommended	This is based on	951	responses

**This data is collected from staff as part of the quarterly National Friend & Family Test. The data above relates to Quarter 4 2014/15*

*This result may have changed since publication, for the latest score please visit:

<http://www.england.nhs.uk/statistics/statistical-work-areas/friends-and-family-test/friends-and-family-test-data/>

We also asked	15	staff the following questions
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	% Recommended
Would you recommend this ward/unit as a place to work?	100%
Would you recommend the standard of care on this ward/unit to a friend or relative if they needed treatment?	100%
Are you satisfied with the quality of care you give to the patients, carers and their families?	100%

**staff are asked in locations where a harm has occurred*

3. IMPROVEMENT

Improvement story: we are listening to our patients and making changes

More patients will be able to benefit from The Christie at Wigan and receive their cancer treatments closer to home

At The Christie, we listen to our patients and many of them have told us that although they really value what we do for them they would ideally like to get their treatment closer to home.

The highly specialised nature of what we do means this is not always possible but over the last five years, we have been successful in providing more cancer treatments closer to patients' homes as part of our ongoing five year strategy.

Tens of thousands of patients have already benefited from this initiative, receiving their treatment in The Christie at Salford and at Oldham, as well as in the mobile chemotherapy unit at five locations around Manchester.

As part of The Christie's outreach strategy there have been some exciting new developments taking place in Wigan.

Wigan, Wrightington and Leigh NHS Foundation Trust provide a district general hospital service for around 318,000 people. The trust has three hospitals and two outpatient sites. The main hospital, the Royal Albert Edward Infirmary (known locally as Wigan Infirmary) also houses the trust's accident and emergency department.

A brand new purpose built cancer unit opened its doors at Wigan Infirmary in January 2015, as part of The Christie at Wigan service. The new building is obviously very exciting but there has been tremendous amount of work that has gone in to making this service take shape over the last few years. It really has been a joint effort between The Christie and the Wigan teams.

Supporting information

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