

Quality Metrics: April - June 2022

At 18 Week Support, we pride ourselves on our focus on patient safety and a positive patient experience; good clinical 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 clinical governance systems and processes facilitate continuous quality improvement without compromising the integrity of our services and enable us to develop in response to internal and external emergent challenges.

Some examples of our quality improvement initiatives include:

- Recent ENT/Maxillofacial Surgery Learning Webinar provided for all staff by our highly skilled and experienced Clinical Leads.
- Medicolegal Claims in Dermatology Learning Webinar presented by our specialised Lawyer and our highly skilled and experienced Clinical Consultant.
- Published our Continuous Improvement Policy.
- Released training, videos, and guides on how to report incidents within the organisation to encourage increased reporting in line with our commitment to a continuous improvement ethos.
- Recently re-designed our learning from Incidents Newsletter in response to staff feedback to improve engagement
- PREM Tool: Creating a tool to measure patient experience and using the results to improve overall Endoscopy services.

Nursing Audits

As part of our commitment to continuous quality improvement and high levels of patient safety, our clinical teams undertake many clinical audits each week including **Environment, Infection Control, Health Records, Patient Safety and Quality Indicators, WHO Safety Checklist, all of which receive 95%+ compliance regularly.**

Staff Engagement

Our recent Staff Engagement Survey showed high levels of engagement and satisfaction among the staff working for 18 Week Support. Our staff reported feeling that they have good working relationships with their teammates, who are committed to doing high quality work. They reported feeling that they had access to training, learning and development and they felt recognised by their managers. The survey found that a very high percentage of staff had confidence in the company's future success and are proud to work for 18 Week Support.

Penny Vera

Head of Clinical Governance

Patient comments

“From admittance to discharge, staff, nurses and doctors were excellent. They were outstanding, kind, very patient and thoroughly explained every point of the procedure, making sure I understood everything. I cannot state too much how kind everyone was to me.”



“You are all so kind, helpful and reassuring. I Could not fault you at all. I really appreciate all of you and your work hard. You are angels. Thank you, guys.”



“Friendly staff all around. You don't necessarily need to speak with someone to know they radiate a warm, beautiful, caring, and kind energy. If only everyone was like this! Plus the Dr I spoke with was very reassuring & wonderful.”



Patient Satisfaction - June 2022*



98.7%

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



98.3%

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



99.4%

Our patients rated the overall experience of our service as **'Good'** or **'Very Good'**.



97.2%

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



98.0%

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



95.1%

Patients who understood the next steps in their treatment.



94.7%

Patients who answered **'Yes, definitely'** when asked if they were involved as much as they wanted in decisions.

**Percentages are based on the 2018 responses received during the reporting period shown above.*