

# GP LINK

**FEBRUARY 2013**

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## NEWS IN BRIEF

### CHARITY GOLF DAY

The Mid Cheshire Hospitals Charity will be holding a charity golf day on May 31, 2013, at Vale Royal Abbey Golf Club. There will be a number of competitions followed by a three-course dinner and a charity auction.

Entry is £62.50 per person, or £250 per team of four.

For further information, please contact Laura Bailey on 01270 273248 or email [charity@mcht.nhs.uk](mailto:charity@mcht.nhs.uk).

### NEWSLETTER FEEDBACK

GP Link is designed to keep you up-to-date with news and improvements within MCHFT.

If there are any topics which you would like to see covered in future editions, have any feedback on how we can improve this newsletter or would simply like more copies, please contact Rob Meadows, Communications and Marketing Officer, on 01270 273827 or email [rob.meadows@mcht.nhs.uk](mailto:rob.meadows@mcht.nhs.uk).

## FRANCIS REPORT AND MORTALITY

Mid Cheshire Hospitals NHS Foundation Trust (MCHFT) would like to reassure GP colleagues, as well as patients and the public, following the publication of the Francis Report and links to hospital mortality rates.

There are a number of differing methodologies used nationally to measure hospital mortality rates, including:

- summary hospital-level mortality index (SHMI) from the Department of Health;
- hospital standardised mortality ratio (HSMR) from Dr Foster;
- SHMI from Dr Foster;
- risk adjusted mortality index (RAMI) from CHKS.

For the time period highlighted in the recent media coverage (2011-12), MCHFT's mortality rates using the various methodologies were:

- SHMI = 1.12 ("as expected")
- HSMR = 110 ("as expected")
- Dr Foster SHMI = 112 ("higher than expected")
- RAMI = 94 ("as expected")

In the latest Dr Foster *Good Hospital Guide*, released in December 2012, MCHFT's data relating to the emergency HSMR, deaths after surgery and deaths in low risk conditions were also rated as "as expected."

In previous years the Trust had been highlighted as having high mortality rates, but the coordinated programme of improvement measures that has been

implemented in recent years has had a significant impact on reducing these, and the Trust expects these improvements to continue going forward.

Examples of some of the measures that MCHFT has put in place to reduce mortality rates include increasing out of hours Consultant on-site presence, the installation of an extra CT scanner to improve diagnostics, opening additional medical and surgical assessment areas to ensure rapid assessment of emergency GP admissions, improvements to medical and nursing documentation, and the introduction of standardised pathways for patient care.

These initiatives have been supplemented by the appointment of a significant number of additional Consultants in Acute Medicine, Emergency Medicine, General Surgery, Orthopaedics, Anaesthetics and Critical Care. The Trust has also recently run two successful nurse recruitment programmes to further increase the numbers of qualified nurses at Leighton Hospital.

The Trust is currently reviewing all of the recommendations given in the Francis Report, and will be working with partners, staff and patients to ensure that any gaps that may be identified are addressed. This will ensure that the Trust can continue its journey towards providing the highest possible standards of safe care to all patients in the local area.

## CQC PRAISES QUALITY OF CARE

Patients at Leighton Hospital in Crewe are continuing to receive high quality care and treatment, following a routine unannounced inspection by the CQC.

In December 2012, the regulator carried out an unannounced visit to the hospital to check that five of their essential standards of quality and safety were being met for all patients. During the visit, the inspectors observed how people were being cared for and spoke to staff, patients, their carers and family members.

During the visit, all the patients that they spoke with were complimentary about the care that they were being given. One said that the “service is good, the nurses are good and they can’t do enough for you. They keep checking to make sure you are alright”, with another adding that the staff were “a credit to their profession.” Further patient comments described staff as being “like angels” and that the hospital was “a wonderful place; they take care of me and care about me.”

The five specific targets being inspected, as well as the CQC’s comments, are summarised as follows:

- **Care and welfare of people who use services** – When the inspectors observed care on the wards they saw that patients were treated properly. The patients also said that they were treated with dignity and respect.
- **Cooperating with other providers** – On examining a sample of patients’ records, they found that they were properly assessed and planned to the needs of the patients on the wards. The CQC also saw that arrangements for discharges were done in conjunction with staff from the local authority’s other NHS trusts and voluntary bodies.
- **Safeguarding people who use services from abuse** – The CQC discussed the arrangements for the safeguarding of



vulnerable adults and, while the Trust met the requirements of regulations, it was noted that there were plans to further improve training for staff.

- **Assessing and monitoring the quality of service provision** – The inspectors asked about the Trust’s arrangements for monitoring its quality of care through ward-level audits and examination of mortality figures, and found that they were working well.
- **Management of medicines** – When looking at the management of drugs, the CQC noted that patient medication reviews were carried out regularly, that medicines were stored safely, and that regular audits help to identify areas of improvement. The inspectors also found that appropriate arrangements were in place for the recording of medicines, although the use of the current coding system by staff requires slight improvements. This was judged to be a minor issue by the inspectors, meaning that the impact on patient safety was “not significant” and could be “resolved quickly.”

Following the publication of the report, the CQC were invited to attend the Trust’s Council of Governors meeting in January to discuss their role and how they will work with the Governing Council in future. During the meeting, the CQC praised Mid Cheshire Hospitals NHS Foundation Trust for its transparency, saying that if there was an incident occurring at one of the Trust’s hospitals, a senior member of staff would inform the CQC immediately to discuss the issue and the actions the Trust had taken. They also said that this level of transparency was apparent in the Trust’s own reporting and monitoring mechanisms.

## AUDIOLOGY - AQP AND EXTENDED HOURS

MCHFT's Audiology Department has recently received 'Any Qualified Provided' (AQP) approval, meaning that GPs will be able to refer patients to the Trust's Audiology service using the new AQP pathways when they are introduced.

The department provides a comprehensive service with experienced members of staff, and holds a number of well established 'drop-in' maintenance sessions at various locations across the area for any queries or issues that patients may have.

As part of the AQP process, the department has extended its opening hours, meaning that appointments will be available from 7.45am until 5.45pm Monday to Friday, with Saturday appointments scheduled to commence in April.

For further information about the Audiology services available at MCHFT, please contact the Audiology Reception on 01270 612197 or fax 01270 273409.

## GLAUCOMA SUPPORT GROUP

People with Glaucoma are being invited to talk about their condition with healthcare staff and fellow patients at a new support group.

Glaucoma care staff from MCHFT are holding their first informal session, in association with the International Glaucoma Association, on Monday, March 18, and are encouraging patients and their family and friends to attend.

The session will include an overview presentation on the condition by the Trust's new Ophthalmology Consultant, Dan Nguyen, who specialises in Glaucoma treatment. The International Glaucoma Association will also be on-hand to provide

information, such as driving with the condition.

The event, which is free to attend, will be taking place between 2.30pm and 4.30pm at St Michael's Church Hall in Ford Lane, Coppenhall. Attendees will be able to meet with some of the doctors and nurses who make up the Glaucoma team at Leighton Hospital, and also suggest topics for future support group meetings.

There is no need to register for the event, but for further information please contact Debra Noden, Clinical Nurse Specialist for Ophthalmology, on 01270 612102.

## BONE HEALTH ASSESSMENTS

In January 2013, MCHFT introduced bone health assessments to help reduce the incidence of fragility fractures in the elderly.

Available to those over 50 years of age who have suffered a wrist fracture, the assessments can help to identify patients who may be at risk of developing further fractures or conditions such as osteoporosis in the future. The scores from the

assessments are sent to the patient's GP via fax, and can help to determine if there is a need for any follow-up medication or treatment. Overall, the aim of the assessment is to help reduce the occurrence of more severe fractures in the future.

For further information about the service, please contact Carol Latham, Orthopaedic Sister, on 01270 612244 or [carol.latham@mcht.nhs.uk](mailto:carol.latham@mcht.nhs.uk).

## SEXUAL HEALTH CLINIC IN NORTHWICH

The Trust now runs a weekly Sexual Health Clinic at the Victoria Infirmary in Northwich, providing a free comprehensive and confidential service for men and women of all ages.

Patients do not need to see their doctor first, they just need to call 01270 612255 to make an appointment for the clinic, which takes place on Monday afternoons from 2.30pm until 5.30pm.

The service offers sexual health advice and information, screening for sexually transmitted infections (STIs), testing for HIV, syphilis and hepatitis, and cervical smear testing.

It also offers free treatment and contraception, as well as support for sex workers or victims of sexual assault.

## CHARITY APPEAL REACHES ITS TARGET

After 12 months of fundraising and the endless dedication of parents, staff and local supporters, the Mid Cheshire Hospitals Charity is delighted to announce that the One in Eleven Appeal has now reached its £1.8million target.

The funds will be used to create a new Neonatal Intensive Care Unit at Leighton Hospital, providing more space and comfort for families in Crewe, Nantwich and the surrounding areas who have to go through the heartache of having their baby in hospital.

The appeal has reached its target 12 months earlier than expected, and preparatory work on the new unit is hoped to get underway this spring.

At double the size, the new unit will have more space and a modern layout that will offer more privacy and comfort for families. It will be housed on a refurbished ward adjacent to the recently refurbished Labour Ward, creating a first class facility for babies from birth and beyond.

Some of the key features and improvements planned for the unit include:

- **Improved care** – The enhanced design and layout of the environment will help to modernise the delivery of neonatal services, through elements such as glass walls to provide better visibility for patients under observation.
- **Increased space and better design** – The new unit will provide increased clinical space

and a better working environment. It will also give improved access to and from the Labour Ward, reducing the clinical risks associated with moving a sick baby.

- **Better storage** – Bespoke equipment storage rooms will reduce the risk of accidental damage and avoid clutter in the corridors, which will provide staff with a safer working environment.
- **Privacy, dignity and comfort** – The increased size of the new unit will provide more privacy and dignity for patients and their families, in line with national neonatal quality care recommendations.
- **Better acoustics** – The reduced noise levels in the larger unit will reduce stress for preterm babies, which will improve their recovery rate.
- **Security** – Enhanced systems will be included in the design, reducing security risks.

The charity would like to thank everybody who has helped them to reach the target and take a huge step forward in providing what will be a modern facility that will serve families in the area for many years to come. After the success of the appeal, The Mid Cheshire Hospitals Charity will continue fundraising to support other areas of the hospital.

