

Q2 Quality Metrics | April – June 2021

At 18 Week Support we pride ourselves on our focus on patient safety and a positive patient experience and good governance is one of the processes which enables us to achieve our aim.

We have embedded sound systems of internal control which are continually monitored and reviewed to ensure maximum effectiveness. These governance systems and processes facilitate continuous quality improvement without compromise to the integrity of our services and enables us to develop in response to internal and external emergent challenges.

Some examples of our quality improvement initiatives include:

- Webinars presented by the relevant Clinical Lead
- Training videos to help staff understand internal reporting processes
- Introduced a PDSA cycle for quality improvement
- Introduced a shared learning report to ensure lessons are learnt throughout the whole organisation

Ann Highton

Head of Governance

Patient comments - April – June 2021

“I have had procedure a few times now but this was the best, everything explained from start to finish, I felt so relaxed, thank you to all the staff.”



“Warm, pleasant welcome, informative and well-presented explanation to put me at ease, friendly but extremely professional team of the highest level. Very positive towards me as an individual. Thank you.”



“Every single person made me feel at ease, I was nervous but everyone rallied round to make me feel calm. It was also totally professional, thank you to everyone.”



Patient Satisfaction



99.6%

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



98.5%

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



99.6%

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



98.3%

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



99.5%

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



98.2%

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

Ophthalmology – Cataract Surgery

Danny Mitri | Clinical Lead Ophthalmology

Clinical Audit is a key component of the Clinical Governance portfolio at 18WS and is undertaken throughout our specialties.

One example is the recent audit which was completed by the specialty of Ophthalmology on the cataract procedures.

Cataract surgery is one of the most commonly performed operations in the world. It requires considerable skill and efficiency to achieve the outstanding outcomes we strive for. There is considerable demand for the operation in the UK, given the aging population and prevalence of cataract. 18 Week Support has been providing this service for over 5 years across the UK. Our recent audit of over 1,000 cases demonstrates a better complication rate compared to the National Standard set by the Royal College of Ophthalmologists: 99.6% (18 Week Support) with the national rate being 98-99%.

Our Quality Audit results are shared with the relevant specialty specific governance group and the wider organisation.