

# Quality Account Easy Read

## 2022/2023

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 all made changes to the way we lived and worked to keep each other safe.

We were able to still see all patients who came to hospital for emergency care and 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. We only offer follow up appointments to patients who really need them, all other patients can phone us and ask to be seen if they feel they need to.

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

We have also opened a new Day Treatment Centre to try to see patients who need an operation more quickly.



# Getting Even Better in 2023/2024




## Our Priorities for Next Year






Patient Safety	
What we want to do	We will
<b>Priority 1</b> Reduce infections.	Keep working with staff and patients to reduce infections.
<b>Priority 2</b> 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.
<b>Priority 3</b> Respond to patient safety incidents to learn and improve patient safety.	Put a system in place so everyone knows what they have to do. Train our staff.
Clinical Effectiveness	
What we want to do	We will
<b>Priority 4a</b> Use a process that tells us when a pregnant, or recently pregnant woman in the Maternity Assessment Unit is becoming ill.	Create the process and use it in the Maternity Assessment Unit.
<b>Priority 4b</b> Use a system that tells us when a pregnant, or recently pregnant woman anywhere in our hospital is becoming ill.	Start using the system across the Trust.
<b>Priority 5</b> Make sure proper paperwork is done for patients who need a test to see if they understand and can make decisions about their care.	Train staff to do this test and how to record this properly.

<b>Patient Experience</b>	
<b>What we want to do</b>	<b>We will</b>
<b>Priority 6</b> 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.
<b>Priority 7</b> Improve the service for young people who need mental health care in the Emergency Department.	Train our staff in how to look after these patients in the Trust.
<b>Priority 8</b> Make it easier for children to move from children's services to adult services when they are 18 years old.	Listen to how children and families want this done.






# How We Did Last Year – 2022/2023

-  We did not meet this target
-  We met some of our targets
-  We met these targets

Priority	What did we say we would do?	Did we do it?
<b>Patient Safety</b>		
	<b>Priority 1</b> – Reduce the amount of people who get infections.	
	<b>Priority 2</b> – Make sure we act when someone’s test results are not what they should be.	
<b>Clinical Effectiveness</b>		
	<b>Priority 3</b> – Make sure patient care gets better and better.	
	<b>Priority 4a</b> – Make sure a pregnant, or recently pregnant woman is seen within five minutes of arriving at the Maternity Assessment Unit.	
	<b>Priority 4b</b> – Create a system that tells us when a pregnant, or recently pregnant woman is becoming ill.	

## Patient Experience

	<b>Priority 5</b> – Improve day surgery across the Trust.	
	<b>Priority 6</b> – Improve the service for young people who need mental health care.	
	<b>Priority 7</b> – Improve the service for people who might or do have a learning disability.	

## What Went Well?



A new Day Treatment Centre opened at the Freeman Hospital. This will mean we can do more operations for patients.



A four-year old boy was the first person in the UK to be given a gene therapy clinical trial for Duchenne muscular dystrophy. Gene therapy works by adding healthy new copies of the gene that is broken.



Midwives at Newcastle Hospitals praised in national maternity survey.



Our Endoscopy service got bigger so we can treat more patients.



Greatix is a system that gives staff the chance to recognise and learn when good things happen. This year we received over 2800 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.

Tel: 0191 282 5510

E-mail: [nuth.qualityaccount@nhs.net](mailto:nuth.qualityaccount@nhs.net)

Or write to:

The Quality Team

Clinical Governance and Risk Department

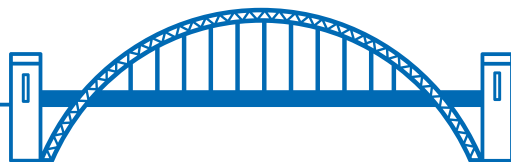
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Healthcare at its best  
with people at our heart