

Quality Metrics - April 2021

18WS prides itself on providing the highest quality of care to its patients. We employ staff who are at the top of their game in their specialties and go the extra mile for their patients. The following information offers a snapshot of our quality metrics and demonstrates our strong commitment to continuous improvement.

‘As a healthcare organisation our priority has always been to ensure that everything we do is centred on patient care. In order to achieve this, we benchmark and monitor our performance closely to identify areas for improvement and innovation. I am delighted that our key performance indicators consistently demonstrate exceptional patient feedback and performance data as well as evidence of our ongoing commitment to continuous improvement.’

Dr Conal Perrett

Founder, Executive Chairman & Medical Director

‘At 18WS, we strive to develop a culture of continuous improvement in everything we do, where our focus is on ensuring the best possible safe care for our patients. This means that we evaluate every week with the trusts with whom we work to identify any issues and where necessary implement improvements. We monitor a number of pieces of data on a regular basis which we share with the clinical teams. I am particularly proud of our patient satisfaction results, which demonstrate the quality service delivered to our patients.’

Suzie Loader

Chief Nurse

Patient comments - April 2021

“I’m been blown away by how professional, caring & organised the team are”



“The kindness and care of both nurses and doctor was second to none, altogether a very good experience, thank you all very much.”



“All the doctors, nurses, etc so wonderfully kind, caring and very professional, amazing care, thank you.”



Patient Satisfaction

During the Covid-19 pandemic 18WS altered its patient satisfaction survey to an on-line survey, however due to our patient group, we received a very poor response. In February 2021, we risk assessed the situation and agreed that we could return to a paper based survey (ensuring that infection control procedures were strictly adhered to) and have increased our response rate from 120 surveys January 2021 to 2280 surveys in March 2021. The snap shot below outlines our results compared with the National Patient Survey results recently published.

Patient Survey Results April 21 vs NHS Latest National Benchmarking Data



99.6%

Patients said they would be **'Likely'** or **'Extremely Likely'** to recommend



98.7%

Patients answered **'Yes, always'** when asked if they had confidence and trust in the nurse treating them



99.7%

Our patients told us the overall quality of their care was **'Good'** or **'Very Good'**



98.5%

Patients answered **'Yes, always'** when asked if they had confidence and trust in the doctor treating them



99.7%

Patients answered **'Yes, definitely'** when asked if they felt they were treated with respect and dignity



98.1%

Patients who told us they were made to feel welcome on arrival at the department

Endoscopy

Endoscopy was one of the first specialties that 18WS implemented and we pride ourselves on the fact that we were the first organisation across the UK to re-commence Endoscopy services in April 2020 following the national Covid-19 lockdown. The JAG KPI's outlined below demonstrate that 18WS are operating well above national benchmarks, demonstrating a high-quality service to our patients.

Dr Matthew Banks, BSc PhD FRCP - Clinical Lead 18 Week Support Gastroenterology is quoted as saying:

'I am proud that our JAG quality and safety data has improved year on year so we now perform well above the national average reaching the JAG aspirational levels'

JAG (Joint Advisory Group on GI Endoscopy) together with the British Society of Gastroenterology develop national standards / KPI's against which individual Consultant Gastroenterologists' clinical practice is benchmarked. The information presented below demonstrates 18 Week Support's combined JAG results benchmarked against these national standards.

Unadjusted Caecal Intubation Rate

National Benchmark	90%
18 Week Support (Average)	93.6%

Average withdrawal time

National Benchmark	Over 6 minutes*
18 Week Support (Sample Size: 1,118)	10 minutes

*BSG aspirational target 10 minutes

Adenoma Detection Rate

15% (BSG aspirational target 20%) National Benchmark	15% (BSG aspirational target 20%)
18 Week Support (Average)	39.32% (Polyp detection rate)*

*The polyp detection rate is approximately 1.5x the ADR and thus is equivalent to a 30% ADR

Polyp Retrieval Rate

National Benchmark	90%
18 Week Support (Average)	96.69%

Repeat Procedure Rate

National Benchmark	90%
18 Week Support (Average)	93.6%