



QUALITY ACCOUNT EASY READ 2020/21

Unconditionally registered with the CQC since April 2010

What is a Quality Account?

‘Quality’ means that something is safe and good.

This is our ‘Quality Account’. We write this report every year.

It tells you about the things that are very important to us and to patients. These are called our ‘Priorities’.

This report tells you about what we have been doing to make sure that we care for patients in a safe way.

It also tells you about what we are doing in the next year to get even better.

We like to hear from our patients about what they think we do well and what we could do better. We will tell you some of the things that patients and staff have told us.



About Our Trust

We provide services to people in hospital, in the community and in their own homes.

People from Newcastle and all over the country can come to us for care and treatment.

Our hospitals are called:

- The Royal Victoria Infirmary (RVI)
- The Freeman Hospital
- The Campus for Ageing and Vitality
- Newcastle Dental Hospital
- Newcastle Fertility Centre and the Genetics Service @Life

We also see patients at Urgent Treatment Centres and clinics near their homes.

Statement from the Trust Board

The Trust Board make decisions about how the services in the Trust are managed. The Board has checked the information in the full Quality Account and confirms it is correct.



Dame Jackie Daniel

Chief Executive

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Information about Coronavirus (Covid-19)



Coronavirus is a type of virus.
A virus is a type of illness.



Lots of people in the UK have
had coronavirus.



It can make people very ill
and some people have died
from it.



It is very important to **keep
yourself and your family
safe** from coronavirus.

During the COVID-19 pandemic, we were able to still see all patients who came to hospital for emergency care.

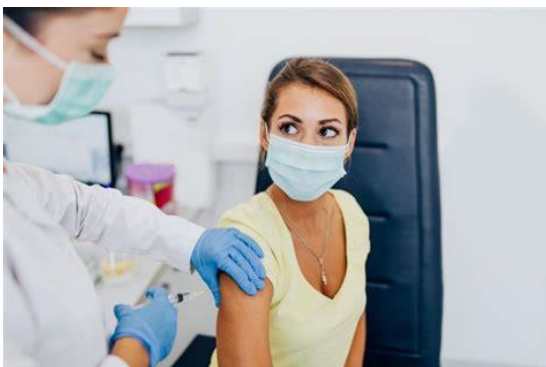
We continued to give care to cancer patients and other patients needing special help.

We have now been able to reopen all services but some things we are doing differently. For example, we now telephone patients to see how they are doing, instead of asking them to come in to outpatient clinics.

If people need to come to a clinic, they are still able to come in.

We set up areas to test staff and their families for the virus so that they would not come to work and spread the virus.

We also test patients before they come into the hospital for planned surgery.



We set up clinics to give all of our staff the COVID-19 vaccine.

Our District Nurses visited patients who could not leave their homes and nursing homes to give them the vaccine.



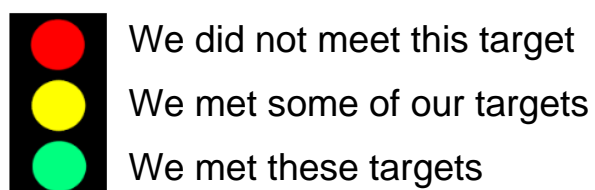
Our staff are now working with other teams outside the hospital, helping to give the vaccine to the general public.





Getting Even Better in 2021/22




Our Priorities for Next Year

Patient Safety	
What we want to do	We will
Priority 1 Reduce infections	Keep working with staff and patients to reduce infections
Priority 2 Reduce pressure ulcers in patients that our District Nurses care for	Work to reduce the number of patients who get a pressure ulcer
Priority 3 Make sure we act when someone's test results are not what they should be	Put a system in place so everyone knows what they have to do
Clinical Effectiveness	
What we want to do	We will
Priority 4 Create a system that tells us when a pregnant, or recently pregnant woman is becoming ill	Create the system and use it in all areas of the hospital
Priority 5 Make sure things get better and better	Give staff the skills to learn and improve and make sure they are involved in projects to improve the quality of service
Patient Experience	
What we want to do	We will
Priority 6 Improve the service for young people who need mental health care	Train our staff in how to look after these patients in the Trust
Priority 7 Improve the service for people who might or do have a learning disability	Make sure we know who these patients are and what help they need

How We Did Last Year – 2020/21



Priority	What did we say we would do?	Did we do it?
Patient Safety		
	Priority 1 –Reduce the amount of people who get infections	
	Priority 2 – Reduce the amount of people who get pressure sores in hospital	
	Priority 3 – Make sure we act when someone’s test results are not what they should be	
Clinical Effectiveness		
	Priority 4 - Bring together all the information we get from reviews and audits	

	Priority 5 - Make sure things get better and better	
Patient Experience		
	Priority 6 – Improve the service for people who need mental health care	
	Priority 7 – Improve the service for people who might or do have a learning disability	

What Went Well?



A new COVID-19 laboratory has opened in Gateshead. This is where swabs are tested to see if people have the virus, and if they do, they are advised to isolate so they don't spread the virus.



Early in December 2020 the first COVID-19 vaccines were given in the UK. It was a very emotional moment to see our first patients Dr Hari Shukla and his wife Ranjan get their injections from Suzanne Medows at the RVI.



Last year, Alan became very ill with COVID-19. He came to our hospital where we treated him for 7 weeks. He is now well and at home.



Our staff tried to help each other by having exercise classes at lunch time that could be done in the office or at home watching a video on the computer.

Children's drugs were changed from being given in hospital through a drip to an injection at home. Children and their parents were taught how to give this injection, so they didn't have to come into hospital during COVID-19.



Greatix is a system that gives staff the chance to recognise and learn when good things happen. This year we received over 2000 Greatix entries showing the good work our staff do.

Find Out More

We asked local groups of people who are interested in what we are doing, like Healthwatch, to look at our full Quality Account.

They are happy with what is being said in the report and what we are going to do next year. They gave us some helpful comments to think about for next year.

If you would like to know more about this report or would like to give your comments, contact us on the telephone number or e-mail below.

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Or write to

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