Quality Accounts
2013 to 2014

Easy Read Version

This report has been written by The Rotherham NHS Foundation Trust (TRFT)
Introduction

This report will tell you about the quality of care you will receive if you are a patient at TRFT at the hospital at a clinic in the community in your own home
Staff at TRFT want to provide the best possible care for the people of Rotherham. We are always trying to improve.

We want to treat you with respect and listen to what you say to us.

We want to help you to feel well and healthy.

We want to make sure you are safe while we care for you.

If we succeed in doing this, we are providing good quality care.
Who is in charge of making sure we provide good services?

The Chairman, Martin Havenhand.

Martin says it is important that we listen to what patients tell us so we can continue to improve.

The Chief Executive Officer, Louise Barnett

Louise says we will work hard to provide excellent and safe care.

What is a Quality Account?

The Quality Account is a report which tells you how well we did between April 2013 to March 2014. It tells you what we will do to improve this year.

We have followed all the rules made by the government to make sure all the information in the report is correct.
What did we do well last year?

- We wanted to keep patients safe when they came to hospital for an operation.  
  Did we achieve this?  
  Yes

- We wanted to improve the quality of data.  
  This means counting and measuring the right things which help us understand how well we are doing.  
  Did we achieve this?  
  Almost.  
  We improved a lot.
What did we do well last year?

We wanted to make sure that when a patient dies, the doctors record all the correct information on the death certificate.

Did we achieve this? Yes

We wanted to be sure that we cared well for people who have memory problems.

We use this blue flower picture to remind our staff how important this work is.

We wanted to find patients with memory problems as early as possible.

This would mean we could give them the best possible care.

Did we achieve this? No

but we have already improved a lot and we will achieve our goals this year.
What are we going to do in 2014 and 2015 to improve quality?

We will make sure no one dies while we are caring for them, who should not die.

The Medical Director is the most senior doctor at the Trust. He and his team will make sure this happens.

We will make sure patients are safe while we are caring for them and don’t suffer any harm which could have been avoided.

We will bring down the number of people who fall while we are caring for them.
What are we going to do in 2014 and 2015 to improve quality?

We will bring down the number of people who get pressure or bed sores while they are in our care.

These can form if a patient can’t move around easily, or has to remain still for a long time, with pressure on a part of their body.

The Chief Nurse is the most senior nurse at the Trust. She and her team will make sure this happens.

We will make sure patients are protected from blood clots forming in their veins.

Blood clots can form in patients who can’t get out of bed and move around.

The Medical Director and his team will make sure this happens.
What are we going to do in 2014 and 2015 to improve quality?

We will make sure that patients who may have cancer, or need treatment for cancer are seen by a doctor as soon as possible.

The government has set targets telling us how long patients with cancer should wait. We will make sure we reach all these targets.

The Director of Operations and her team will make sure this happens.

We will improve your experience of being a hospital patient because we have listened to what you have told us.

We will make sure the hospital is quieter at night. This will mean patients will be able to sleep better.
What are we going to do in 2014 and 2015 to improve quality?

We will make sure that patients have a choice of good food.

We will make sure that if a patient is in pain, they will have the medicine as soon as it is needed.

We will make sure patients get all the information they need when they go home.

The Chief Nurse and her team will make sure this happens.
What else are we doing to make sure we give good quality care?

Here are some examples

- We make sure the hospital is clean and tidy
- We make sure staff wash their hands well
- We want to make sure that men and women always sleep in separate areas.
How will we know if we are doing things well or if we are not?

We measure how good our services are.

We want you to tell us if we have got something wrong.

And tell us if we have got it right.

HOW?

Talk to any member of staff.

Contact our Patient Services Team - you can tell them what is important to you.
Telephone number is 01709 424461

Or you can send an email to feedback@rothgen.nhs.uk
Tell us what you think

We would be very pleased to know what you think of this report
please tick the box which tells us what you think

【】 Useful

【】 Not Useful

【】 Not sure

This form can be sent to
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Thank you for reading this report