



The Royal Wolverhampton
NHS Trust

Quality Account 2020-2021

Health Scrutiny Panel

Date 7th October 2021



Safe & Effective | Kind & Caring | Exceeding Expectation

Priority 1: Workforce

Overarching statement:

We aim to deliver safe patient care and good patient experience. Our wards and departments need to have the right levels of staff and skill mix for the acuity of the patients for which they are caring.

Priority 2: Safe Care

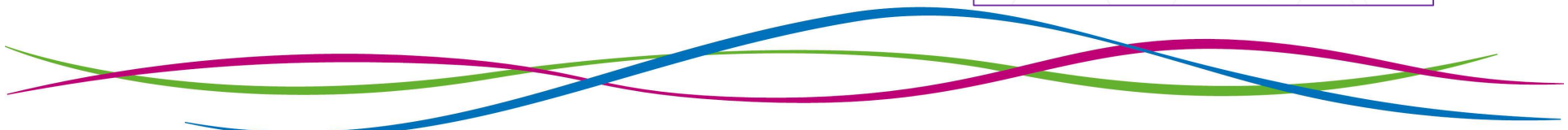
Overarching statement:

We aim to be the safest NHS Trust by “always providing safe & effective care, being kind & caring and exceeding expectation”, by making safe quality care a whole-system approach for every patient that accesses the Trust and its services.

Priority 3: Patient Experience

Overarching statement:

We are committed to providing high quality clinical care and aim to provide an excellent experience for patients, their relatives and carers.



Priority 1: Workforce

Key achievements included:

Nursing, midwifery, health visiting and Allied Health Professionals

- Two Nursing Times Workforce Awards they were, Best Diversity and Inclusion Practice Award for the Clinical Fellowship Programme and Best UK Employer of the Year for Nursing Staff.
- Expansion of student nurse placements
- Improved processes to balance acuity and nurse staffing

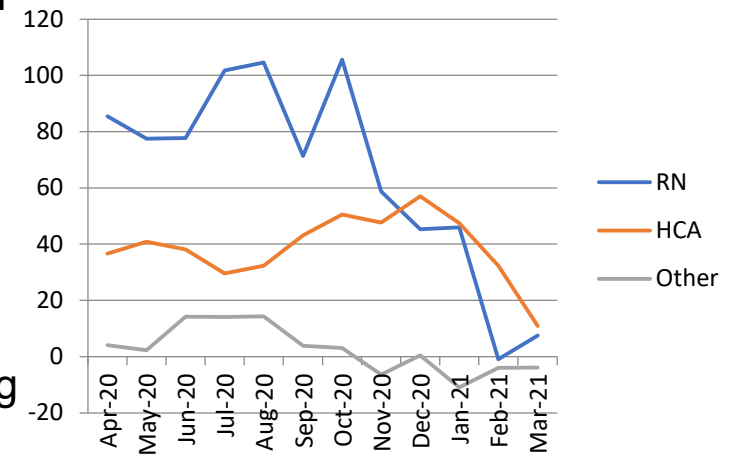
Medical Staff

- Senior (consultant) medical staff challenges are being addressed through collaboration
- Junior medical staff support team strengthened
- Increasing Fellowship programme >200 fellows now employed at the Trust.

Staff Health and Wellbeing

- New wellbeing web pages that were accessible to staff on any device
- Wobble Rooms and a Serenity Room
- Facilitated support and psychological interventions

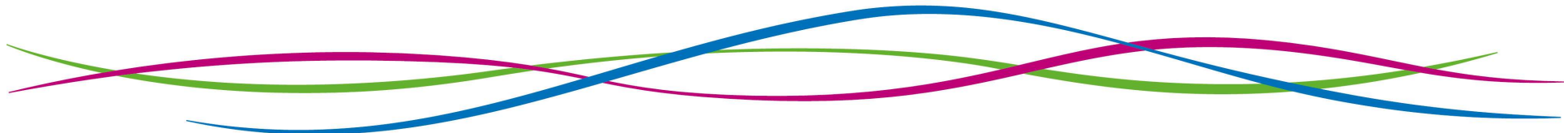
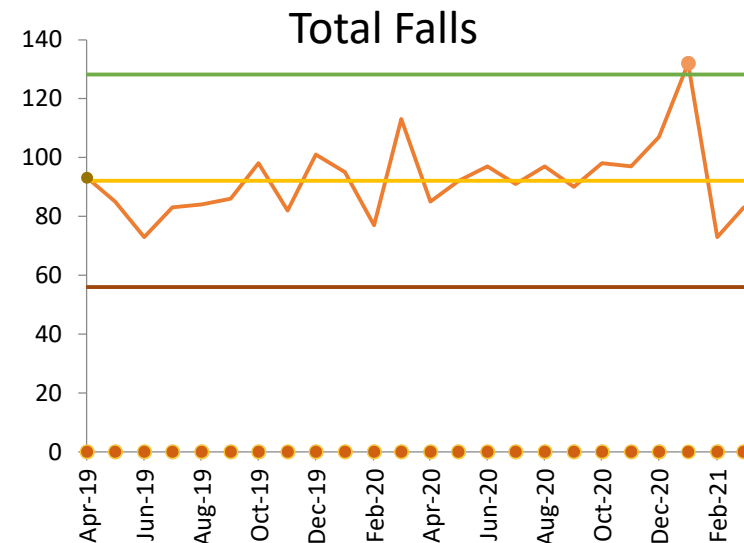
Nurse Vacancies April 2020 - March 2021



Priority 2: Safe Care

Key achievements included:

- 129 serious incidents (89 in 2019/20) Covid-19 related incidents accounted for most of increase.
- Falls numbers was variable and affected significantly by Covid-19 but falls with moderate or severe harm remained at 9.
- Inter agency COVID-19 implemented across the City.
- Environmental monitoring and developments
- Integrated infection prevention and control COVID-19 outbreak management within Care Homes
- PPE use introduced and monitored. Staff skin care advice developed.
- A sustained reduction of the more serious type of pressure ulcers (Category 3, 4, and unstageable)
- Mental Health Implementation of a robust governance structure - The Trust has a Mental Health Operational Oversight Group
- The Sepsis Team were at times deployed to support the needs of Covid-19 patients in the Critical Care Unit Sepsis remains a key area of quality improvement.



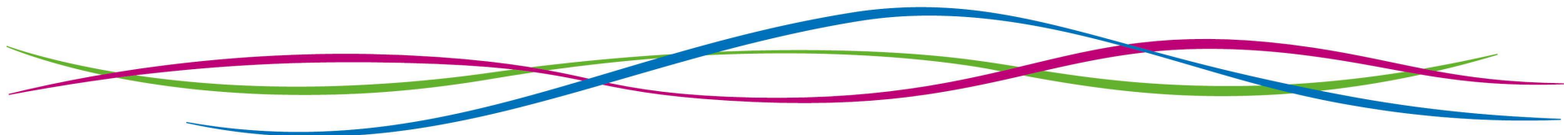
Priority 3: Patient Experience



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Key achievements included:

- Many examples of patients engagement for example:
 - Neuro rehab unit's 'inclusivity' programme to ensure that patients' specific needs across all protected categories are being met
 - Sexual Health Team's desegregated patient waiting areas and adapted forms to be more reflective of the wide range of gender identities in response to pt feedback
 - Children's Services introduction of a 'Health Passport' to enable patients to participate in and contribute to greater care planning and awareness.
- 97% of complaints responded to in accordance with policy.
- Improved visibility of quality, safety, workforce and performance metrics now visible on ward entrances of all inpatient areas.
- Co-production evident though the year and into 2021.
- Community clinical volunteers supported.
- PALS concerns reduced by 24% reduction when compared with the previous year. However the Trust has experienced a 22% increase in the volume of formal complaints (472).





Priority 3: Patient Experience – Primary Care

Key achievements included:

Notable achievements during 2020-21 include:

- Advance Nurse Practitioner-led home visiting service; this service allows GPs to dedicate more time providing patient care
- Extended phlebotomy hours for patients
- Recruitment of social prescribers for RWTPCN; a joint partnership with the Wolverhampton City Council
- Successful delivery of RWTPCN COVID-19 vaccination centre and vaccines provided to over 15,000 patients/staff across Wolverhampton and beyond
- Development of the COVID-19 virtual care assistant in partnership with Babylon
- Improved performance in annual learning disability health checks
- Recruitment of a dedicated Advanced Nurse Practitioner (ANP) to deliver the Care Home Enhanced service for RWTPCN
- Recruitment of a Physician Associate with a specialist interest in Learning Difficulties
- Expansion of the RWTPCN Pharmacy team to support future developments of a shared PCN sexual health service with specialist staff
- Rapid response to COVID-19 and ensuring patient care was able to continue.

The table below outlines booked appointments per thousand patients' per financial year:

	2018/19	2019/20	2020/21
Average per week per 1000 patients	87.98	84.65	111.4



Priorities for 2021-2022

Priority 1: Workforce

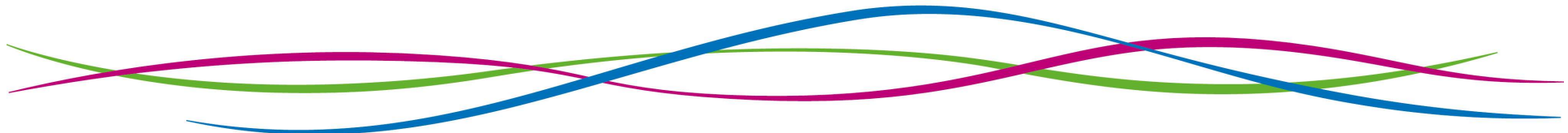
- Expand the access Nurses, Midwives and Health Care Assistants have to continuing professional development
- Integrate Aston Medical School students into the Trust, r
- Maintain the low nurse/midwifery vacancy rates
- Reduce the gap in engagement scores for Black Asian and Minority Ethnic (BAME) staff and improve Workforce Race Equality Standard (WRES) Metrics
- Introduce sustainable health and wellbeing support.

Priority 2: Safer Care

- Achieve best practice for the management of COVID-19 inpatients
- Reduce indirect harm caused by COVID-19
- Reduce harm by assessing, recognising and responding to prevent patient deterioration.

Priority 3: Patient Experience

- Work with our stakeholders in the design and implementation of a co-design and co-production toolkit.
- Increase co-production and co-design.
- To understand patient experience metrics for patient groups where inequalities exist and implement changes to improve experiences for these cohorts
- A focus on waiting times to improve 62-day cancer performance, a reduction in the 52 week waits and RTT waiting times
- Improve the Patient Experience including cancer performance and improvement in nationally reported outcomes
- To design and implement a comprehensive career pathway to assist our young volunteering workforce





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Thank You

