



The Newcastle upon Tyne Hospitals
NHS Foundation Trust

QUALITY ACCOUNT EASY READ 2024/2025

What is a Quality Account?

‘Quality’ means that something is safe and good.

An ‘Account’ is a report about something.

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.

About us

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
- 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 Quality Account and says it is correct.

Last year we said that we would improve care for our patients and make things better for the staff who work here.

The Care Quality Commission (the people who check the quality and safety of care in hospitals) have agreed that these things are getting better.

This report will show you how we have done this year and what we plan to do next year.

Rob Harrison
Acting Chief Executive
April 2025

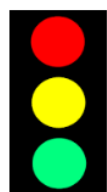
Our priorities for next year

Patient Safety	
What we want to do	We will
Priority 1 Keep making it easier for staff to report things that go wrong. Make sure we all learn from the things that went wrong.	 Get a new IT system that makes it easier to report when things go wrong. Teach staff how to use the new system. Share lessons from things that went wrong so all staff know what to do.
Priority 2 Make sure that you have the right medicine when you are in hospital and when you go home.	 Check that you are on the right medicines and give them to you at the right times. Make sure your GP knows what medicine you need to take when you go home.

Clinical Effectiveness	
What we want to do	We will
Priority 3 Make sure that we think about the needs of people in hospital with a learning disability.	<p>Make sure we know who these patients are and what help they need.</p> <p>Train our staff how to do this and how to write it in the patient's record.</p>
Priority 4 Wards will be visited to check the care they give to patients.	<p>Talk to staff and patients and check the ward is clean, tidy and safe.</p> <p>Tell the ward about the things that they do really well and things that could be better.</p>

Patient Experience	
What we want to do	We will
Priority 5 Help patients who are waiting for a new knee to keep well until they have their operation.	Give these patients the help and information they need
Priority 6 We now want to ask more patients and staff to tell us what they want.	Use the way we ask patients and staff in more places






How we did last year – 2024/2025



We did not meet these targets.

We met some of our targets.

We met these targets.

Priority	What did we say we would do?	Did we do it?
Patient Safety		
	Priority 1 – Improve the way staff can report when things go wrong	
	Priority 2 – ‘Never Events’ are things that should never happen in hospital. We will try to make sure that Never Events do not happen	
Clinical Effectiveness		
	Priority 3 – Improve the service for people who might, or do have a learning disability. Make sure the right paperwork is done for patients who need a test to see if they understand and can make decisions about their care.	
Patient Experience		
	Priority 4 – Find a way that tells us what our staff and patients want.	
	Priority 4a – Find a way of working that means we can open our Birthing Centre all of the time.	

Some stories from our patients

Splish, splash!

Sierra is five years old. She was in hospital a long time and really missed having a bath.

Ward 1a got new bath that was easy to get into so patients like Sierra could use it.



Sierra's mum Kate said 'Little things like this mean a lot for children in hospital as they miss their home comforts.'

First balloon glue ear treatment in the North East

Kayah is 8 years old. She is one of the first children in the North East to have this treatment to fix 'Glue ear'.

Glue ear happens when the tube that goes from the middle of the ear to the back of the nose does not work. A balloon is used to gently open the tube. This helped Kayah to hear better.



First same day total knee replacement

At our new Day Treatment Centre, Glenda who is 68 years old have a total knee replacement. This meant that she could go home on the same day and did not have to stay in hospital.

Glenda then had physiotherapy and is doing really well.



World-first heart surgery

67-year-old Patrick is the first patient in the world ever to have life saving heart surgery which replaced all four of the valves in his heart.



‘Today I’m getting on with living my life, spending as much time as possible with my four grandchildren and easing myself back to fitness.’

Find Out More

We asked local groups of people who are interested in what we are doing, like Councils and 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

Or write to:

The Quality Team

Clinical Governance and Risk Department

3rd Floor Peacock Hall

Royal Victoria Infirmary

Queen Victoria Road

Newcastle upon Tyne

NE1 4LP