Open and Honest Care: Driving Improvement

Self-Publication Guidelines

Version 1.6

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Document Status

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Open and Honest Care: Driving Improvement Programme

Self-Publication Guidelines

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The National Health Service Commissioning Board was established on 1 October 2012 as an executive non-departmental public body. Since 1 April 2013, the National Health Service Commissioning Board has used the name NHS England for operational purposes.

Contents

1 Document Management

1.1 Revision History

Version	Date	Summary of changes
1.0	Sept 2014	Document created
1.1	Sept 2014	Minor amendments
1.2	Oct 2014	Minor amendments
1.3	Oct 2014	Minor amendments
1.4	Oct 2014	Minor amendments
1.5	Apr 2015	Minor amendments in line with transition plan
1.6	May 2015	Reformatted document to new NHS England Identity Guidelines
1.6	August 2015	Updates to section 4.7

1.2 Reviewers

This document must be reviewed by the following people

Reviewer Name	Title/Responsibility	Date	Version
Hazel Richards	Deputy Chief Nurse	Apr 2015	1.5
Hazel Richards	Deputy Chief Nurse	May 2015	1.6
Hazel Richards	Deputy Chief Nurse	August 2015	1.6

1.3 Approved by

Name	Signature	Title	Date	Version
Hazel Richards		Deputy Chief Nurse	Apr 2015	1.5
Hazel Richards		Deputy Chief Nurse	May 2015	1.6
Hazel Richards		Deputy Chief Nurse	August 2015	1.6

1.4 Related Documents

Name	Owner	Title
Board Compact	NHS England (North)	http://www.england.nhs.uk/ourwork/pe/ohc/
Standard Operating Procedure (Acute & Community)	NHS England (North)	http://www.england.nhs.uk/ourwork/pe/ohc/
Standard Operating Procedure (Maternity)	NHS England (North)	http://www.england.nhs.uk/ourwork/pe/ohc/

2   Trust Publication of Reports

A word template will be available for your use on the NHS England website:
http://www.england.nhs.uk/ourwork/pe/ohc/

The templates will include:
- acute (including A&E)
- acute (excluding A&E)
- community
- combined (for integrated acute & community Trusts)
- maternity
- mental health
- combined community & mental health

Once you have downloaded the template suitable for your Trust publication, please save a blank copy which you can use each month for your report.

Please complete the template each month by referring to the relevant Standard Operating Procedure for your publication. These are available at
http://www.england.nhs.uk/ourwork/pe/ohc/.

2.1   Calculating per 1,000 bed days/ per 10,000 CCG Population

To calculate the total numbers of bed days please follow the KH03 guidance (Dept. of Health, 2010).

In order to calculate per 1,000 bed days for pressure ulcers/falls the formula is:

The total number of pressure ulcers (categories 2, 3, &4)/ (the total number of bed days/1000)

Example: If you had a total of 10 pressure ulcers and your total number of bed days was 20,000 then the calculation would be 10/(20,000/1000) = 0.5 per 1,000 bed days
Example: If you had a total of 20 falls and your total number of bed days was 20,000 then the calculation would be 20/(20,000/1000) = 1.0 per 1,000 bed days

For community to calculate per 10,000 per CCG population the formula is:

The total number of pressure ulcers (categories 2, 3 & 4)/ (the CCG population/10000)

Example: If your CCG adult population was 200,000 then the formula would be 12/ (200,000/10,000) = 0.6 (you can also work this out by dividing the total number of pressure ulcers by the CCG population and multiply by 10,000).

2.2   Patient & Staff Experience questions

If your patient and staff experience questions are different to the standard set of questions in the template (as per the Standard Operating Procedure) please delete these questions and add in your own set of questions.

Please ensure that you are reporting the correct narrative for illustrating how each question is answered, i.e. % recommended, % agree/disagree, % yes/no.

3 Converting the Reports to PDF format

It is important to convert your word document to PDF prior to publication. Click on **'File'** and then the **'Save As'** option. Save using your Trusts name and the month and year of the report. Then select **'PDF'** from drop down box under **'Save as Type'**. Your report is now ready to be uploaded to your organisations website.

4 Frequently Asked Questions

4.1 What do I need to submit?

For detailed notes on what to submit please refer to the following documents:

- Open and Honest Care: Driving Improvement Programme
- Standard Operating Procedure: Version 2.4 May 2015 (Acute & Community)
- Standard Operating Procedure: Version 1.5 May 2015 (Maternity)

4.2 Can I add a patient/improvement story into the word document?

It is not possible to embed any documents in the PDF publication, as they will not be accessible when the final version is saved as a PDF. Therefore please copy and paste your patient and improvement stories in to the **word** document or add a hyperlink to the template which points to where they are featured elsewhere online. Then you can convert the whole document to PDF format for publication.

4.3 Is it possible to change the layout of the report and/or add text?

A lot of time has gone into the report content and it has been signed off as it stands by various stakeholders. Please do not add text or extra information into the word template apart from in the supporting information section.

4.4 Who will prepare our report for final publication?

This will be up to you to decide within your trust, it could be the project, data or communications leads. Please assign a deputy to cover for absence.

4.5 Can we change the branding to match our own?

You are welcome to brand the website page as you wish, but please keep the report as it is. NHS England is keen that the reports remain consistent and easily recognisable, as agreed in the Board Compact. The reports have also been created so they can be easily read by visual readers. You are welcome to include a picture of your Trust on the front page of the report.

4.6 Our figures do not look good, what can we do?

All participating Trusts have signed up to publish the figures in the report, good or bad as agreed in the Board Compact. The purpose of the Open and Honest Care: Driving Improvement programme is to drive improvement, not to apportion blame.

4.7 Where do we need to put our report?

Your report should be published monthly on your Trust internet and intranet by 23rd of each month.

Most trusts have a dedicated page on their website which includes the standard photograph and narrative for the programme (see appendix 5.1). The photograph may be changed to Trust's own image. Access to the Open and Honest Care reports should be labelled clearly from the Trust's home page and the reports should be available within 2 clicks from the home page.

4.8 Will there be access to the report elsewhere?

A link to your own website will also be uploaded to the NHS England website here: http://www.england.nhs.uk/ourwork/pe/ohc/.   A link to your Trust website homepage needs to be sent to ann.richardson4@nhs.net .Please update if your Trust link changes in the future.

5 Appendices

5.1 Standard photgraph and narrative for Trust's own Open and Honest Care: Driving Improvement webpage where monthly reports will be uploaded:

We are one of a number of NHS organisations who want to be open and honest with our patients. This is how a modern NHS hospital should be – open and accountable to the public and patients and always driving improvements in care. As a member of the Open and Honest Care: Driving Improvement programme we continue to work with patients and staff to provide open and honest care, and through implementing quality improvements, further reduce the harm that patients sometimes experience when they are in our care. We have made a commitment to publish a set of patient outcomes, patient experience and staff experience measures so that patients and the public can see how we are performing in these areas. Each month we collaborate with other care providers to share what we have learned and to use this information to identify where changes can be made to improve care.

Please click on the links below to view our monthly reports: