

Meeting:	Brighton and Sussex University Hospitals NHS Trust Board of Directors
Date:	26th January 2015
Board Sponsor:	Medical Director and Chief Nurse
Paper Author:	Mark Renshaw, Deputy Chief of Safety
Subject:	Safety and Quality Dashboard

Executive Summary

The purpose of the report is to appraise the Board of the Trust's performance in relation to six key quality and safety questions that will form the basis of the Quality and Safety Strategy. The questions are:

How will I know that:

- I will be treated with kindness and compassion?
- The care I receive will not harm me?
- Feedback on my experiences will be acted upon?
- I will be involved in decisions that affect me?
- I will be treated fairly as an individual?
- I will receive the best possible care?

The report comprises the following data: mortality; the safety thermometer; incident reporting; the Friends and Family (FFT) score; complaints and PALS data; and patient feedback from the Patient Voice. The report indicates:

- The Trust standardised mortality rates remain consistently lower than expected
- The Accident and Emergency Friends & Family Score (with the revised methodology) is below the national average, although the response rate is improving; while the in-patient score is similar to the national average, although higher in recent months
- The percentage of patients experiencing harm-free care is higher (better) than the national average
- The falls rate continues to reduce, although not as steeply as in previous years
- The rate of pressure damage is static, although significantly lower than the historic rate
- The number of complaints received remains stable
- Five Never Events have been reported in 2014/15 to date and the outcome of the Theatres Review was discussed at the last Quality and Risk Committee

The next iteration of this report will include other important sources of data

e.g. regulation 28 letters, where recent concerns about patient safety in the emergency pathway have been highlighted. These issues have been discussed full at the Quality and Risk Committee

Links to strategic objectives	Best and Safest Care ✓
Identified risks and risk management actions	The Accident and Emergency Friends and Family score is below the national average. An action plan has been developed in response to the recommendations of the Theatres Review and will be reported by exception to the Quality and Risk Committee
Resource implications	Not applicable
Legal implications	None
Report history	Not applicable
Appendices	Safety and Quality Scorecard

Action required by the Board

The Committee is asked to discuss the Safety and Quality Dashboard;