

QUALITY ACCOUNT EASY READ 2021/2022

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.

The COVID-19 pandemic, is the biggest thing the country has had to deal with since World War 2.

We continued to give care to patients and have now been able to reopen all services but we are doing some things differently.

For example, we now telephone patients to see how they are doing, instead of asking them to come in to outpatient clinics.

We are not giving all patients another appointment to see us, instead asking them to phone us if they need to be seen, this is called Patient Initiated Follow-Up.

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



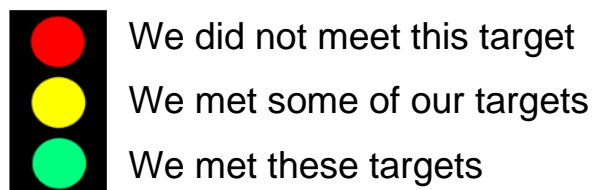
Getting Even Better in 2022/2023








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 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 3 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
Priority 4a Make sure that pregnant women are seen by a midwife within five minutes of coming in to the Maternity Assessment Unit	Give staff the skills and time they need to assess the women who come to this unit. We will have staff on this unit seven days a week from eight o'clock in the morning until eight o'clock at night. The Maternity Assessment Unit is open 24 hours 7 days per week.
Priority 4b 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 Build a new building where it is safe for patients to have day surgery	Make sure patients are ready to have surgery and go home on the same day

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 – 2020/2021



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 pressure ulcers in patients that our District Nurses care for	
	Priority 3 – Make sure we act when someone’s test results are not what they should be	
Clinical Effectiveness		
	Priority 4 - Create a system that tells us when a pregnant, or recently pregnant woman is becoming ill	
	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?

Newcastle Hospitals opens regional 'cataract centre' to transform patient care



A new centre has been opened at Westgate Road. This is where patients can go to have Cataract surgery (Eye surgery). This is very important as there are long waiting lists to have this done and by having this new centre we can see more patient's in a quicker time.

Multi-million pound cancer centre at Cumberland Infirmary opens to patients



This centre will really help people who need to have cancer services in North Cumbria. Most adult patients will now be able to get their care closer to home.

Newcastle doctor appointed first national speciality advisor for Long COVID



Dr Graham Burns, a doctor at Newcastle's Royal Victoria Infirmary, is the NHS's first ever, National Adviser for Long COVID. He will help plan care for people suffering long-term physical and mental after-effects from the virus.

Newcastle Hospitals become first in the UK to use climate-friendly gas and air during labour



Newcastle mum, Kaja Gersinska, is the first person in the UK to use climate-friendly pain relief during labour after giving birth at Newcastle's Royal Victoria Infirmary.

Geordie Hospital star Kit thrives after heart transplant and 'should inspire organ donation discussion'



Meet five-year-old Kit Matthews who was in the first episode of Geordie Hospital, which was filmed last year. Kit now has a new heart, (heart transplant) and is going from strength to strength. As his story was told on TV his family and the doctor who looked after him at the Freeman Hospital were keen to highlight just how important organ donation is.



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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