Quality improvement priorities 2012/2013

The chosen priorities that were successfully achieved in 2012/2013 were:

- Giving patients a choice to make it easier to communicate with the organisation.
- A review of the mortality rates at the weekend to ensure we continue to provide safe good quality care regardless of when a patient needs the care.
- Improving dementia awareness amongst our staff so they may better understand the needs of patients with dementia and therefore provide more tailored care.

However, while we made some good progress, we did not fully achieve two of our other priorities which were:
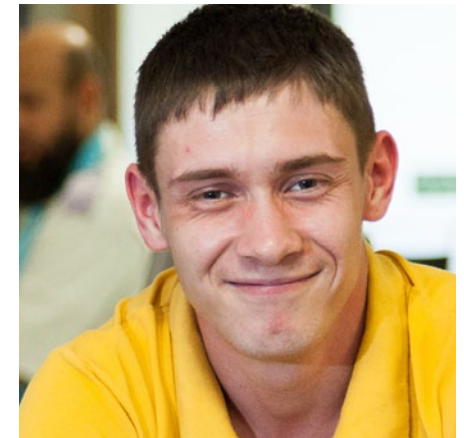
- Improving the quality and timeliness of discharge letters that are sent to a patient's GP.
- Ensuring a patient's stay in hospital is no longer than necessary after the appropriate medical care is complete.

These latter two quality priorities will also be carried over to the 2013/2014 year. A fuller explanation of these quality improvement priorities and how we intend to achieve them is incuded within the full annual quality report.

How do we gather information and monitor progress against the priorities?

A number of different sources in the organisation contribute to information on the quality of our services. Please see the full report for more information.

You can find the report on our website www.sth.nhs.uk or call 0114 266 8989 and we will send you a copy.

Making a difference
to your healthcare

Summary of the Annual Quality Report 2013/14

Making a difference
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Summary of the Annual Quality Report 2013/14

The purpose of this summary

With the help of our patients, staff and local communities, we have developed a five year plan called '*Making a Difference*'.

The plan sets out our vision and aspiration to be the best provider of health care, clinical research and education in the UK and to support Sheffield to be a vibrant and healthy city region.

You can read more about the pledges and plans we have made as part of *Making a Difference* on our website www.sth.nhs.uk or call 0114 266 8989 and we will send you a copy.

A key part of achieving the vision to be the best provider of healthcare is a continued focus on the quality of our clinical care, outcomes from surgery and treatment and the experience our patients have when using our services in hospital and in the community.

We have produced a separate document called the Quality Report, which goes into much more detail about what our past, present and future priorities for improvement are in these areas.

This leaflet is a summary of our current Quality Report and it outlines the areas where you have told us we could make further improvements. It also shows our progress against previous improvement priorities.

If you have any comments on the contents of the full Annual Quality Report, or this summary, please contact:

Mrs Sandi Carman, Head of Patient and Healthcare Governance

Tel: 0114 226 6489 Email: sandi.carman@sth.nhs.uk

Choosing quality improvement priorities

Each year we have to choose, with our partners, a series of priorities where we all feel we should like to see improvement.

The following is a list of the partners who help choose our clinical quality priorities.

- Patients
- Clinicians at Sheffield Teaching Hospitals
- Governors at Sheffield Teaching Hospitals
- LINk (now called Healthwatch)
- Commissioners of Health Care (Clinical Commissioning Group)

The priorities that have been chosen in consultation have been approved by the Trust's Board of Directors.

Quality improvement priorities 2013/2014

This year's top three priorities chosen and agreed by our partners are:

- That we would reduce the number of non-urgent operations cancelled on the day of surgery, often because of increasing emergency care demand which has to take priority.
- To reduce the occurrence of all Grade 2, 3 & 4 pressure ulcers.
- To improve the quality of discharge information for patients.