



Fernbrae Hospital

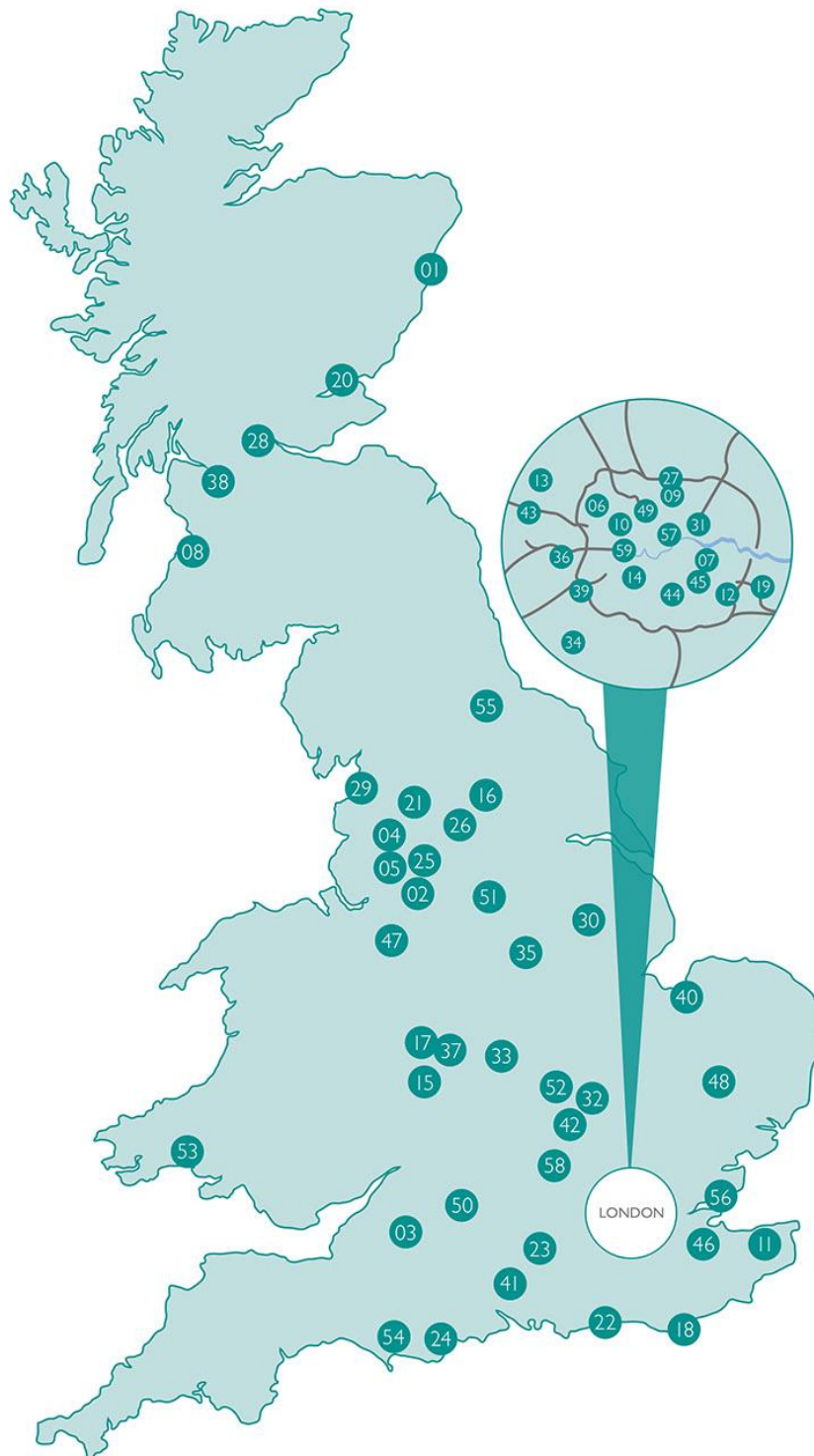
QUALITY ACCOUNTS 2018

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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." with a period at the end. The signature is written in a cursive, slightly slanted style.

Dr Karen Prins

Hospital Information



BMI Fernbrae Hospital is located in the west end of Dundee, in one of the city's conservation areas. A partially listed building, it has an enviable view over the River Tay and the banks of north-east Fife. The hospital serves the people of Tayside, Angus, Perthshire and Fife, is easily accessible by local bus services or car and parking is available at the front and rear of the building.

The building has been a health care establishment for over 90 years and is now part of BMI Healthcare, the largest independent healthcare provider in the UK.

A wide range of surgical procedures are carried out from routine investigations to complex surgery including major joint replacements. Over 80 consultants have Practising Privileges and they receive support from a Resident Medical Officer.

The hospital has 14 en-suite patient bedrooms which are fitted with a remote controlled flat screen television and telephone facility. We have recently had Wi-Fi installed into each ward area which serves each patient bedroom and we plan to extend this facility in the future months to help enhance consultant services.

The hospital has one operating theatre with laminar airflow to assist in the prevention of infection. This airflow is used during all Orthopaedic Procedures as a minimum standard.

The diagnostic imaging department includes ultrasound, routine radiology, theatre imaging and we have recently entered into service level agreement with the Clinical Research Centre based at Ninewells Hospital and can now offer 3T MRI scanning.

In addition the hospital also offers the following-

- Outpatient Service
- Cardiology Service
- Clinical Psychology Service

- Cosmetic Service
- Dermatology Service
- Ear, Nose & Throat Service
- Endoscopy Service
- Pharmacy Service
- Physiotherapy Service including Hand Therapy
- Outpatient Fertility Service
- Neurosurgery (Spinal Procedures)
- Vascular Surgery (Varicose Veins)

The hospital's endoscopy examination room and decontamination areas were upgraded in 2013 to a very high standard including the installation of a new Endoscopy Washer/Disinfector for the disinfection of endoscopes.

We also use a specialized piece of equipment for the initial decontamination of our endoscopes to ensure a high standard of cleanliness prior to further washing and disinfection.

The hospital's mission statement "To be Tayside's Independent Healthcare Provider of first choice, positively contributing to the health of the community we serve" encompasses the very positive motivation of the team at BMI Fernbrae Hospital.

All staff at BMI Fernbrae Hospital are committed to ensuring that you are confident and comfortable with every aspect of your visit. Our Director of Clinical Services along with our Nursing Team are available to address any concerns you may have and there is a Resident Medical Officer available 24 hours a day.

NHS Activity:

BMI Fernbrae Hospital are carrying out dental procedures for NHS Grampian at the present time, but we are hoping to develop this further in assisting the NHS in Scotland to achieve it's set targets. We are currently communicating with NHS Tayside, Fife and Grampian in relation to this.

Regulation:

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 Hospital Name is registered as a location for the following regulated services:-

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

These regulatory bodies carry out inspections of our hospitals periodically to ensure a maintained compliance with regulatory standards. The full results of these inspections can be found on the BMI Fernbrae Hospital website.

The work of HIS reflects the National Health service (Scotland) Act 1978 and the National Care Standards which set out standards of care that people should be able to expect to receive from a

care service and BMI Fernbrae Hospital are continually working to develop and improve standards to achieve the best possible inspection results.

HIS use the following grading system to grade BMI Fernbrae Hospital -

- 6 Excellent
- 5 Very Good
- 4 Good
- 3 Adequate
- 2 Weak
- 1 Unsatisfactory

HIS carried out an unannounced inspection on 17 and 18 January 2018 and awarded BMI Fernbrae Hospital the following grades at the inspection –

Quality Theme 0 – Quality of Information: (aggregated score) 5 – Very good

Quality Statement 0.2 – service information: 5 Very good

Quality Statement 0.3 – consent to care and treatment: 5 Very good

Quality Theme 1 – Quality of Care and Support: (aggregated score) 4 –Good

Quality Statement 1.1 – participation: 4 Good

Quality Statement 1.5 – care records: 5 Very good

Quality Theme 2 – Quality of Environment: (aggregated score) 4 –Good

Quality Statement 2.2 – layout and facilities: 4 Good

Quality Statement 2.4 – infection prevention and control: 5 Very good

Quality Theme 3 – Quality of Staffing: (aggregated score) 5 – Very good

Quality Statement 3.3 – workforce: 5 Very good

Quality Statement 3.4 – ethos of respect: 5 Very good

Quality Theme 4 – Quality of Management and Leadership: (aggregated score) 5 – Very good

Quality Statement 4.3 – leadership values: 5 Very good

Quality Statement 4.4 – quality assurance: 5 Very good

BMI Fernbrae Hospital 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 link nurse in Fernbrae Hospital.

Between April 2017 to March 2018, the hospital had:

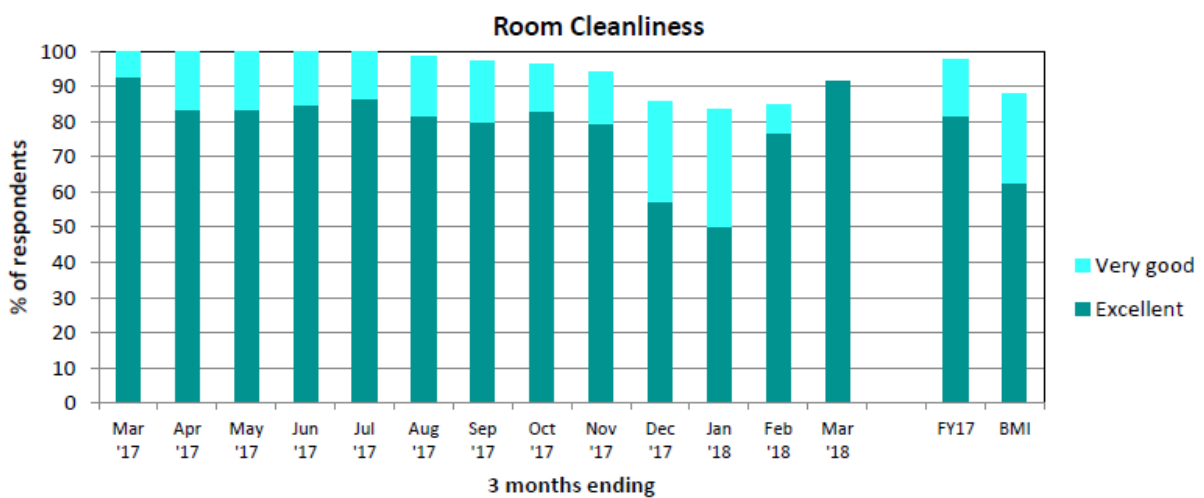
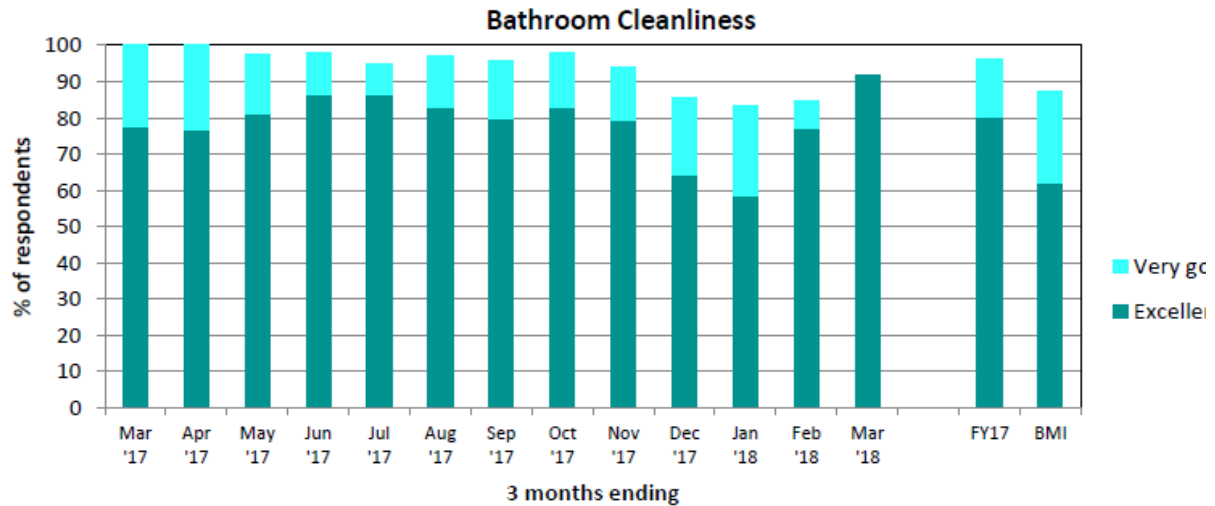
Hospital Attributable Infection	Rate (per 100,000 Bed Days)
MRSA	0.0000
MSSA	0.0000
E.Coli	0.0000
C.difficile	0.0000
Measure	Rate (per 100 procedures)
Hips	0.03030
Knees	0.00000

- MRSA bacteraemia Zero cases/100,000 bed days
- MSSA bacteraemia Zero cases /100,000 bed days

- E.coli bacteraemia Zero cases/ 100,000 bed days
- Zero Number of cases of hospital apportioned Clostridium difficile in the last 12 months.
- SSI data is also submitted to Public Health England for Orthopaedic surgical procedures. Our rates of infection are;
 - Hips -1 reported infection
 - Knees - Zero reported infection
- BMI Fernbrae Hospital has an annual programme of Infection Prevention and Control audits which cover each department in the hospital. Where appropriate, action plans are completed with follow-up review to ensure all actions are implemented. The audits are as follows -
 - Departmental hand hygiene audit
 - Annual departmental environmental audit
 - High impact care bundles (Intravenous cannulation and hand hygiene implemented in 2015)
 - Patient mattress audits in ward, theatre and imaging departments
 - Standards of Housekeeping audits carried out on a monthly basis
 - Standard precautions audit – annually

Care bundle audits are completed on a monthly basis and compliance can be evidenced via our very low infection rates.

- BMI Fernbrae Hospital participate in a company-wide mandatory staff training programme directly related to Infection Prevention and Control including the following elements –
- Aseptic Non-Touch Technique (ANTT) training was carried out in the hospital during the period 1st April 2017 to 31st March 2018 and 100% of our Registered Nurses completed this. All new staff carry out this training as part of their induction process.
- Hand hygiene practical training was also carried out during the year and is being carried out by an external company and an Infection prevention and Control Lead Nurse.
- Environmental cleanliness is also an important factor in infection prevention and our patients rate the cleanliness of our facilities highly.



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.

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.

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

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.

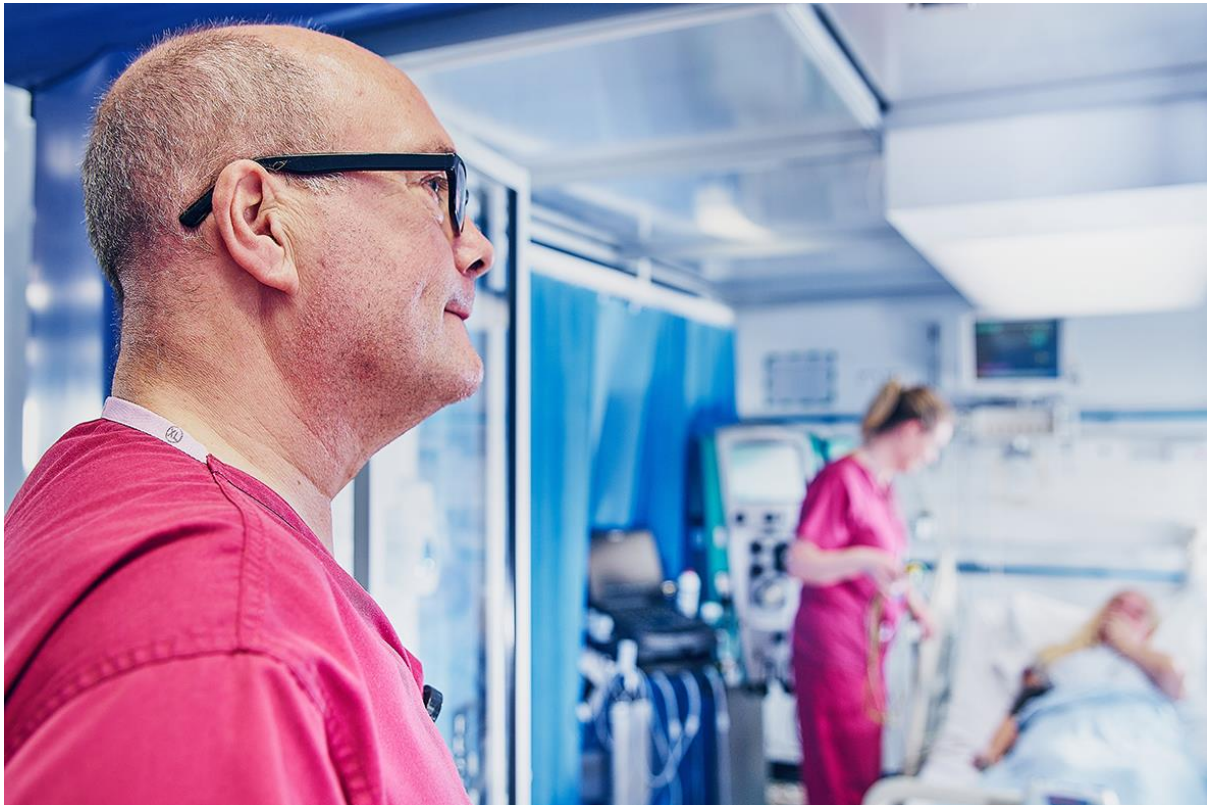
We are undertaking a targeted training programme for identified members of staff to ensure understanding and implementation in relation to the Duty of Candour.

BMI Fernbrae Hospital has had no instances reacting to duty of candour in the period from April 2017 to March 2018.

Venous Thrombo-embolism (VTE)

BMI Healthcare, holds VTE Exemplar Centre status by the Department of Health across its whole network of hospitals including, Fernbrae Hospital. 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



BMI Fernbrae Hospital 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.

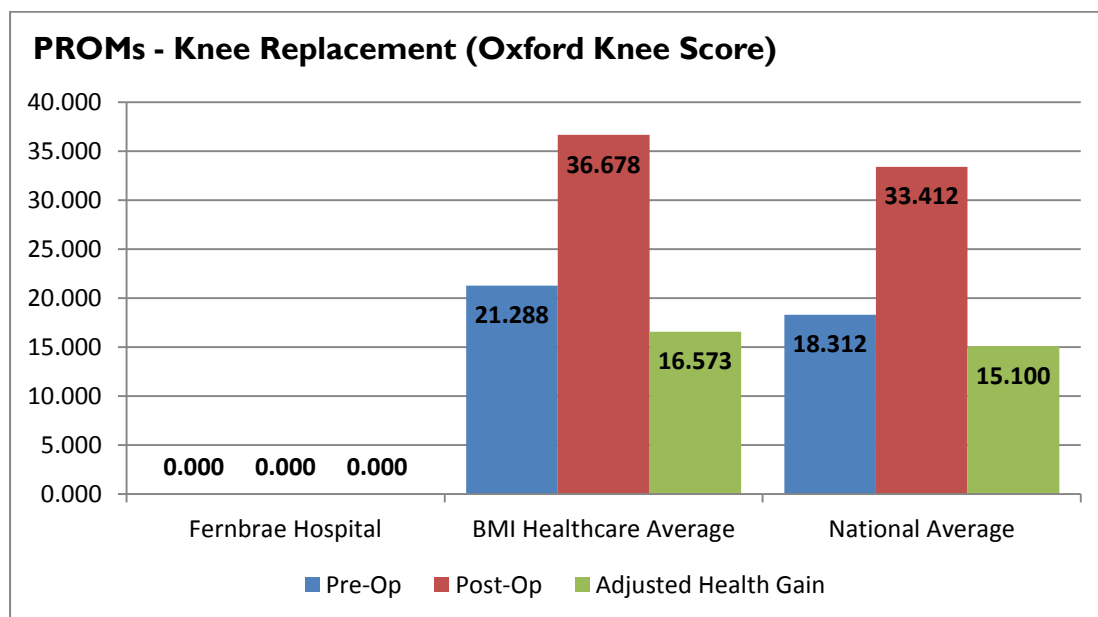
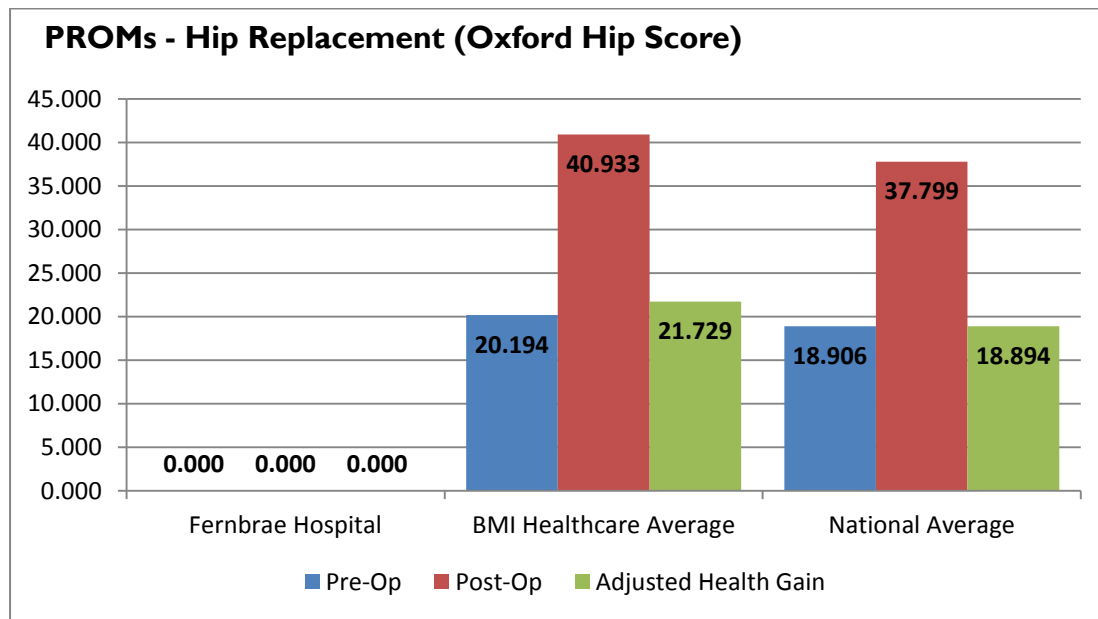
Our very low incidents of VTE indicate an excellent process of assessment, effective staff training which enables us to embed the importance of correct VTE assessment to ensure the safe care of our patients.

Patient Reported Outcome Measures (PROMS)

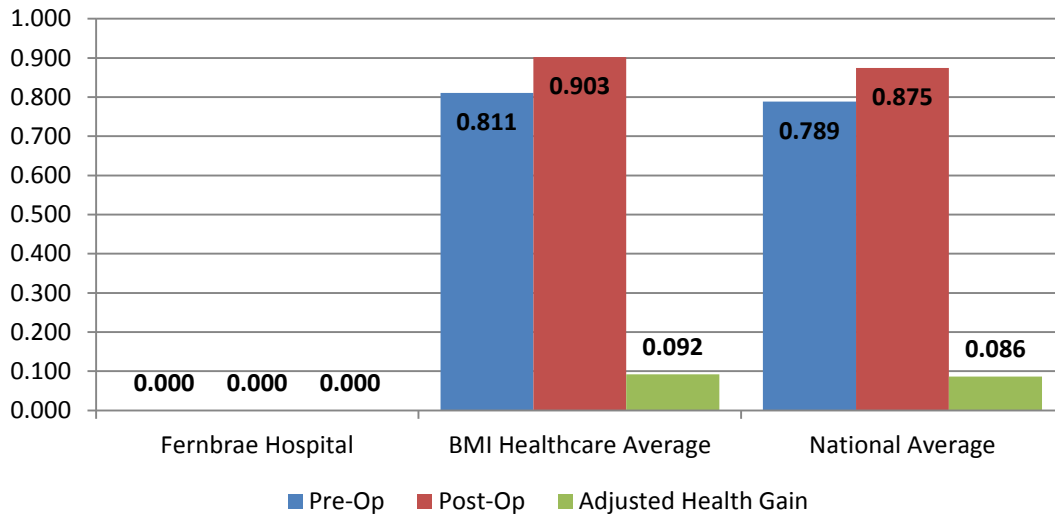
Patient Reported Outcome Measures (PROMs) are a means of collecting information on the effectiveness of care delivered to NHS patients as perceived by the patients themselves. PROMs are a Department of Health led programme.

For the current reporting period, the tables below demonstrate that the health gain between Questionnaire 1 (Pre-Operative) and Questionnaire 2 (Post-Operative) for patients undergoing hip replacement and knee replacement at Fernbrae Hospital..

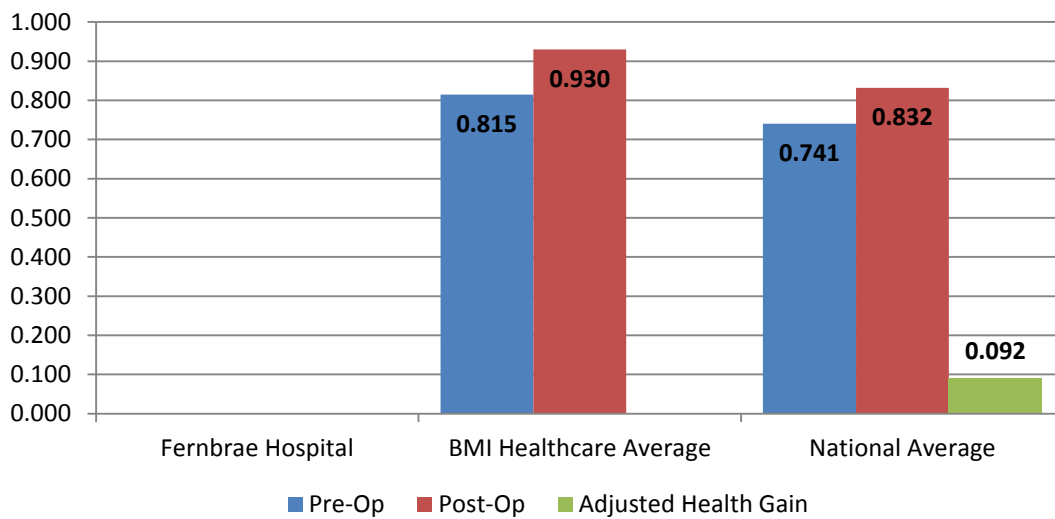
Latest PROMs data available from HSCIC (Period: April 2016 – March 2017)



PROMs - Groin Hernia (EQ-5D Index)



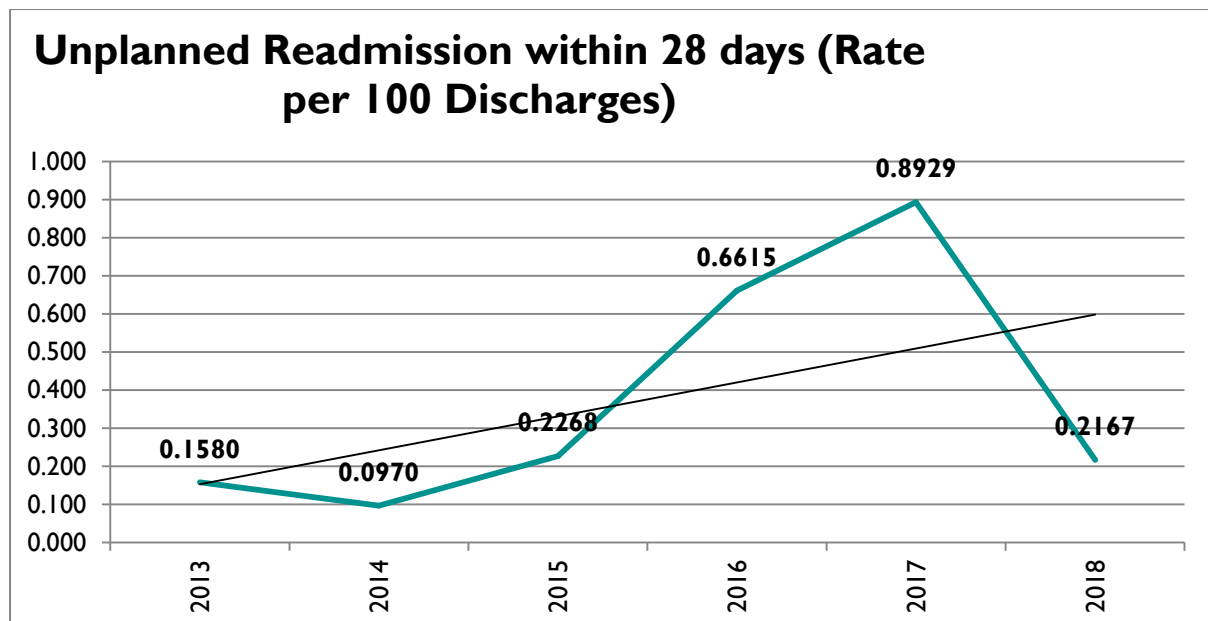
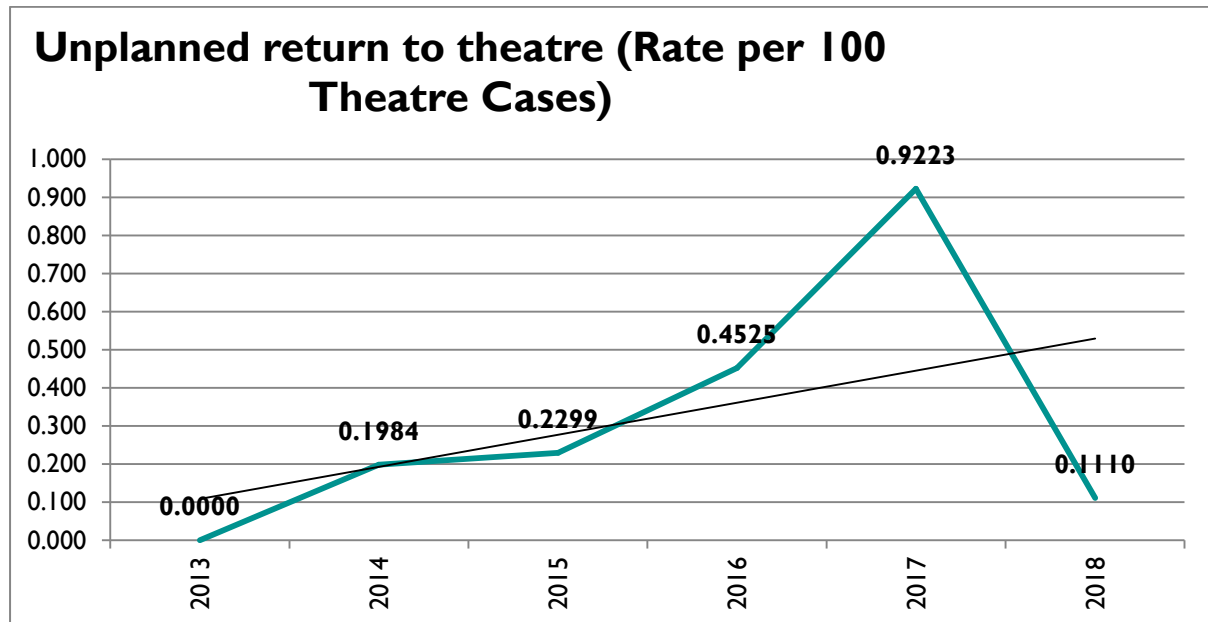
PROMs - Varicose Veins (EQ-5D Index)



Unplanned Readmissions & Unplanned Returns to Theatre

Unplanned readmissions and Unplanned Returns to Theatre are normally due to a clinical complication related to the original surgery.

BMI Fernbrae Hospital are below the national average for re-admission rates and this is due to the excellent pre-assessment service. This process allows staff to highlight and address concerns pre-operatively, thus reducing complications intra-operatively. BMI Fernbrae Hospital will continue to monitor re-admissions through our incident reporting process and these will be discussed at our Clinical Governance and MAC meetings.



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.

Patient Experience

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.

Top Bottom 5 | Most Improved / Deteriorated Scores

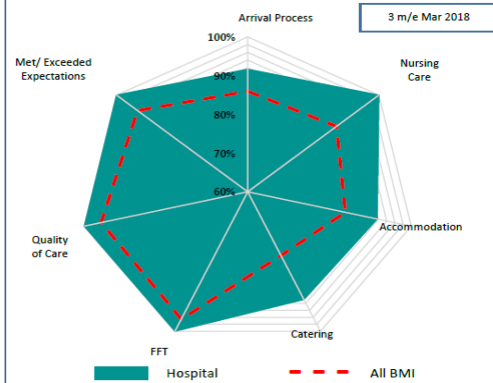
Top 5 Most Improved Satisfaction Scores from March 2017 to March 2018

Question	Mar 2017	Mar 2018	Increase
Bathroom facilities	81.5%	91.7%	10.2%
Information Pack received from the hospital	91.7%	100.0%	8.3%
Care of visitors	96.2%	100.0%	3.8%
-	-	-	-
-	-	-	-

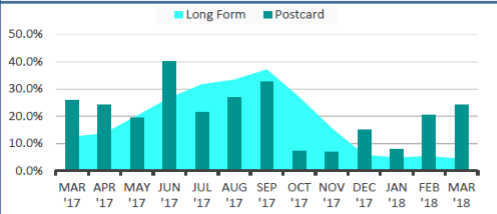
Bottom 5 Most deteriorated Satisfaction Scores from March 2017 to March 2018

Question	Mar 2017	Mar 2018	Decrease
Overall Impression - Diagnostic Imaging/X-ray	100.0%	66.7%	-33.3%
Directions (internal signage)	96.2%	83.3%	-12.8%
Overall impression of catering	100.0%	90.9%	-9.1%
Did everything to help control pain	100.0%	91.7%	-8.3%
Level of pain assessed	100.0%	91.7%	-8.3%

Spider Diagram | Snapshot of Hospital vs All BMI For Key Questions



Response Rates | Trends over the last year



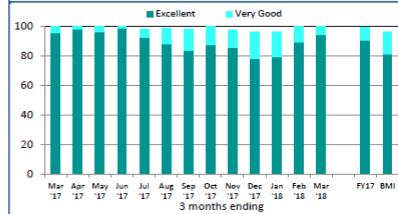
FFT | IP Response Rates & Score

	Response Rate	Would Recommend
IP Longform	4.3%	100%
F&F P'card	24.1%	

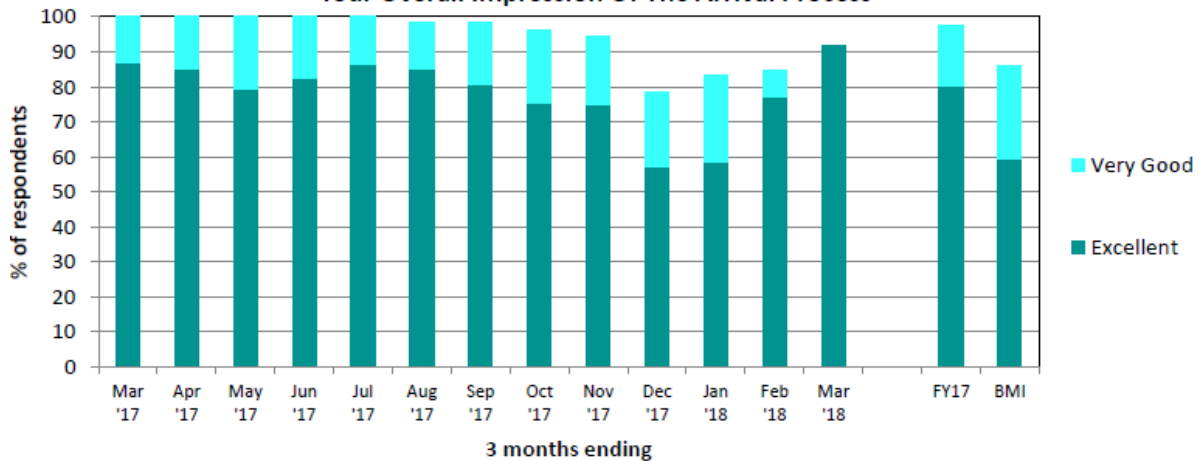
Ranking | How your hospital compares

This month: **3** out of 55 hospitals
 Last month: **5** out of 55 hospitals

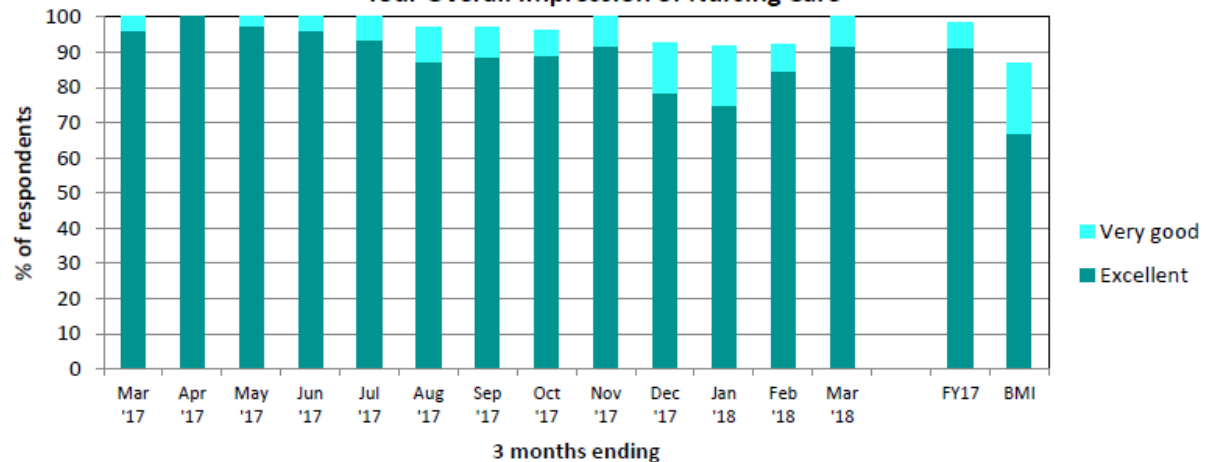
Overall Quality of Care | Trends over the last year

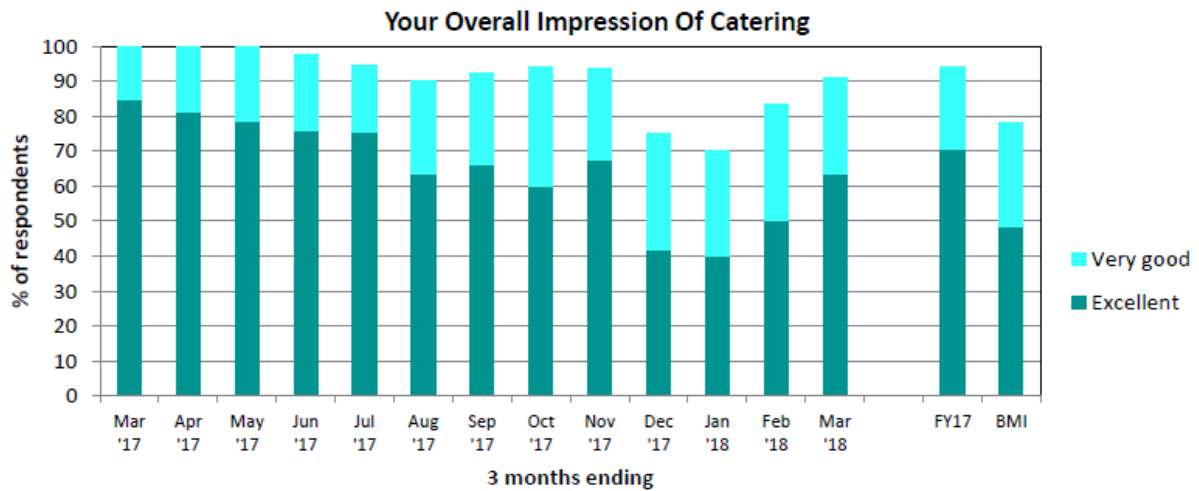


Your Overall Impression Of The Arrival Process



Your Overall Impression of Nursing Care





Complaints

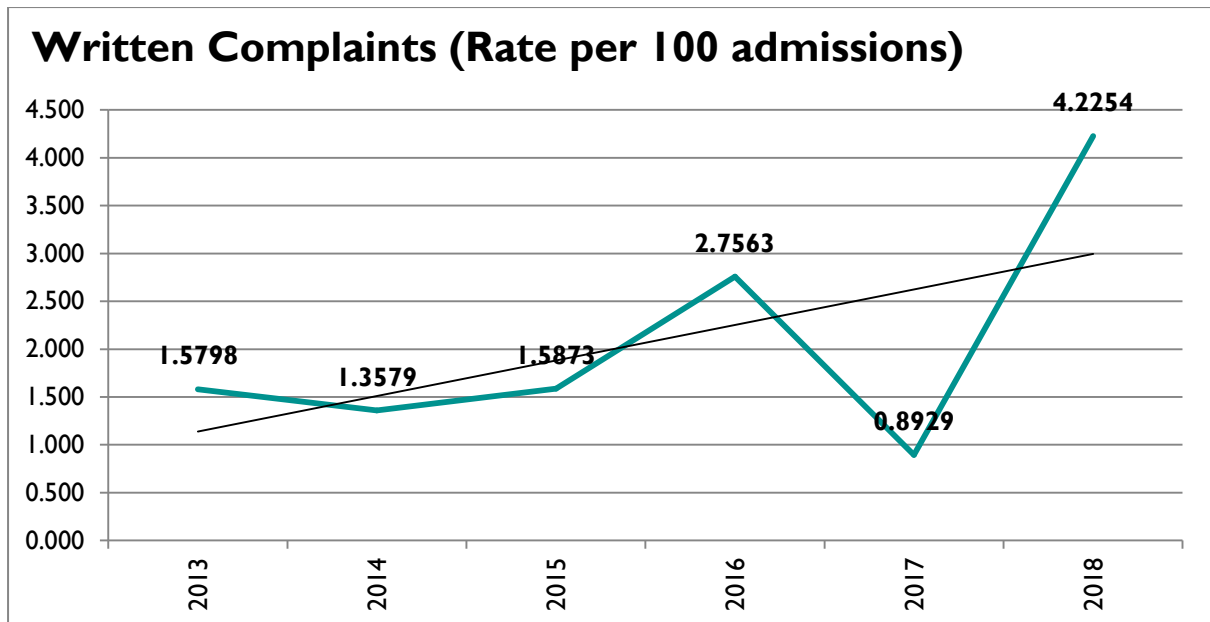
In addition to providing all patients with an opportunity to complete a Satisfaction Survey BMI Fernbrae Hospital actively encourages feedback both informally and formally. Patients are supported through a robust complaints procedure, operated over three stages:

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.

BMI Fernbrae Hospital strives to address informal feedback and resolve any issues identified directly with the patient at the time. All formal feedback that is received is responded to in line with the BMI complaints policy. The majority of complaints are resolved at Stage 1 and this is due to the positive engagement with all of our patients here at Fernbrae Hospital. We intend to continue to provide a high level of service by on-going review and monitoring of the complaints management process.



CQUINS

CQUINS are not measured at BMI Fernbrae Hospital.

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.

Senior registered [EA] Children Nurses are trained to level 4 safeguarding (if applicable)

BMI Fernbrae Hospital has had zero incidents where safeguarding has been exercised.

National Clinical Audits

BMI Fernbrae Hospital is not eligible to participate in National Joint Registry audit where all joint replacements are submitted to this as NJR is not measured in Scotland.

Priorities for Service Development and Improvement

Service developments we believe will enhance the patient experience at Fernbrae Hospital include:

- Grow and develop our general medical admission service
- Increase major and complex activity
- Increase and growth of NHS Waiting List initiatives
- Develop ambulatory provision in line with BMI National Strategy

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

Falls

Pressure Ulcers by Category

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

Fernbrae Hospital	Staff Recommendations			
2018	2017	National Average	Highest National Score	Lowest National Score
56.00%	82.50 %	73.18%	89.98%	50.44%

BMI Fernbrae Hospital have a structured programme for delivery of ED led communication alongside a staff forum programme. It is the hospitals belief that by engaging regularly with staff they will feel motivated and valued as part of the hospital communities.

Quality Indicators

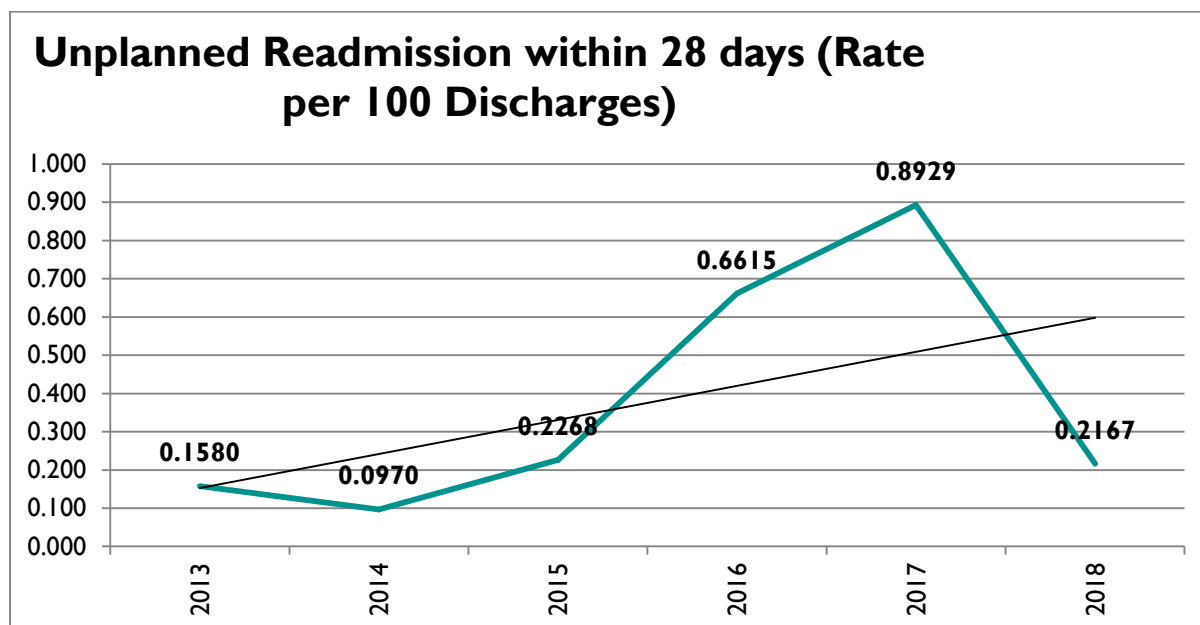
The below information provides an overview of the various Quality Indicators which form part of the annual Quality Accounts. Where relevant, information has been provided to explain any potential differences between the collection methods of BMI Healthcare and the NHS.

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)



BMI Fernbrae Hospital considers that this low re-admission rate can be proportioned to our follow-up process, where all patients being discharged from our hospital are given clear guidance on escalation regarding any post-operative complications that may arise. This allows us to promptly deal with any clinical concerns and we have a low threshold to readmit patients to ensure safety and patient satisfaction at all times.

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

Fernbrae Hospital	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 Fernbrae Hospital have had zero reported C.diff cases since the last submitted report. This is due to our diligence in infection, prevention and control practices. BMI Fernbrae Hospital continues to monitor, audit and report infections and these will be discussed at our quarterly infection control meetings.

Hospitals responsiveness to the personal needs of its patients

Fernbrae Hospital	Responsiveness			
2018	2017	National Average	Highest National Score	Lowest National Score
99.10%	99.18%	69.22%	78.00%	60.10%

BMI Fernbrae Hospital have embedded a process where all patient feedback questionnaires are screened on site. Where a patient has indicated that they require a response to their feedback, this will be dealt with in a timely manner by part of our Senior Management Team. The higher than national average percentage obtained is due to the high standard of care delivered to our patients. BMI Fernbrae Hospital welcomes feedback by acknowledging satisfaction as well as dissatisfaction in the service as it allows us the opportunity to continually improve our service.

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

Fernbrae Hospital	VTE			
2018	2017	National Average	Highest National Score	Lowest National Score
0%	0%	95.77%	100.00%	81.60%

As previously stated BMI Fernbrae Hospital follows the VTE corporate guidance and this is evidenced as part of the VTE audit tool. We are currently working closely with our consultants to ensure full compliance with this initiative.

Patient Safety Incidents

Fernbrae Hospital	Patient Safety Incidents (Count)			
2018	2017	National Average	Highest National Score	Lowest National Score
82	41	3908	14506	31

BMI Fernbrae Hospital recognises the importance of patient safety. We adhere to all reporting guidelines and where appropriate, we will develop actions plans to ensure safety incidents are minimised on site. Since the implementation of Riskman, our computerised reporting system, all staff now have access to enter incident details. Management of incidents investigations and lessons learned continue to be monitored and discussed at Senior Management Team meetings.

Patient Recommendation Results

Fernbrae Hospital	Patient Recommendations			
2018	2017	National Average	Highest National Score	Lowest National Score
99.02%	98.85 %	97.07%	100.00%	75.61%

BMI Fernbrae Hospital has a score of 99.02% of our patients giving recommendations to use our facilities and services. This excellent score is higher than the national average. The hospital will strive to continually achieve this high score and will continue to exceed our patient's expectations. BMI Fernbrae Hospital considers this high result reflects the high standard of care given to our patients by all staff.

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