

QUALITY AND PERFORMANCE STANDARDS FOR THE CCG





Bolton Hospice
























January – March 2020











Bolton Hospice
caring from the heart



QUALITY PERFORMANCE INDICATOR				APR – JUN 2019				JUL – SEP 2019				OCT – DEC 2019				JAN – MAR 2020			
Activity Inputs and Outcomes																			
Number of Referrals received per quarter/year				206				215				227				196			
Referral broken down by referral source																			
GP Practice	35	Dr. Atcha	2	35	Dr. Atkram	1	46	Dr. Acomb	1	52	Dr. Ahsan	3							
		Dr. Acomb	2		Dr. Brown	1		Dr. Akram	2		Dr. Akram	2							
		Dr. Bax	1		Dr. Bax	2		Dr. Ariff	2		Dr. Al-Abadi	1							
		Dr. Bradford	1		Dr. Cross	2		Dr. Atcha	1		Dr. Arya	2							
		Dr. Davies	2		Dr. Davies	1		Dr. Athar	1		Dr. Bradford	1							
		Dr. Fiske	1		Dr. Earnshaw	1		Dr. Badat	2		Dr. Brown	1							
		Dr. Gupta	1		Dr. Elliot	2		Dr. Davies	1		Dr. Chaoch	1							
		Dr. Green	1		Dr. Green	1		Dr. Ghaie	3		Dr. Davies	2							
		Dr. M Hall	1		Dr. Ghaie	3		Dr. Guhathakurta	2		Dr. Durbar	1							
		Dr. Hill	3		Dr. M. Hall	1		Dr. Hague	1		Dr. Falouji	2							
		Dr. Hendy	1		Dr. Hallikeri	1		Dr. M Hall	1		Dr. Fiske	2							
		Dr. Jeena	1		Dr. Hill	1		Dr. Hallikeri	1		Dr. Ghaie	2							
		Dr. Liversedge	1		Dr. Hussain	1		Dr. Hampson	1		Dr. Goldrick	2							
		Dr. Kauser	1		Dr. Jeena	1		Dr. Hill	1		Dr. Green	1							
		Dr. Malhotra	1		Dr. Malhotra	2		Dr. Leach	2		Dr. Hallikeri	1							
		Dr. McMillen	1		Dr. Moran	1		Dr. Lyon	1		Dr. Hendy	1							
		Dr. Mercer	3		Dr. Mirza	1		Dr. Mercer	1		Dr. Ibrar	2							
		Mr. Mirza	1		Dr. Panja	1		Dr. Mirza	1		Dr. Khan	1							
		Dr. Nasaruddin	2		Dr. Pendleton	2		Dr. Mistry	2		Dr. Kumar	1							
		Dr. Rizwan	1		Dr. Tabor	2		Dr. Omed	1		Dr. Leach	3							
		Dr. Saleh	2		Dr. Uddin	2		Dr. Parr	3		Dr. Liversedge	1							
		Dr. Starkie	2		Dr. Silvert	2		Dr. Perry	1		Dr. Manoharan	1							
		Dr. Silvert	1		Dr. Webster	2		Dr. Tabor	2		Dr. Mehraj	1							
		Dr. Webster	1		Dr. Yoxall	1		Dr. Talbot	1		Dr. Mirza	1							
		Dr. Tabor	1					Dr. Uddin	1		Dr. Moran	1							
								Dr. Selvarajan	3		Dr. Ogden	1							
								Dr. Shri-kant	1		Dr. Pendleton	2							
								Dr. Simpson	1		Dr. Pomian	1							
								Dr. Stafford	1		Dr. Shri-Kant	1							
								Dr. Webster	1		Dr. Simpson	1							
								Dr. Yoxall	3		Dr. Subramanian	2							
•											Dr. Tomkinson	2							
•											Dr. Wall	2							
•											Dr. Webster	1							
•											Dr. Wright	1							
•											Dr. Yoxall	1							
Number of referrals by District Nurse Team for Hospice at Home Hub 1 – Horwich/Avondale Hub 2 – Waters Meeting/Egerton Hub 3 – Brightmet/Crompton Hub 4 – Pikes Lane/Westhoughton Hub 5 – Great Lever/Little Lever/Farnworth	46	Hub 1	7	49	Hub 1	11	45	Hub 1	15	43	Hub 1	7							
		Elaine Berry	4		Victoria Arnison	2		Jacqueline Ryder	2		Elaine Berry	6							
		Julie Derbyshire	3		Rizwana Adia	4		Rizwana Adia	5		Julie Derbyshire	1							
					Elaine Berry	1		Elaine Berry	6										
					Louise Day	1		Julie Derbyshire	2										
					Julie Derbyshire	3													
		Hub 2	2		Hub 2	6		Hub 2	6		Hub 2	0							
		Janet Hailwood	1		Julie Bentham	3		Helen Barnes	1										
		Julie Bentham	1		Rushana Khanom	1		Katie Gaskell	1										
					Donna Richardson	2		Donna Richardson	4										

QUALITY PERFORMANCE INDICATOR	APR – JUN 2019			JUL – SEP 2019			OCT – DEC 2019			JAN – MAR 2020			
Number of referrals by District Nurse Team for Hospice at Home (Cont’d ...)		Hub 3	21		Hub 3	14		Hub 3	11		Hub 3	22	
		Julie D’Attore	2		Tracey Hayes	3		Tracey Hayes	1		Julie D’Attore	4	
		Tracey Hayes	4		Carole MacDonald	3		Carole MacDonald	2		Emma Harwood	2	
		Carole MacDonald	4		Victoria Pytlasinski	5		Julie D’Attore	2		Carole Macdonald	6	
		Victoria Pytlasinski	7		Simone Scholes	2		Victoria Pytlasinski	3		Natalie Davis	1	
		Rachel Koseoglu	1		Natalie Whelan	1		Natalie Davis	1		Victoria Pytlasinski	5	
		Simone Scholes	3					Gemma Collings	1		Natalie Whelan	3	
								Natalie Whelan	1		Deborah Ryder	1	
		Hub 4	9		Hub 4	9		Hub 4	3		Hub 4	4	
		Nicola Bell Tye	5		Nicola Bell Tye	2		Melissa Barker	1		Nicola Bell Tye	2	
		Melissa Barker	1		Melissa Barker	3		Audrey Young	2		Paula Clarke	1	
		Audrey Young	2		Rachel George	2					Liz Whitehead	1	
		Nicola Walsh	1		Joanne Simpson	2							
		Hub 5	6		Hub 5	5		Hub 5	4		Hub 5	6	
		Julie Jones	1		Kirstie Holden	1		Kirstie Holden	3		Nicky Norris	6	
		Christine Beswick	1		Julie Jones	1		Jonathon Smith	1				
		Kevyn Massey	1		Dawn Magee	1							
		Jonathon Smith	1		Jonathon Smith	1							
		Lynn Harding	2		Vicky Fletcher-Simm	1							
		Unidentified	1		Unidentified	4		Unidentified	6		Unidentified	4	
	Hospital	28			38			37			33		
	Other	7			2			3			0		
	Macmillan	81			82			93			64		
	Physio	9			9			2			3		
	Occupational Health	0			0			1			1		
	Activity broken down by service	Professionals		Carers	Professionals		Carers	Professionals		Carers	Professionals		Carers
	• 24 hour advice line	34		25	22		36	35		36	31		33
<i>Patient known to the Hospice</i>	23		14	26		12	20		15	12		11	
<i>Patient not known to the Hospice</i>													
Out of Hours Admissions IPU (Bank Holidays/Weekends)	5			5			7			5			
Out of Hours Admissions IPU (After 4.00pm)	0			1			0			2			
• Inpatient	 Copy of 1st Quarter - April - June 2019.xl			 Copy of 2nd Quarter - July - Sept			 3rd Quarter - October - December			 Copy of Final Quarter - January - M			
• Day Unit													
• Outpatients													
• Hospice at Home													
Activity Inputs and Outcomes													
Unplanned admissions and number of deaths in hospital from onward referral from the Hospice <i>The intention is to contribute to Health Economy high level target 35% of deaths at home.</i>	0 unplanned admissions			1 unplanned admission to hospital, patient treated and discharged home.			1 unplanned hospital admission.			0 unplanned hospital admissions.			
Percentage of HaH Patients died in PPD.	99%			100%			100%			100%			
Advance Care Planning(IPU)	24/24 had ACP/PPC			10/12 had ACP/PPC			20/30 had ACP/PPC			11/21 had ACP/PPC			
Resuscitation Status (IPU)	100%			100%			90%			95%			
Preferred Place of Death (IPU)	99%			100%			40% (13% not appropriate at this time, 3% undecided).			52% (48% not discussed)			

QUALITY PERFORMANCE INDICATOR		APR – JUN 2019		JUL – SEP 2019		OCT – DEC 2019		JAN – MAR 2020	
NHS Safety Thermometer (Report includes all reportable Harms throughout whole quarter) – please note NHS Safety Thermometer will no longer be available after March 2020.									
• Number Falls	No Harm	4	No Harm	4	No Harm	8	No Harm	3	
	Low Harm	1	Low Harm	3	Low Harm	3	Low Harm	7	
	Moderate Harm	1	Moderate Harm	0	Moderate Harm	1	Moderate Harm	0	
	Severe Harm	0	Severe Harm	0	Severe Harm	0	Severe Harm	0	
	Death	0	Death	0	Death	0	Death	0	
• Number Pressure Ulcers	Grade 1	0	Grade 1	0	Grade 1	0	Grade 1	0	
	Grade 2	2	Grade 2	4 previous / 4 new	Grade 2	3 new/1 previous	Grade 2	3 new	
	Grade 3	1	Grade 3	0	Grade 3	3 previous	Grade 3	1 previous	
	Grade 4	1	Grade 4	0	Grade 4	1 previous	Grade 4	0	
	Ungradable	1	Ungradable	1	Ungradable	1 new	Ungradable	1 new/1 previous	
• Number UTIs	0		4 new and 2 previous		0 (Oct/Nov only)		0		
• Number of VTE Risk Assessments	100%		100%		100% (Oct/Nov only)		100%		
MRSA	0		0		0		0		
CDiff	0		0		0		0		
Safeguarding Referrals	0		3		0		0 formal/2 enquiries from MCISS		
Deprivation of Liberty Applications	0		2		3		1		
Sharps Injury	0		1		0		1		
Service User Experience / Patient Satisfaction Surveys	<div><div> April 2019.pdf</div><div> May 2019.pdf</div></div> <div><div> June 2019.pdf</div><div> Survey Comments - Apr - Jun 2019.docx</div></div>		<div><div> July 2019.pdf</div><div> August 2019.pdf</div></div> <div><div> September 2019.pdf</div><div> Survey Comments - Jul - Sep 2019.docx</div></div>		<div><div> October 2019.pdf</div><div> December 2019.pdf</div></div> <div><div> Survey Comments - Oct - Dec 2019.docx</div></div> <div>Nb: There were no IWGC surveys completed for November 2019</div>		<div><div> January 2020.pdf</div><div> February 2020.pdf</div></div> <div><div> March 2020.pdf</div><div> Survey Comments - Jan-Mar 2020.docx</div></div>		
Relatives' Satisfaction Survey 'on End of Life Care' received on IPU	Due end of September 2019		<div><div> Care at the End of Life Survey of Relativ</div><div> End of Life Care Relatives' Survey - IP</div></div>		Due end of March 2020		<div><div> End of Life Care Relatives' Survey IPU</div><div> Care at the End of Life Survey of Relativ</div></div>		
Relatives' Satisfaction Survey 'on End of Life Care' received from Hospice at Home	Due end of September 2019		<div><div> Care at the End of Life Survey of Relativ</div><div> End of Life Care Relatives' Survey - H</div></div>		Due end of March 2020		<div><div> End of Life Care Relatives' Survey Hal</div><div> Care at the End of Life Survey of Relativ</div></div>		
Complaints and Compliments									
• Number of complaints/concerns	Formal - 0 / Informal - 0		Formal - 0 / Informal - 1 1. Review left on Google which was generally negative about the care received by the complainant's wife whilst in the Hospice.		Formal - 2 / Informal - 6 Formal: 1. Formal complaint regarding an application submitted to be a volunteer June 2019, but received no follow up until 13th August when contacted for interview. 2. Formal complaint made regarding hospice van parking in a mother/child bay at Morrisons when donations are being collected for hospice.		Formal - 0 / Informal - 1 Informal: 1. Informal complaint received in H@H Bereavement questionnaire in respect of his mother SS. Patient's son/carer was very happy with the care provided by the H@H team. However, concerns documented within the questionnaire re: the end of life care received by other agencies.		

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<ul style="list-style-type: none"> Number of complaints/concerns Cont'd 			<p>Informal:</p> <ol style="list-style-type: none"> 1. Patient died and staff had incorrect phone number on iCare. As no reply they phoned daughter to inform of death and she informed her mum. 2. Informal complaint received in Bereaved Carers' survey regarding husband's pain control before he died. Widow did express that she was very happy with all other aspects of care provided by nursing and medical staff. 3. Informal complaint received in Bereaved Carers' Survey from sister of deceased patient regarding attitude of one staff member and family not contacted when patient actively dying. 4. NoK complained that a Doctor had spoken with other family members after patient had died who had not been NoK. Also were distressed as it had not been explained why the patient had been referred to Coroner (this was routine as patient had had a recent procedure). 5. Informal complaint by external support regarding attitude of volunteer and disagreement over pricing at a hospice stall. 6. Informal complaint from a member of public regarding an article in Bolton News concerning a source of funding that had donated to hospice, complainant questioned the ethics of the donor company. 	
<ul style="list-style-type: none"> Subsequent Resolutions/Actions Undertaken 	N/A	<ol style="list-style-type: none"> 1. Discussed at SMG and following consideration of whole situation agreed no response to be made via google. Agreement made to relay to all teams the need for clear communication both written and verbal when dealing with patients and those important to them. 	<p>Formal:</p> <ol style="list-style-type: none"> 1. Investigation completed and recruitment process changed for future applicants to ensure applications are processed in timely manner and progress is monitored to avoid delays. Letter sent to complainant to apologise and acknowledge shortcomings in service he received. 2. Liaised with Morrisons to agree appropriate place to park and then contacted complainant and feedback, no further contact received. <p>Informal:</p> <ol style="list-style-type: none"> 1. Unable to contact wife direct to discuss so investigated and letter sent to apologise and advise that phone number on paper records was not recorded on electronic register. Lessons learned as paper records were not checked when attempting to contact deceased patient's wife. 2. MD met with sister, gave her opportunity to express her concerns and had full discussion with explanations for management of pain and she was satisfied. No further action. 	<p>Informal:</p> <ol style="list-style-type: none"> 1. Contact attempted and made successfully on 15.01.20. Discussed the content of the questionnaire and the telephone conversation with CND in respect of how to take it forward. It was suggested that this patient's case be taken to the Palliative and End of Life Strategy Group to consider the whole to enable services to learn from this relative's experience. A letter explaining this was sent to the patient's son.

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• Subsequent Resolutions/Actions Undertaken Cont'd ...					3. IPU Manager attempted to contact patient's sister several times but no answer. Letter sent on 14/11/19 to invite her in to speak with her re: her concerns. No reply from relative 24/12/2019. Bereavement card has been sent out, no further contact. 4. NoK spoken to by Sister, apologies given. No further action to be taken. MD spoke with Doctor. Both NoK and relative had been present when patient died so they were spoken to together. 5. Spoken with and apologised to donor. Agreed no further action needed for this incident but that all future events would 6. Include a briefing for volunteers on behaviours and etiquette. Direct conversation with complainant, rational for accepting donation which does meet the hospice ethical donors' policy, complainant will still continue to support hospice.			
• Number of Compliments	84 Thank You Cards / Social Media		156 Thank You Cards/Social Media		88 Thank You Cards/Social Media		40 Social Media/ 51 Thank you cards	
Activity Inputs and Outcomes								
Serious Incidents (SIs)	Total No. of Incidents reported	61	TOTAL NO. OF INCIDENTS REPORTED	82	TOTAL NO. OF INCIDENTS REPORTED	81	TOTAL NO. OF INCIDENTS REPORTED	94
	Clinical Incidents	24	Clinical Incidents	51	Clinical Incidents	40	Clinical Incidents	51
	Non-clinical Incidents	37	Non-clinical Incidents	31	Non-clinical Incidents	41	Non-clinical Incidents	43
	Total No. of Serious Untoward Incidents	0	Total No. of Serious Untoward Incidents	0	Total No. of Serious Untoward Incidents	0	Total No. of Serious Untoward Incidents	0
	Reportable CD Errors to NHS England Local Intelligent Network	6	Reportable CD Errors to NHS England Local Intelligent Network	11	Reportable CD Errors to NHS England Local Intelligent Network	5	Reportable CD Errors to NHS England Local Intelligent Network	11
Clinical Governance Newsletter	 Clinical Governance Newsletter Q1 2019.		 Clinical Governance Newsletter Q2 2019.		 Clinical Governance Newsletter Q3 2019.		 Governance Newsletter - Q4.doc.	
Improving Productivity (will include activity for quarter 2 and quarter 3)	 Database - Apr - Jun 2019.xlsx		 Database - Jul - Sep 2019.xlsx		 Database - Oct-Dec 2019.xlsx		 Database - Jan-Mar 2020.xlsx	
CQC Inspection Registration Certificate and Inspection Reports	PIR forms circulated to Service Leads to start considering content that needs to be included.		CND started to compile PIR, in anticipation of inspection – can be updated as required.		CND continuing to compile PIR, in anticipation of inspection – ongoing Awaiting confirmation of CQC liaison person for hospice.		CQC suspended routine inspections at present. PIR almost complete and will require updating when inspection arranged.	
Future Developments Plans	<ul style="list-style-type: none"> • New CND now in post. • Looking to roll out Child Family Bereavement to within all hospice clinical services. • Review of service and activity for HaH and BHSS in detail to inform future changes/developments to service specification. 		<ul style="list-style-type: none"> • Currently undergoing a review of Education Service/team. • Review of Hospice at Home service/capacity and consideration of alternative models of working to support more individuals and those important to them. • BHSS redesign is ongoing. With consideration of accommodating patients for blood transfusions under SLA with FT. 		<ul style="list-style-type: none"> • Draft Learning and Development Strategy developed following review of Education Service/Team. • Ongoing development of Hospice at Home service/capacity to support more individuals and those important to them. • BHSS redesign is ongoing. • Delivery of Child Family Bereavement session in January 2020. 		<ul style="list-style-type: none"> • BHSS redesign is ongoing. • Delivery of Child Family Bereavement session when pandemic lock down lifted. • To develop pilot Twilight Hospice at Home Service. 	

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Promotion of Service Targeted BME Population	<ul style="list-style-type: none"> • Celebrated Eid. • We have updated our Equality and Diversity and Inclusion Strategy. • Meeting with BAME individuals to discuss working with us to promote hospice services, particularly within the Muslim community. • Working with LGBTQi service user. 	<ul style="list-style-type: none"> • Attendance at study day: Muslim Values in EoL Healthcare Decision Making by CND and a Consultant. • Co-opted Iqbal Essa to the Trustee Board • Participated in Bolton Pride • Provision of education session on LGBTQi for staff and volunteers. 	<ul style="list-style-type: none"> • Attendance at Study Day: Building Trust and Confidence: Part 1 Organ Donation & Transplantation in Muslim Communities by CND and a Consultant. • Hiren Patel from the Bolton Hindu Forum provided an education session for staff/volunteers regarding End of Life Care for Hindu Patients. 	<ul style="list-style-type: none"> • Attendance by CND at Organ Donation and Transplantation in the Muslim Community: Part 2 - Exploring NHSBT "Opt-Out Protocols Study Day.
Quality Accounts	http://www.boltonhospice.org.uk/about/care-reports	 Quality Account Update - 2019-2020.pdf	 Quality Account Update - 2019-2020	In progress