



Coombe Wing

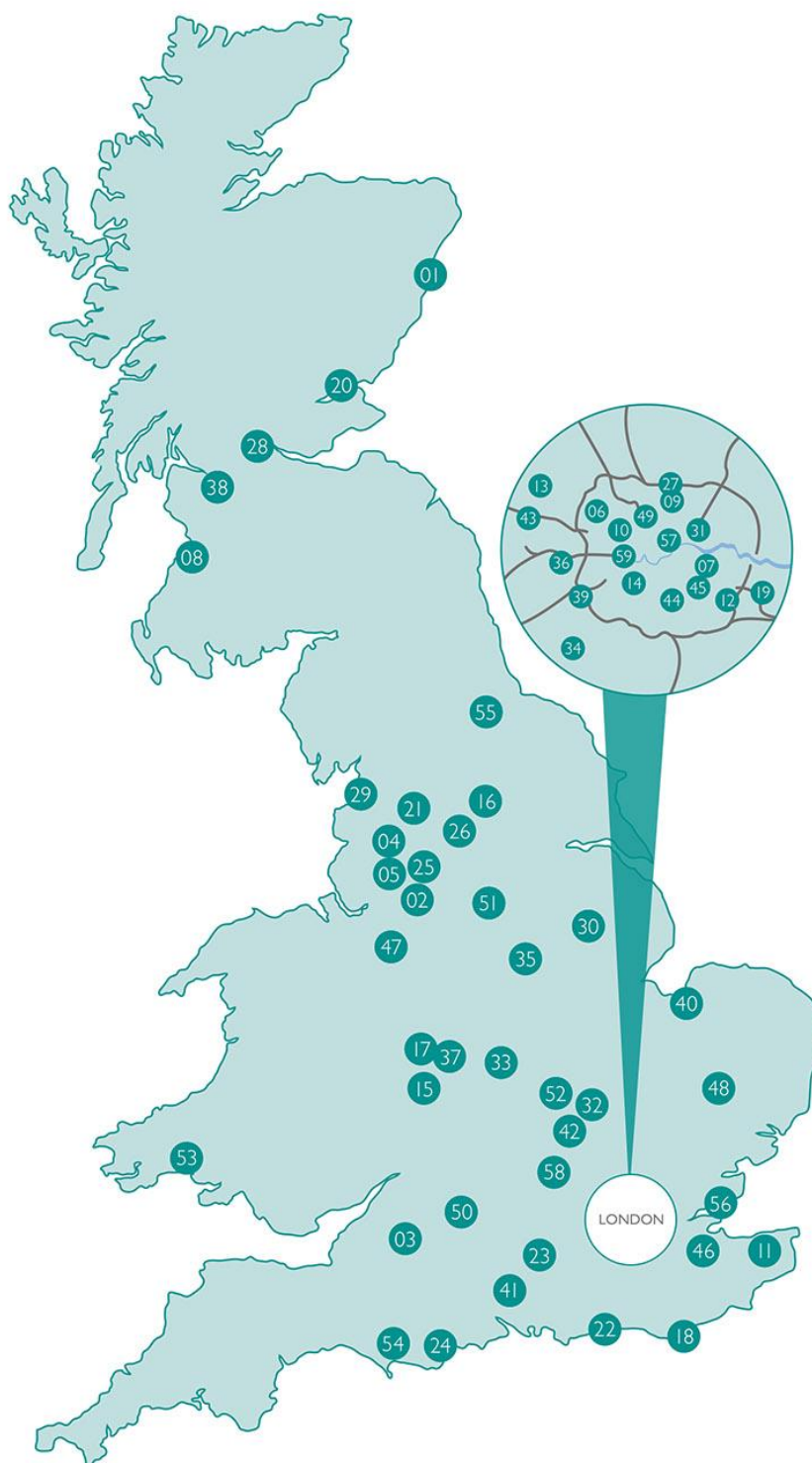
QUALITY ACCOUNTS 2018

Contents

Our network of hospitals	3
Group Chief Executive’s Statement.....	4
Hospital Information.....	6
Safety.....	8
Patient Led Assessment of the Care Environment (PLACE)	10
Duty of Candour.....	11
Venous Thrombo-embolism (VTE)	12
Patient Reported Outcome Measures (PROMS).....	13
Learnings from Deaths	16
Patient Experience.....	16
Patient Satisfaction.....	17
Complaints	18
Safeguarding.....	18
National Clinical Audits.....	19
Priorities for Service Development and Improvement.....	19
Safety Thermometer.....	19
Staff Survey & Staff Safety Culture Questionnaire.....	20
Staff Recommendation Results	21
Quality Indicators	22
Patient Recommendation Results	25

Our network of hospitals

BMI Healthcare is the largest private hospital group in the UK, offering a broad range of services to patients funded by PMI, the NHS and through self-funding. BMI Healthcare offers services through 59 sites, which include acute hospitals, day case only facilities and outpatient clinics.



Group Chief Executive's Statement



The BMI Healthcare Quality Account for 2018 is a measure of the quality of the care provided at our 59 hospitals and clinics across the UK.

When I joined BMI Healthcare in October 2017, I asked all our hospitals and corporate teams to align around a shared objective of improving quality of patient care. Our regulators – the Care Quality Commission in England, Health Improvement Scotland and Healthcare Inspectorate Wales – inspect our hospitals and provide us with valuable feedback and I am pleased to report a constructive relationship with each of our regulators.

Together, we have been working to both celebrate and share good practice and also to focus on areas where we needed to improve. All our hospitals are working through individual action plans designed to improve patient care, and our hospital and corporate teams are increasingly aligned and supporting each other around this common purpose. As a consequence, I have confidence that we will continue to improve our regulatory rankings.

Over the course of the year, we have invested in our hospitals to meet the standards required by our regulators, and that our patients expect us to achieve.

We have enhanced the clinical support for our hospital teams, with the appointment of a full-time Group Medical Director and by reinstating the role of Regional Director of Clinical Services. These important appointments are crucial if we are to achieve our clinical objectives, with all staff and all Consultants working to the same level of compliance and quality right across our hospital network.

The safety of our patients remains paramount. We have participated in the Surgical Site Infection Surveillance Service coordinated by Public Health England and Health Protection Scotland and have seen a year on year improvement since we started taking part in 2015. We were the first private hospital group to sign up to the Safer Surgery Commitment and recognise the importance of adherence to the World Health Organisation's checklist for safe surgery.

Our cancer centres are achieving Macmillan Quality Environment Marks for the high standard of the environment within which people are treated. Similarly we have a number of hospitals which have achieved Joint Advisory Group (JAG) accreditation for their endoscopy services. Our other endoscopy units are also making progress towards the same goal.

Digital technology increasingly gives us the opportunity to improve how we handle information in order to improve patient care. We already use e-prescribing across our cancer centres, enabling all health professionals in contact with a particular patient to access the same tumour protocols and see the same up-to-date patient information to better inform prescribing decisions and minimise risk. We are moving towards a new system of electronic patient records that will give the same high level of assurance for all patients choosing BMI for their healthcare.

From a corporate and governance point of view, we have rationalised and refocused our committees at both a business and a hospital level, giving each clear areas of responsibility and providing a line of sight between head office and hospital. We continue to adopt an integrated audit approach, so that we can maintain a holistic overview of how hospitals and teams are performing against agreed standards and procedures.

Ultimately, we are here for our patients; their feedback is important both for reassurance that we are working in line with their expectations and to help highlight areas where we need to pay closer attention. Each year we ask our patients if they would recommend us to their friends and family – in 2017, 98.5% of those asked agreed that they would.

The information in this Quality Account has been reviewed by our Governance Committee and I am reassured that this information is accurate.

The data and graphs provide us with an indication of performance, but they only start to tell the story of our committed and dedicated staff. Their experience and expertise has led to positive outcomes and, in many cases, life-changing procedures for so many of our patients.

To our hospital and corporate teams, I would like to say thank you.

A handwritten signature in black ink that reads "Karen." The signature is written in a cursive, slightly slanted style.

Dr Karen Prins



Hospital Information

BMI Coombe Wing is a 22-bedded unit within Kingston Foundation Trust NHS Hospital, which offers a wide range of inpatient and outpatient services. Specialities include medical, respiratory, cardiology, endocrinology, surgery, colorectal, orthopaedic, gynaecology. We also provide care for cancer patients including chemotherapy and palliative care. All of our patient rooms are single rooms with on suite facilities.

Patients can access the services of BMI Coombe Wing by a referral from their general practitioner to one of our consultants. In addition, patients can inform staff they would like to use the private facilities if they are admitted as an emergency via the Accident & Emergency department or onto an NHS ward. We operate an urgent admission service for general practitioners, which all local GP's are aware of.

BMI Coombe Wing is available to anyone who wishes to pay for their healthcare privately either through personal or company medical insurance, or by self-funding. We have a fixed cost surgery scheme which has been designed for people who do not have private medical insurance and offer all-inclusive packages for a wide range of surgical procedures.

We have a service level agreement with Kingston Hospital NHS Foundation Trust to admit NHS patients to the ward pre and post-surgery in the Trust.

34% of our total patients are NHS patients

BMI Healthcare are registered as a provider with the Care Quality Commission (CQC) under the Health & Social Care Act 2008 as well with the Hospital Improvement Scotland (HIS) and Healthcare Inspectorate Wales (HIW) for our hospitals outside of England. BMI Coombe Wing is registered as a location for the following regulated services:-

- Treatment of disease, disorder and injury
- Surgical procedures
- Diagnostic and screening
- Family Planning

These regulatory bodies carry out inspections of our hospitals periodically to ensure a maintained compliance with regulatory standards.

The CQC carried out an announced inspection on 4th & 5th October 2016 and rated BMI Coombe Wing 'GOOD' overall.

CQC Ratings Grid

<p>Overall Good</p> <p>Read overall summary</p>	Safe	Good ●
	Effective	Requires improvement ●
	Caring	Good ●
	Responsive	Good ●
	Well-led	Good ●

BMI Coombe Wing has a local framework through which clinical effectiveness, clinical incidents and clinical quality is monitored and analysed. Where appropriate, action is taken to continuously improve the quality of care. This is through the work of a multidisciplinary group and the Medical Advisory Committee.

At a Corporate Level, BMI Healthcare's Clinical Governance Board has an overview and provides the strategic leadership for corporate learning and quality improvement.

There has been ongoing focus on robust reporting of all incidents, near misses and outcomes. Data quality has been improved by ongoing training and database improvements. New reporting modules have increased the speed at which reports are available and the range of fields for analysis. This ensures the availability of information for effective clinical governance with implementation of

appropriate actions to prevent recurrences in order to improve quality and safety for patients, visitors and staff.

At present we provide full, standardised information to the NHS, including coding of procedures, diagnoses and co-morbidities and PROMs for NHS patients. There are additional external reporting requirements for CQC/HIS/HIW, Public Health England (Previously HPA) CCGs and Insurers

BMI Healthcare is a founding member of the Private Healthcare Information Network (PHIN) UK – where we produce a data set of all patient episodes approaching HES-equivalency and submit this to PHIN for publication.

This data (once PHIN is fully established and finalised) will be made available to common standards for inclusion in comparative metrics, and is published on the PHIN website <http://www.phin.org.uk>.

This website gives patients information to help them choose or find out more about an independent hospital including the ability to search by location and procedure.

Safety



Infection Prevention and Control

The focus on Infection Prevention and Control continues under the leadership of the Group Head of Infection Prevention and Control, in liaison with the Lead nurse in BMI Coombe Wing.

The focus on Infection Prevention and Control continues under the leadership of the Group Director of Infection Prevention and Control and Group Head of Infection Prevention and Control, in liaison with the Infection Prevention and Control Lead.

Between April 2017 to March 2018, the hospital had:

Hospital Attributable Infection	Rate (per 100,000 Bed Days)
MRSA	0.0000
MSSA	0.0000
E.Coli	1.0000
C.difficile	0.0000

SSI data is also submitted to Public Health England for Orthopaedic surgical procedures. Our rates of infection are:

Measure	Rate (per 100 procedures)
Hips	0.00000
Knees	0.00000

BMI Coombe Wing patients use all the facilities available within Kingston Hospital NHS Foundation Trust including radiology, theatres and day surgery. Investigation reports and root cause analysis is carried out when necessary.

Audits such as antimicrobial audits, QIT, cleaning and environmental audits are carried out with robust action plans in place. The nursing team work closely with our consultants to discuss the types of antibiotics prescribed and the duration is constantly reviewed.

All staff are trained and assessed in hand hygiene. Our registered nurses are trained and assessed in their aseptic non touch technique annually.

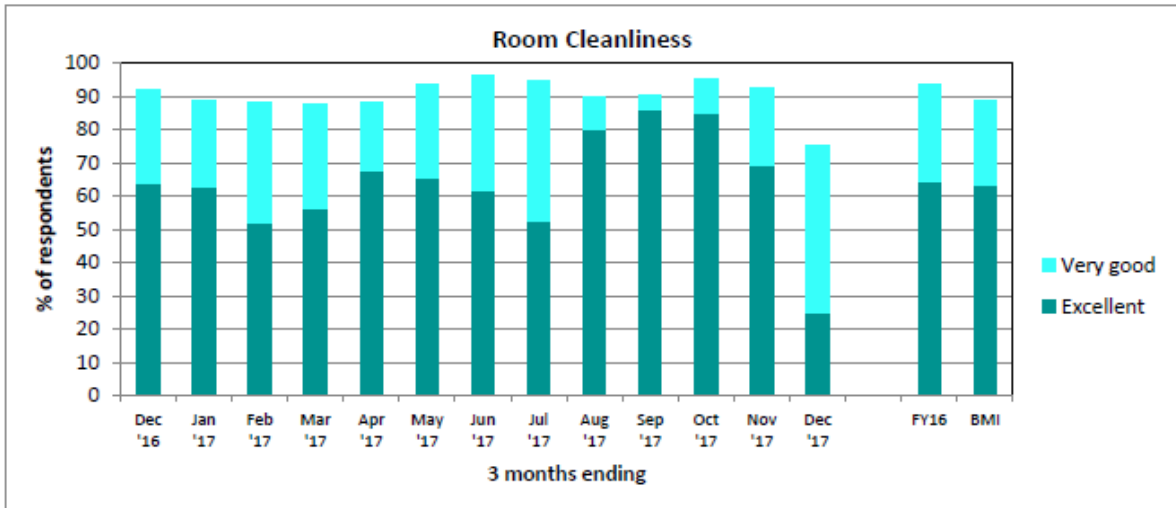
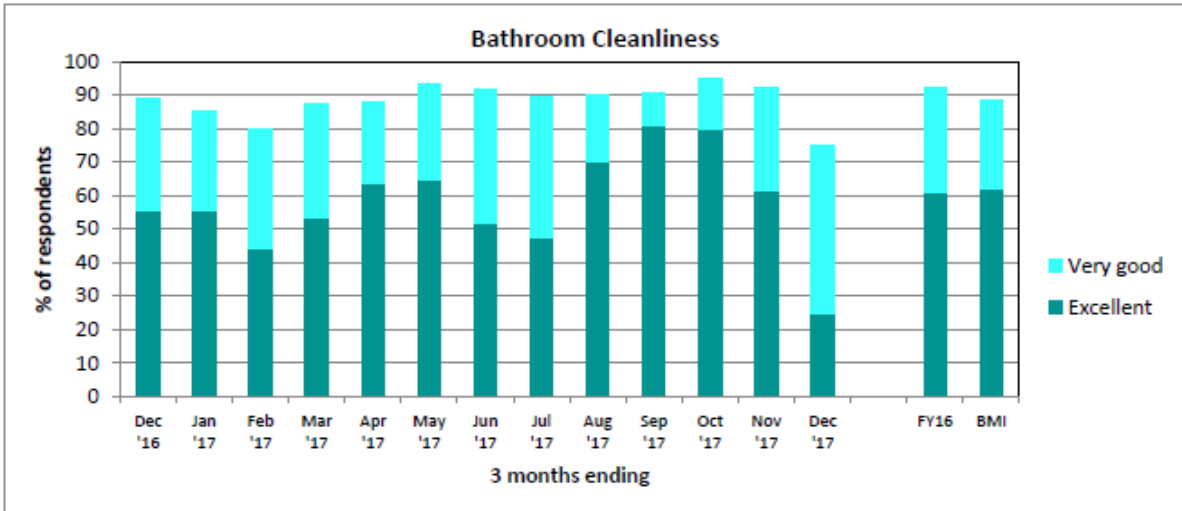
Environmental cleanliness is also an important factor in infection prevention and our patients rate the cleanliness of our facilities highly.

We work closely with our cleaning contractor to ensure cleaning of our patient rooms and clinical environment is of a high standard.

There is provision of sanitising gel in all areas for staff and patients to use, prominently in all patient care areas in line with current NICE guidelines.

Occupational health provides seasonal flu vaccinations to all staff annually.

We participate in National and International antimicrobial infection control awareness promotions, such as the European hand hygiene day and National campaigns such as the Royal College of Nursing 'Tools of the Trade' glove use and the prevention of dermatitis.



Patient Led Assessment of the Care Environment (PLACE)

At BMI Healthcare, we believe a patient should be cared for with compassion and dignity in a clean, safe environment. Where standards fall short, they should be able to draw it to the attention of managers and hold the service to account. PLACE assessments will provide motivation for improvement by providing a clear message, directly from patients, about how the environment or services might be enhanced.

BMI Coombe wing conduct our annual PLACE assessment in conjunction with Kingston Hospital NHS Foundation Trust.

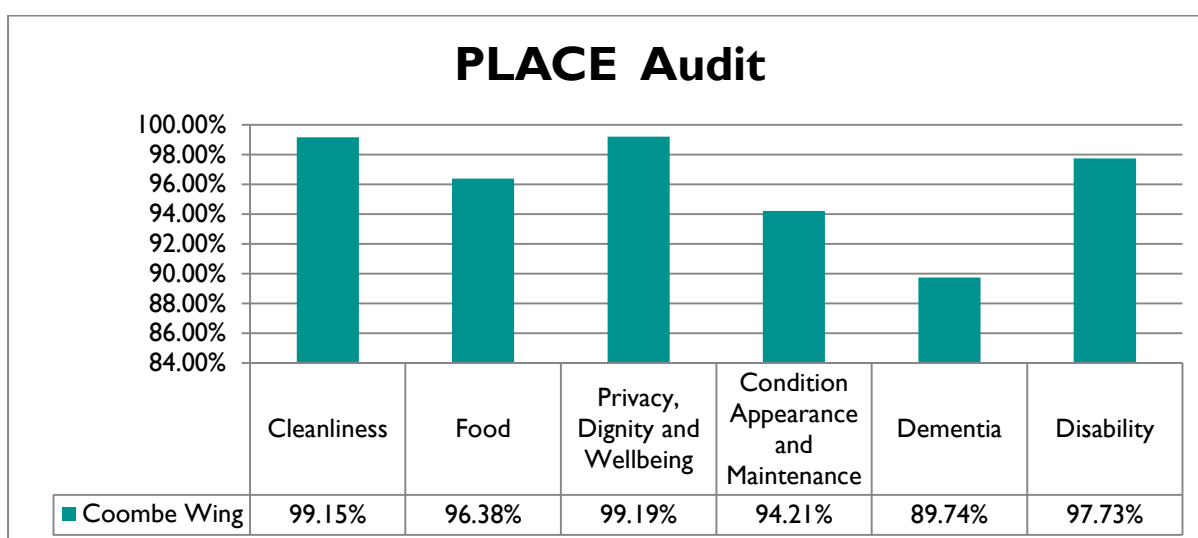
Since 2013, PLACE has been used for assessing the quality of the patient environment, replacing the old Patient Environment Action Team (PEAT) inspections.

The assessments involve patients and staff who assess the hospital and how the environment supports patient’s privacy and dignity, food, cleanliness and general building maintenance. It focuses entirely on the care environment and does not cover clinical care provision or how well staff are doing their job.

A continued area of focus is the provision of care for patients and visitors with dementia. One of our patient bedrooms is decorated suitably for a patient with dementia; we have different coloured rails and toilet seat in the bathroom, a day/night clock on the wall and coloured plates and crockery available. We also have the availability of an activity box and music to suit patients taste.

The results will show how hospitals are performing nationally and locally.

Hospital	Cleanliness	Food	Privacy, Dignity and Wellbeing	Condition Appearance and Maintenance	Dementia	Disability
Coombe Wing	99.15%	96.38%	99.19%	94.21%	89.74%	97.73%



Duty of Candour

A culture of Candour is a prerequisite to improving the safety of patients, staff and visitors as well as the quality of Healthcare Systems.

Patients should be well informed about all elements of their care and treatment and all staff have a responsibility to be open and honest. This is even more important when errors happen.

As part of our Duty of Candour, we will make sure that if mistakes are made, the affected person:

- Will be given an opportunity to discuss what went wrong.

- What can be done to deal with any harm caused
- What will be done to prevent it happening again
- Will receive an apology.

To achieve this, BMI Healthcare has a clear policy - BMI Being Open and Duty of Candour policy.

We are undertaking a targeted training programme for identified members of staff to ensure understanding and implementation in relation to the Duty of Candour.

Duty of Candour Incidents	
	3

Venous Thrombo-embolism (VTE)

BMI Healthcare, holds VTE Exemplar Centre status by the Department of Health across its whole network of hospitals including, BMI Coombe Wing. BMI Healthcare was awarded the Best VTE Education Initiative Award category by Lifeblood in February 2013 and was the Runners up in the Best VTE Patient Information category.

We see this as an important initiative to further assure patient safety and care. We audit our compliance with our requirement to VTE risk assessment every patient who is admitted to our facility and the results of our audit on this has shown

VTE Percentage	
VTE	0

BMI Coombe Wing reports the incidence of Venous Thromboembolism (VTE) through the corporate clinical incident system. It is acknowledged that the challenge is receiving information for patients who may return to their GPs or other hospitals for diagnosis and/or treatment of VTE post discharge from the Hospital. As such we may not be made aware of them. We continue to work with our Consultants and referrers in order to ensure that we have as much data as possible.



Patient Reported Outcome Measures (PROMS)

Patient Reported Outcome Measures (PROMs) are a means of collecting information on the effectiveness of care delivered to NHS patients as perceived by the patients themselves. PROMs are a Department of Health led programme.

February 2018

Total Scanned Cataract Clinician	3
Total Scanned Cataract Patient	2
Total Scanned Groin Hernia	1
Total Scanned Hip Replacement	0
Total Scanned Knee Replacement	2

Latest PROMs data is available from HSCIC (Period: April 2016 – March 2017)

Please note BMI Coombe Wing only report PROMS data for Private Patients undergoing Cataract surgery, Hernia repair, hip and knee replacements. We do not undertake NHS choose and book contracts. The NHS patients admitted to Coombe are from Kingston Hospital NHS Trust and PROMS data is reported for these patients via Kingston Hospital reporting systems.

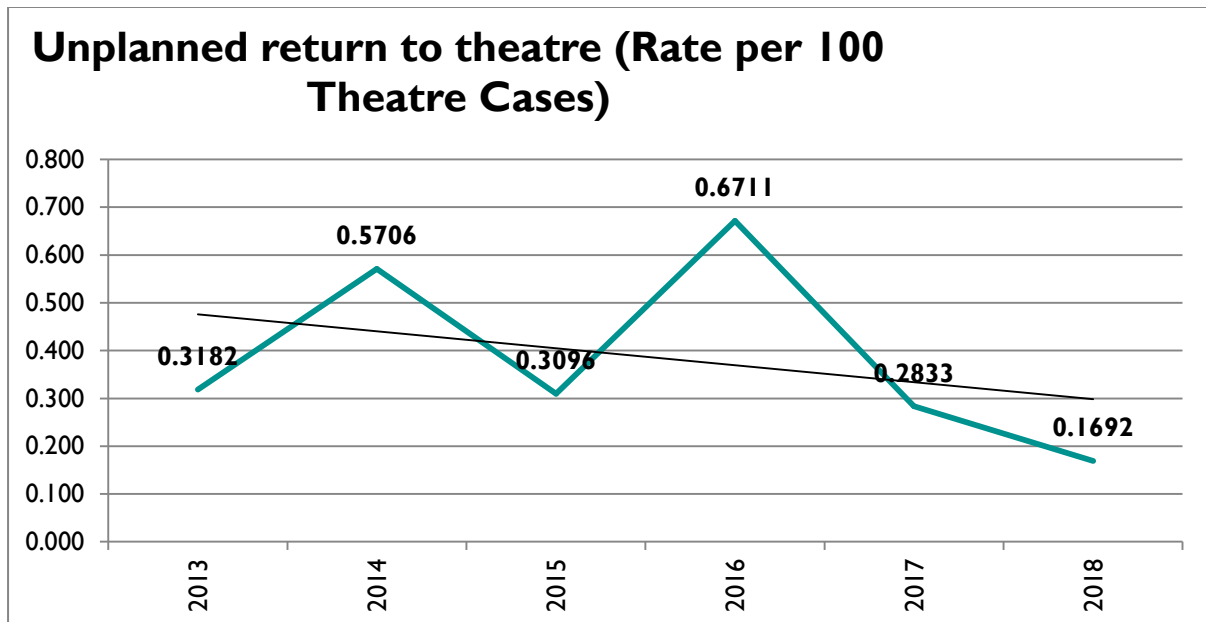
Unplanned Readmissions & Unplanned Returns to Theatre

All of our surgical patients are offered a follow up phone call on discharge and our medical patients are provided with our contact details to call with any concerns 24/7.

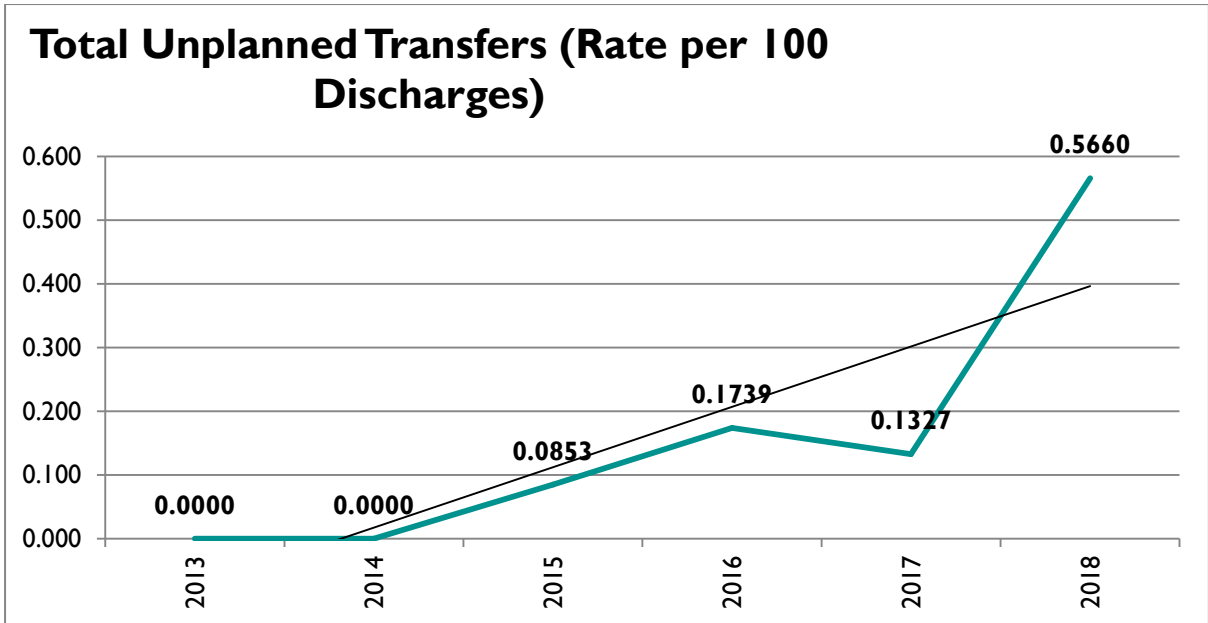
Our patients are reassured by this and if the need arises to return to hospital, the patient often returns directly to BMI Coombe Wing.

Returns to theatre are usually due to a post-operative complication commonly associated with the original surgery. Although, at times, our patients undergo complex surgery we are pleased to report low rates of return compared to the National average.

Coombe Wing	Re-Admissions (Aged 16+)			
2018	2017	National Average	Highest National Score	Lowest National Score
3.185	0.418	10.010	41.650	0.000

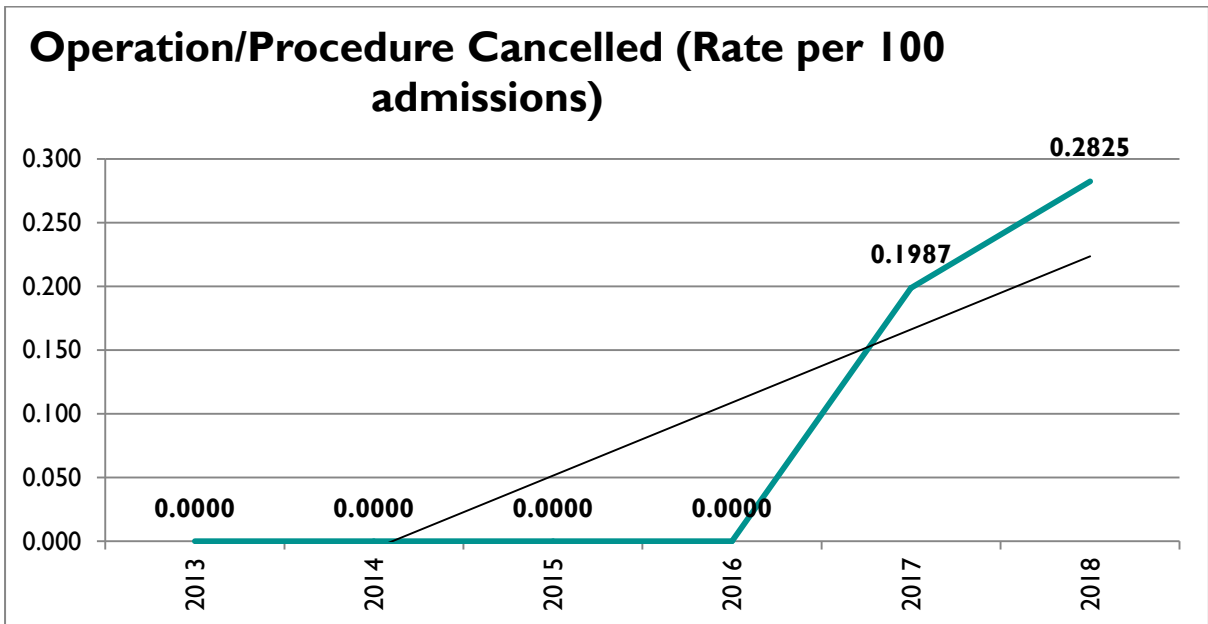


Due to the proximity of BMI Coombe Wing – located within a safe NHS Trust, we attract consultants to undertake surgery on more complex patients. These patients may, from time to time, require further surgery due to clinical need. Following surgery, patients may require a short stay in Kingston Hospital NHS Foundation Trust intensive Care unit before transfer back to BMI Coombe Wing. We also occasionally admit medical patients with complex respiratory needs requiring transfer out to the Trust for closer monitoring and stabilizing before transfer back to Coombe.



Surgery is rarely cancelled and usually due to safety and clinical reasons rather than operational. Every surgical patient is pre assessed prior to admission but sometimes a patient can arrive in the hospital on the day of surgery and not be well on the day.

BMI Coombe Wing is reliant on access to Kingston Hospital NHS Trust theatres and there are sometimes cancellations by the Trust due to unforeseen circumstances, for example loss of power or a major incident.



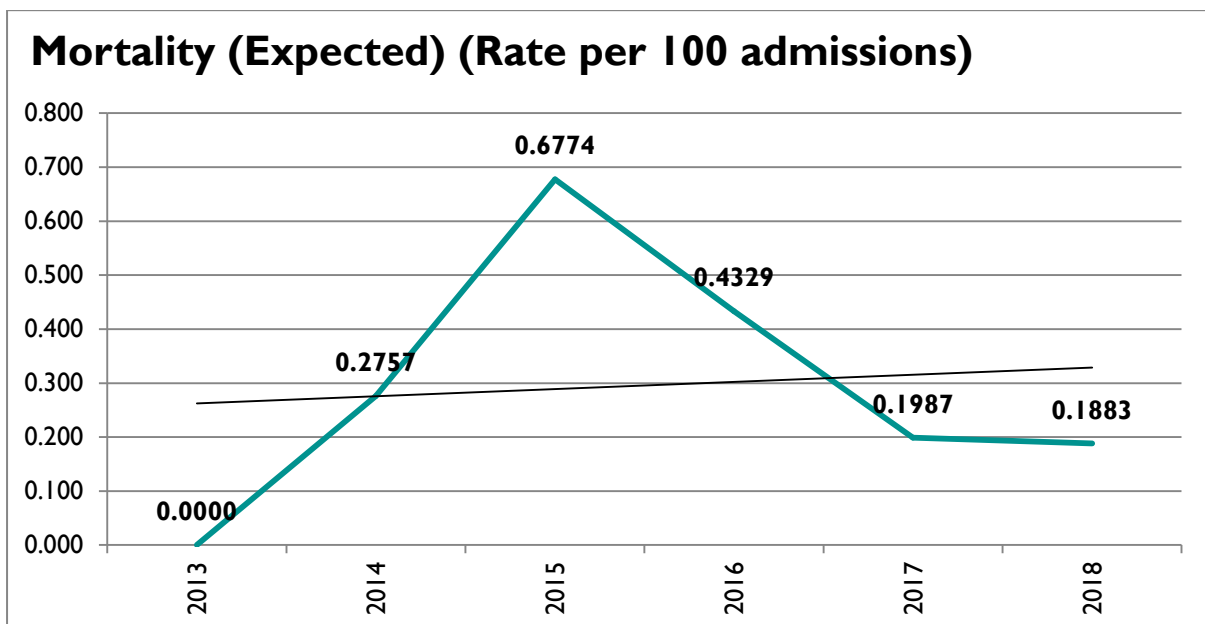
Learnings from Deaths

Preservation of life and avoidance of unnecessary death is an essential objective for healthcare providers; BMI Healthcare recognises this and is committed to ensuring that its hospitals and the organisation as a whole learn from the death of any patient whilst under our care. Sharing these lessons learnt is vital in order to ensure excellent quality of our care is provided across the company.

The Care Quality Commission (CQC) conducted a review in December 2016. This found that some providers were not sufficiently prioritising the learnings from deaths, and as a result, opportunities were being missed to identify and improve upon quality of care. This review was discussed by BMI Healthcare through the Clinical Governance Committee so that as an organisation, we could ensure we were following the best practice as suggested through this review.

All deaths, whether expected or unexpected, are reported to the regulators (CQC, HIS, HIW). They are also reported via our hospitals incident management system and therefore managed in line with the company’s Incident Management Policy. When an unexpected patient death has occurred, a Root Cause Analysis (RCA) is conducted to understand the event; the contributing factors relating to a death, identify potential areas for change in practice and develop recommendations which deliver safer care to our patients. The findings from RCAs are reported as part of the hospital’s Clinical Governance reporting requirements, and shared with the Regional and Corporate Quality teams. These findings are also shared with the patients’ families in line with BMI Healthcare’s Duty of Candour policy and its behaviours surrounding transparency.

All deaths are discussed at a hospital Clinical Governance Committee, and further escalated to the Regional Quality Assurance Committee and National Clinical Governance Committee for review as appropriate; this ensures that lessons learnt from deaths are discussed at all levels and findings are then shared to all hospitals through the National monthly Clinical Governance Bulletin, to ensure lessons are learnt across the company.



Coombe Wing		Severe or Death (Rate per 1000 Bed Days)		
2018	2017	National Average	Highest National Score	Lowest National Score
0.000	0.000	0.250	2.300	0.000

Coombe Wing		Severe or Death (Count)		
2018	2017	National Average	Highest National Score	Lowest National Score
0	0	21	219	0

We are able to provide a quiet and peaceful environment on BMI Coombe Wing where loved ones can spend time with their family/ friends when end of life care is required.

Patient Satisfaction



BMI Healthcare is committed to providing the highest levels of quality of care to all of our patients. We continually monitor how we are performing by asking patients to complete a patient satisfaction questionnaire. Patient satisfaction surveys are administered by an independent third party.

We welcome feedback both written and verbal. All feedback is taken seriously both negative or positive and acted on to ensure we strive to continually improve.

Patients are also encouraged to provide feedback via NHS choices.

Complaints

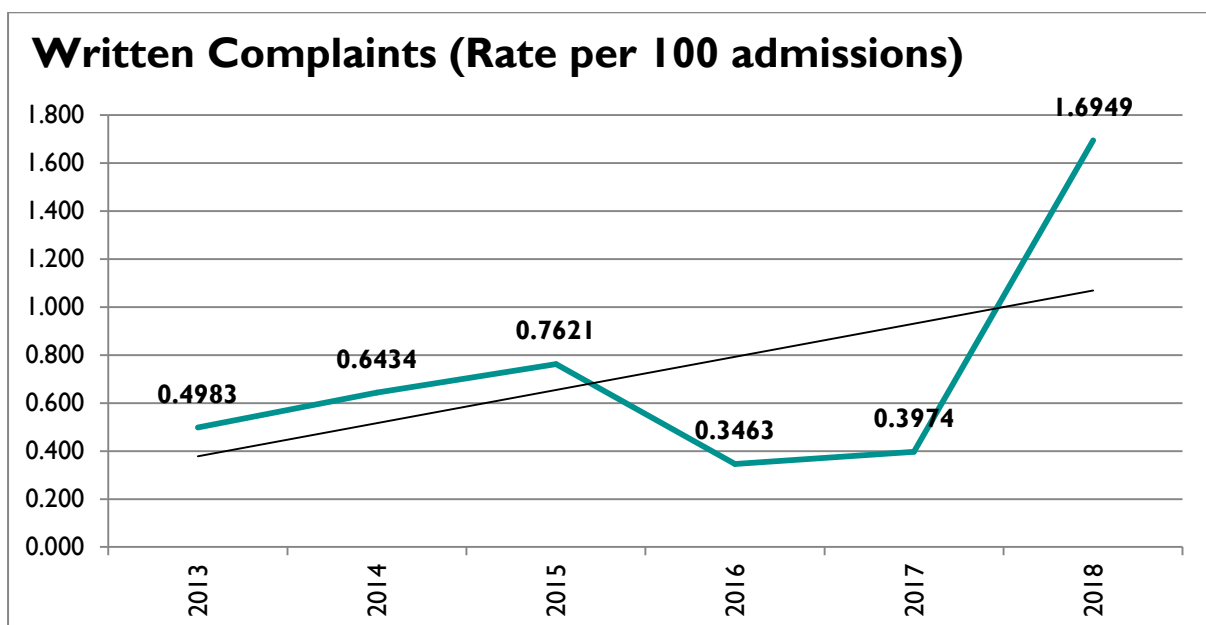
In addition to providing all patients with an opportunity to complete a Satisfaction Survey BMI Coombe Wing actively encourages feedback both informally and formally. Patients are supported through a robust complaints procedure, operated over three stages:

Stage 1: Hospital resolution

Stage 2: Corporate resolution

Stage 3: Patients can refer their complaint to Independent Adjudication if they are not satisfied with the outcome at the other 2 stages.

The majority of our complaints are financial. We are working hard on ensuring patients are aware of all of the costs involved before undertaking treatment.



Safeguarding

Safeguarding is about protecting people from abuse, prevent abuse from happening and making people aware of their rights. To enable us to do this better training has been enhanced and made available for staff and consultants within the hospital.

Adult abuse can happen to anyone over the age of 18 years of age and within BMI our staff are trained to adult safeguarding level 2, so they can identify, support and advise anyone who requires it.

Adult safeguarding level 3 is provided to senior members of the team to ensure that appropriate support can be provided to their staff in these situations.

Children and Young people abuse can happen to any person 18 years old or below and to ensure that that all children and young peoples are looked after appropriately all our clinical staff including

consultants are trained to Level 3 children’s safeguarding our other staff members are trained to level 2.

National Clinical Audits

BMI Coombe Wing complete National NCEPOD audits when applicable and were successful in achieving National Joint Registry Quality Data Provider Status in March 2018

NJR Data can be found here:

<http://www.njrcentre.org.uk/njrcentre/Healthcareproviders/Accessingthedata/StatsOnline/NJRStatsOnline/tabid/179/Default.aspx>

Priorities for Service Development and Improvement

1. Business as usual – Despite uncertainty of the future management of BMI Coombe Wing, we strive to continue to provide an exemplary service to private patients within our local area
2. Provide onsite neurophysiology testing such as EEG’s, EMG’s and sleep studies. This is a new service that we hope to build on, attracting consultants to refer patient for these outpatient tests within BMI Coombe Wing
3. Maintain CQC ‘Good’ rating, working towards ‘Excellent’ rating. We are always striving to improve and our constant goal is to main a ‘good’ safe, caring, responsive, effective and Well-led hospital
4. Keep up to date with offering for our dementia patients – this is a specialty which is constantly growing and we are learning from the excellent improvements and resources available within Kingston Hospital

Safety Thermometer

BMI Healthcare is fully compliant and supportive of the reporting guidelines in relation to the NHS Safety Thermometer. This is part of BMI Healthcare’s hospitals’ engagement with local Clinical Commissioning Groups nationwide. The measures reported on a monthly basis relate to the following;

VTE Risk Assessment & Treatment

Catheter related Urinary Tract Infection

Staff Survey & Staff Safety Culture Questionnaire

A good safety culture is an important foundation of a safe organisation and we all have our part to play in embedding a robust safety culture; for our patients and those we work with. BMI Healthcare launched the Safe Culture Questionnaire in October 2017 to assess the safety culture across our hospitals and across BMI Healthcare.

Staff were asked to complete the questionnaire openly and honestly in order for the Senior Management Team of their hospital to be able to address any concerns with regards to safety and pick up on areas for improvement.

The online questionnaire was accessible by staff at 59 sites across England, Scotland and Wales. Staff from all areas of the hospitals were asked to rate up to 24 statements (England sites were asked 20 questions, Scotland sites were asked 24 questions and Wales sites were asked 22). Staff were asked to rate the statement with the following system: 1 (Inadequate), 2 (Poor), 3 (Good) and 4 (Excellent).

1571 responses were received across all sites. All statements asked within the questionnaire received an average rating of 'Good'. The statements with the highest rating averages were:

- I am aware of my obligations regarding mandatory training.
- I know how to report a patient safety incident or near miss.
- I am aware of my own departmental risks and how these are reflected within the overall risk register.
- I support the organisation's plan to become recognised as 'Outstanding' CQC rated hospital (England and Wales sites) / with Health Care Improvement Scotland within the 5 Quality Themes as a 6 (Excellent) rated hospital (Scotland sites).

Results were reported to sites in three ways: a report of all site data, regional reports and individual hospital results for sites who received a response rate of 30% or more.

Staff Recommendation Results



Coombe Wing	Staff Recommendations			
2018	2017	National Average	Highest National Score	Lowest National Score
86.00%	86.67 %	73.18%	89.98%	50.44%

BMI Coombe Wing considers that this data is as described for the following reasons:

- Management contract changes of BMI Coombe Wing are under negotiation at the moment making employees feel uncertain of their future with BMI
- We are pleased to report a very low turn-over rate of staff. Our staff are very loyal to BMI Coombe Wing and often stay on as bank staff after leaving us.

BMI Coombe Wing the following actions to improve this:

- Keeping staff fully informed of any confirmed changes

Quality Indicators

The below information provides an overview of the various Quality Indicators which form part of the annual Quality Accounts. Where relevant, information has been provided to explain any potential differences between the collection methods of BMI Healthcare and the NHS.

All data provided by BMI Healthcare is for the period **April 2017-March 2018** to remain consistent with previous Quality Accounts, whilst the NHS data may not be for the same period due to HSCIC data availability. The NHS data provided is the latest information available from the HSCIC Indicator Portal.

Indicator	Source	Information	NHS Date Period
Number of paediatric patients re-admitted within 28 days of discharge and number of adult patients (16+) re-admitted within 28 days of discharge.	BMI Healthcare Risk Management System	This figure provided is a rate per 1,000 amended discharges.	Apr 2011 - Mar 2012
Number of <i>C.difficile</i> infections reported	BMI Healthcare Risk Management System	This indicator relates to the number of hospital-apportioned infections.	Apr 2014 – Mar 2015
Responsiveness to Personal Needs of Patients	Quality Health Patient Satisfaction Report	The responsiveness score provided is an average of all categories applied to Patient Satisfaction questionnaires answered by BMI Healthcare inpatients.	Feb 2016 – Jan 2017
Number of admissions risk assessed for VTE	CQUIN Data	BMI Healthcare only collects this information currently for NHS patients.	Jan 2017 – Dec 2017
Number/Rate of Patient Safety Incidents reported	BMI Healthcare Risk Management System	Based upon Clinical Incidents with a patient involved where the NPSA Guidelines deem a severity applicable.	Oct 2015 – Sep 2016
Number/Rate of Patient Safety Incidents reported (Severe or Death)	BMI Healthcare Risk Management System	Based upon Clinical Incidents with a patient involved where the NPSA Guidelines deem a severity applicable.	Jul 16 – Jun 17

Further Indicator	Information
Percentage of BMI Healthcare Staff who would recommend the service to Friends & Family	This information is taken from BMI Healthcare's Staff Survey which was conducted during 2017.

Re-Admissions within 28 Days of Discharge (Paediatric and Adult)

Coombe Wing	Re-Admissions (Aged 16+)			
2018	2017	National Average	Highest National Score	Lowest National Score
3.185	0.418	10.010	41.650	0.000

BMI Coombe Wing offer follow up phone calls to all of our surgical patients following discharge. We also encourage our other patients to call us directly if they have any concerns or questions when they are at home. This offering reassures our patients and if there is a need for readmission to hospital, patients often return to Coombe.

The rate per 100,000 bed days of cases of C difficile infection reported within the hospital

Coombe Wing	C.difficile (per 100,000 bed days)			
2018	2017	National Average	Highest National Score	Lowest National Score
0.000	0.000	35.928	147.455	0.000

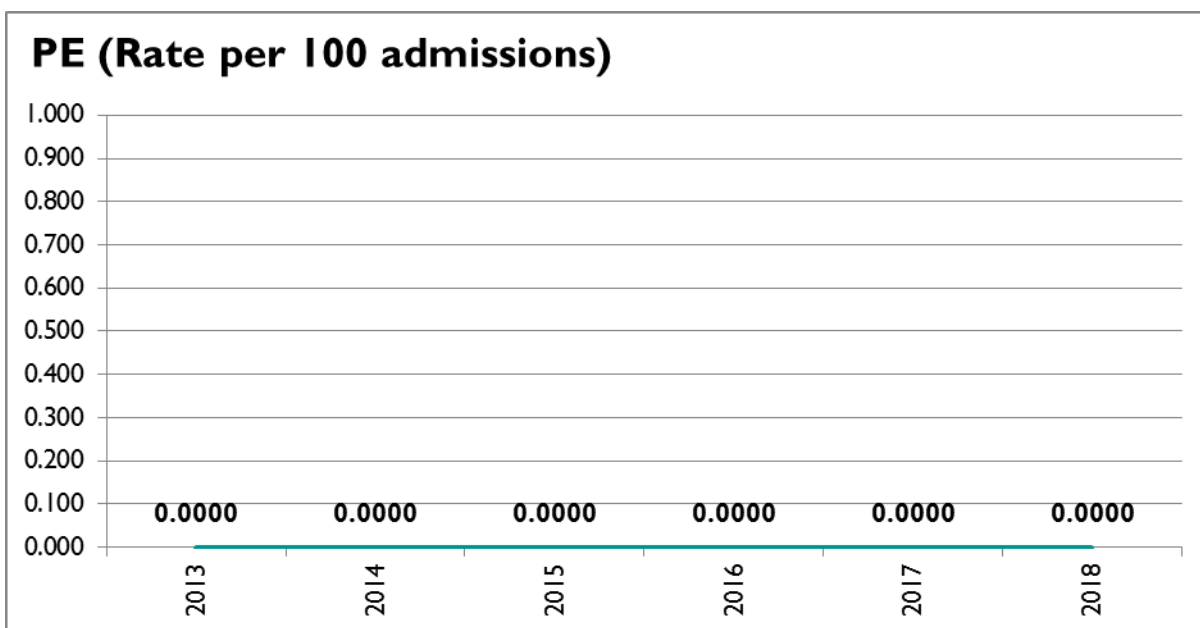
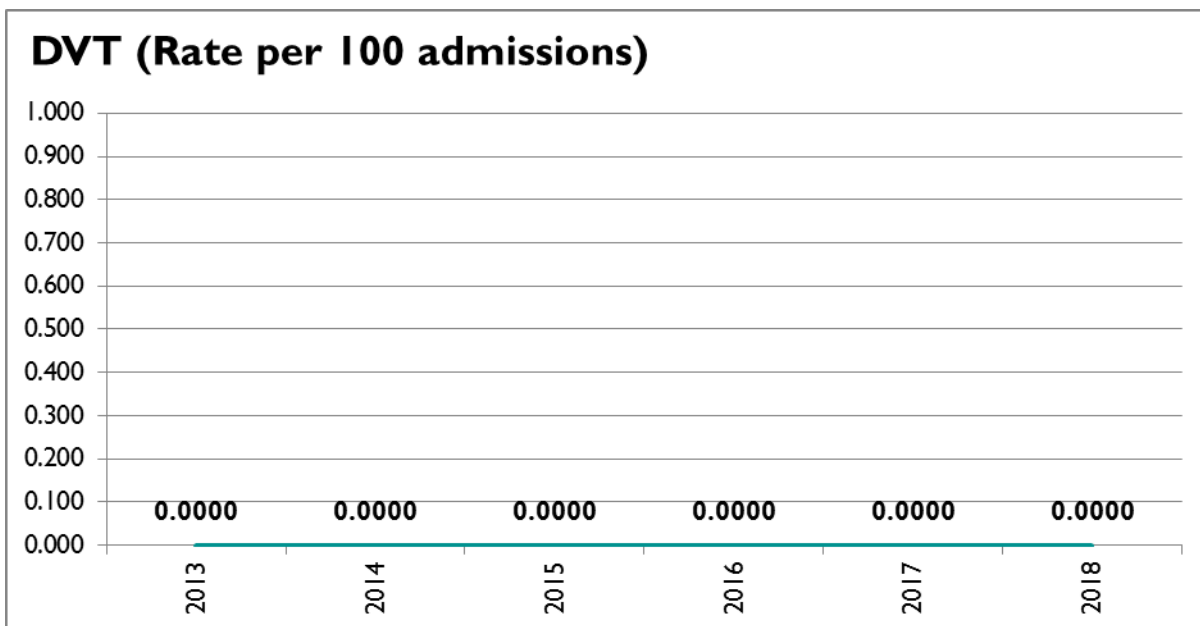
BMI Coombe Wing offers a clean environment where staff are fully trained and there is excellent practice of hand hygiene. We have single patient rooms with en-suite bathrooms and have two specific rooms designated for isolation patients if required.

Hospitals responsiveness to the personal needs of its patients

Coombe Wing	Responsiveness			
2018	2017	National Average	Highest National Score	Lowest National Score
93.46%	93.61%	69.22%	78.00%	60.10%

BMI Coombe Wing prides itself on listening to patients and responding to their needs to ensure we are constantly finding ways to improve based on what patients say about us.

The percentage of patients who were admitted to hospital and who were risk assessed for VTE (Venous Thromboembolism)



BMI Coombe Wing carry out a risk assessment on all patient's admitted to the ward and ensure precautionary measures as indicated by the assessment are implemented.

Patient Safety Incidents

Coombe Wing	Patient Safety Incidents (Rate per 1000 Bed Days)			
2018	2017	National Average	Highest National Score	Lowest National Score
40.127	23.800	43.292	149.700	11.200

Coombe Wing	Severe or Death (Rate per 1000 Bed Days)			
2018	2017	National Average	Highest National Score	Lowest National Score
0.000	0.000	0.250	2.300	0.000

BMI Coombe Wing considers that this data is as described for the following reasons:

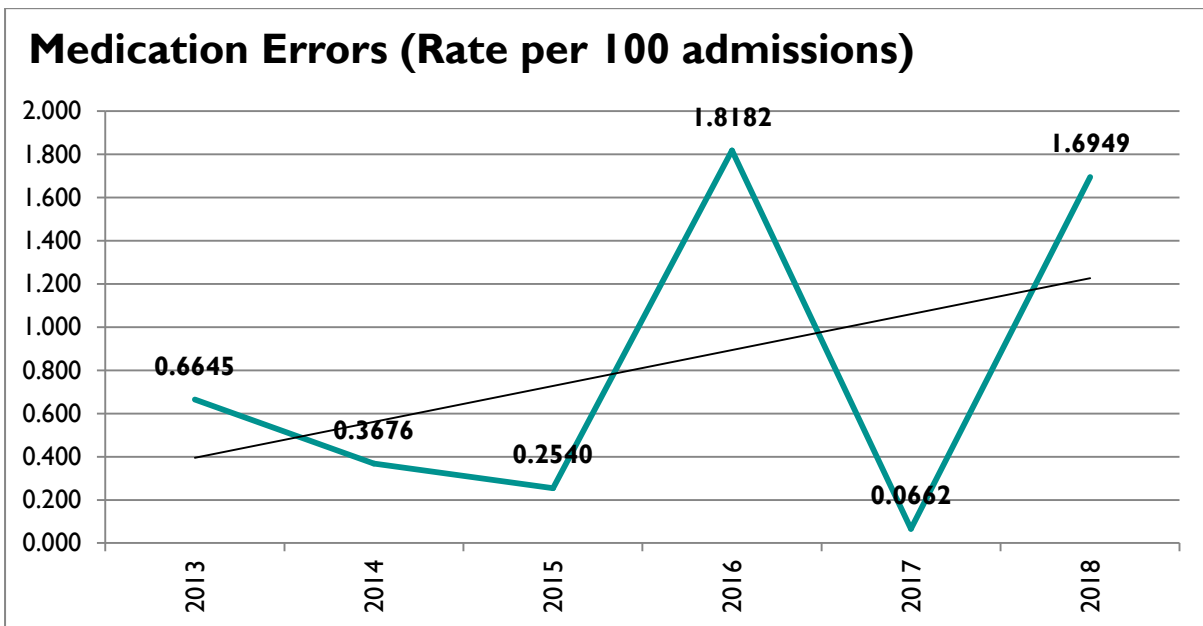
Since the introduction of our electronic reporting system, all staff are able to easily access and are actively encouraged to report all incidents including near misses so that we can endeavour to always find ways to improve.

Patient Recommendation Results

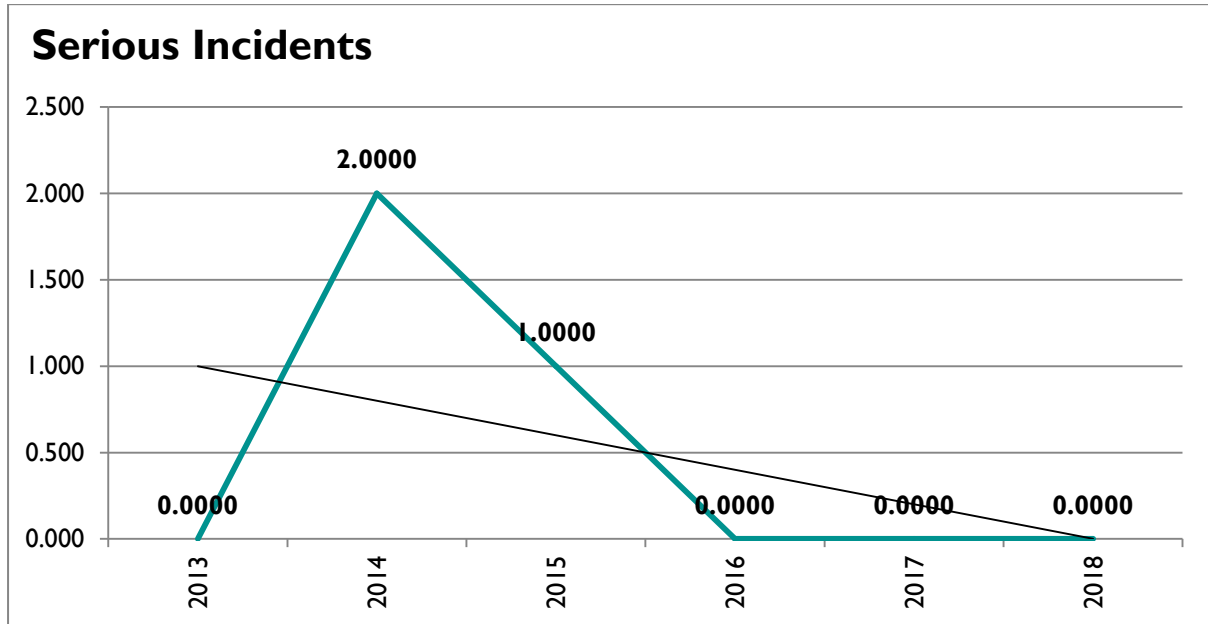
Coombe Wing	Patient Recommendations			
2018	2017	National Average	Highest National Score	Lowest National Score
99.69%	99.01%	97.07%	100.00%	75.61%

BMI Coombe Wing considers that this data is as described for the following reasons:

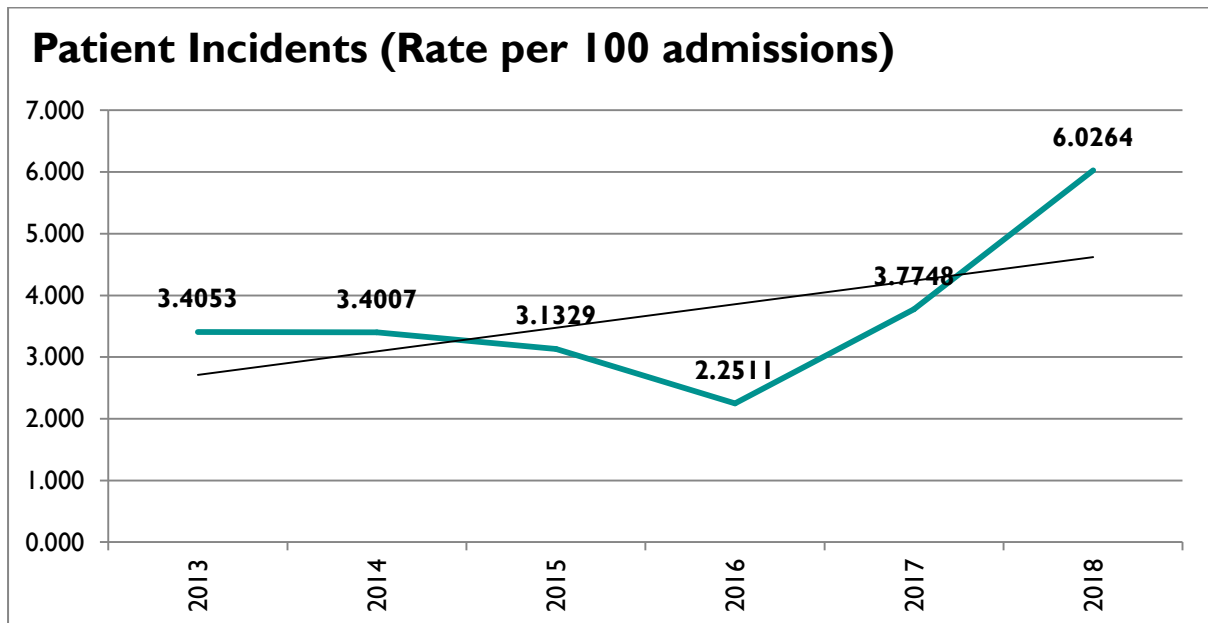
All of our staff are approachable and we encourage patients to provide us with positive and negative feedback. We constantly strive to find ways to improve the service we offer to our patients.



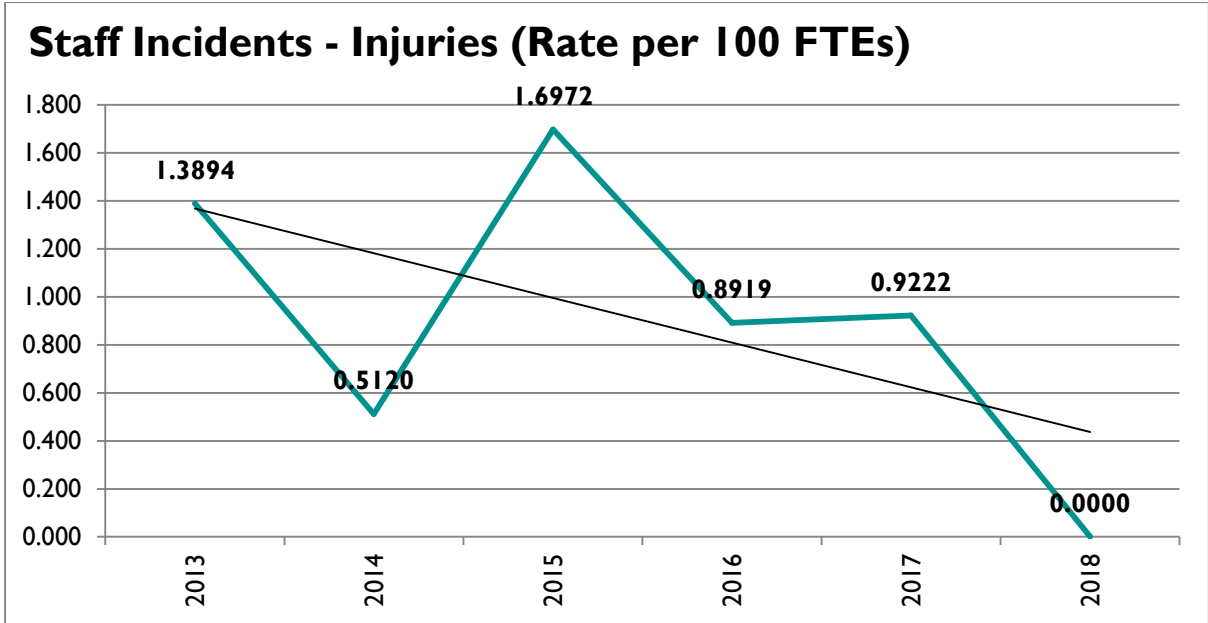
Our rates of medication errors are low, all registered nurses wear red tabards whilst undertaking drug rounds to reduce the incident of interruptions, thus allowing nurses to concentrate and in turn to reduce the incident of errors.



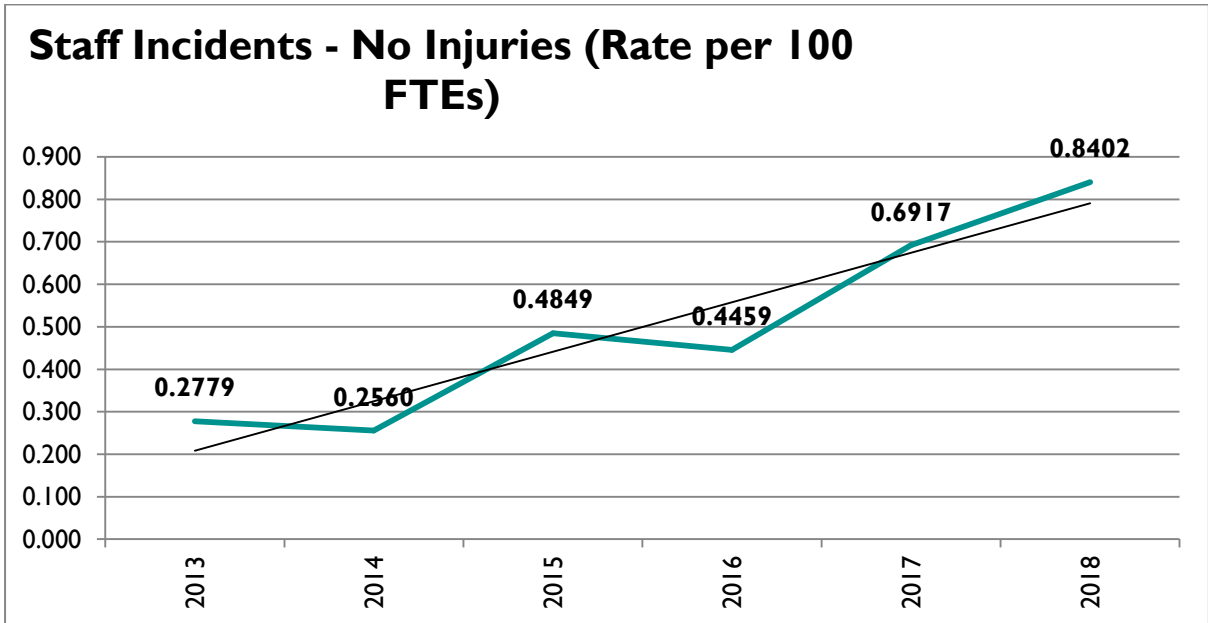
We are proud of our safe clinical environment and 0 serious incidents in this report

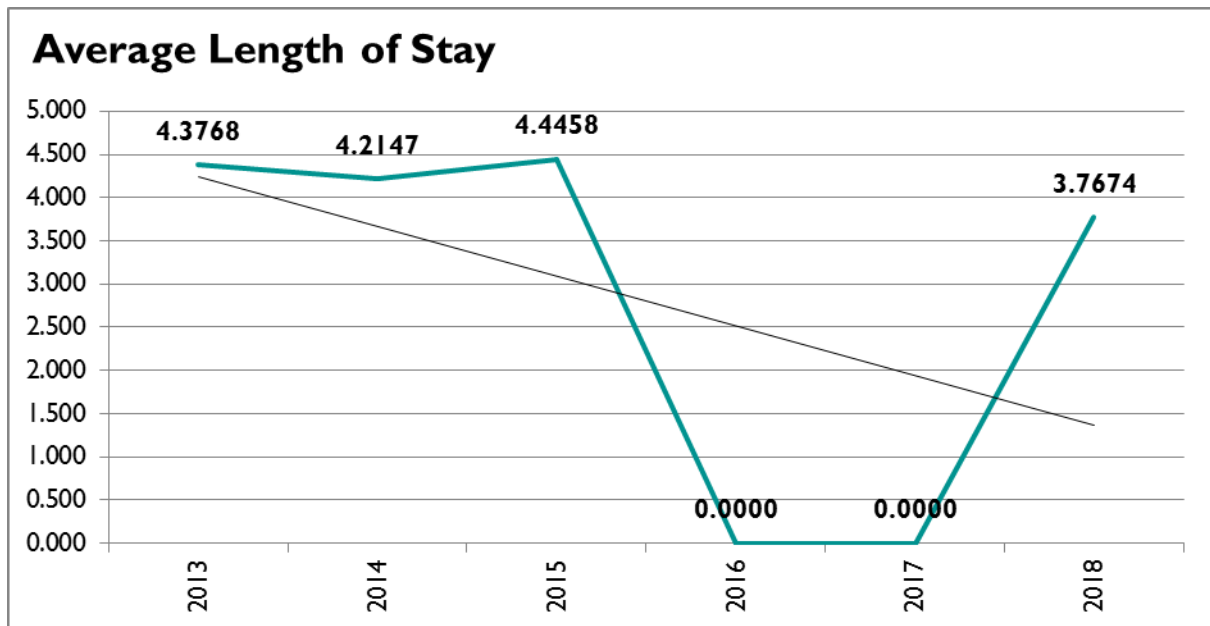


We expect all of our staff to report all patient incidents- harm/ no-harm or near miss. All are reported on our electronic reporting system



We expect all of our staff to report all staff incidents- harm/ no-harm or near miss. All are reported on our electronic reporting system. We are pleased to report 0 incidents in this document.





We admit a variety of specialities of patients and therefore our patients stay for varied lengths of times depending on their needs.

BMI Coombe Wing
Level 7 Esher Wing

Kingston Hospital NHS Foundation Trust

Galsworthy Road

Kingston

Surrey

KT2 7QB

T 02085466677