



East Cheshire
NHS Trust



Quality Account 2021/22

Spotlight on 2021/22

Achievements - year at a glance

The trust celebrated some great achievements during 2021/22, these have included:



April

East Cheshire NHS Trust was proud to receive re-accreditation as a Disability Confident Leader.



May

The High Sheriff of Cheshire paid tribute to staff and volunteers at Cheshire's Alderley Park COVID-19 vaccination centre.



June

A commemorative mural was generously donated to East Cheshire NHS Trust by local artist, James O'Meara, to reflect the courage, hard work and commitment of staff and volunteers during the pandemic.



October

The trust was pleased to take delivery of a new, custom-built, bespoke patient minibuss now on site at Macclesfield Hospital following a successful fundraising campaign to replace the existing rented patient transport vehicle.



November

This month saw the opening of The Christie at Macclesfield. All existing East Cheshire patients are now able to access a comprehensive cancer service which will encompass oncology, chemotherapy, radiotherapy haematology and ongoing support.



December

As part of a plan to reduce carbon emissions at East Cheshire NHS Trust, four electric car charging points have been installed in the patients and visitors car park which is located by the main entrance of Macclesfield Hospital.



July

Local Macclesfield retiree, John Jones raises a total sum of over £100,000 for East Cheshire NHS Trust charitable funds over 30 years of fundraising for the trust.



August

Patients who are referred for same day treatment to Macclesfield Hospital can now experience an improved care pathway at the beginning of their journey thanks to a brand-new £2.2 million Same Day Emergency Care unit (SDEC).



September

In honour of organ donors, their recipients and those waiting for a lifesaving transplant, during Organ Donation Week (20th to 26th September 2021) staff came together to participate in the North West Organ Donation 'Race for Recipients' to raise awareness of this year's national 'Leave them Certain' campaign.



January

As part of the Greater Manchester response to the national Level 4 COVID-19 incident, the trust benefited from the support of 11 military personnel from the 1st Battalion Scots Guards who provided assistance to staff delivering front line services.



February

As a special surprise on Valentine's Day, the Trust Board said thank you to all, to let them know how valued they are and that they 'love' what they all do for our patients. Each team received Valentine's chocolates and a card.



March

A commemorative tree was planted in the grounds of Macclesfield Hospital as a special gift from Macclesfield Town Council to say thank you for the trust's hard work in response to the COVID-19 pandemic.

Trust Wide Achievements

- Integration of services progress at pace, with outstanding agility and teamwork
- Made care accessible by deploying technology and digital solutions to enable virtual clinics, consultations and virtual wards at home, supported by health and care partners
- The trust has completed the improvements to the Intensive Care Unit at Macclesfield for a much improved quality patient experience
- Awarded five exceptional compassion awards, a positive challenge with so many demonstrating outstanding care
- Opening of The Christie Cancer Centre service on the Macclesfield site, bringing cancer solutions to local communities
- Continue to implement our clinically led recovery plans



25,357

Patients treated

(electives, non-electives, daycases and discharges)

97,786

Outpatient attendees seen



42

Home Births

23,746

Patients seen virtually



£199m

Income

329,223

Community Visits (face to face and virtually)



2,500

Employees delivered our services



Focus on Quality of Patient Care

- Pressure Ulcer initiatives to identify early signs and stop pressure ulcers where possible
- Identified the need for improved boots, mattresses and cushions across hospital and community locations to help manage pressure ulcers
- Focused on skill mixes and nurse ratios as part of the safer staffing models
- Introduced a falls panel
- Embedded the Saving babies lives bundle into the care we provide despite the services ongoing suspension
- Worked successfully with partnering trusts to continue to deliver high standards of maternity care
- Focused on IPC both for COVID-19 and outside of this to ensure a retained focus on CDiff and MRSA rates

Focus on Quality of Patient Care

- Started to reduce waiting lists as we learn to live with COVID -19
- Raised research awareness across the trust
- Increase our use of IT across the trust releasing time to care
- Continue to work towards a full autism friendly hospital through the National Autistic Society
- Improved award communication for our LD and Autistic patients
- Increased our trained patient safety specialists
- Continued to ensure patients die in their preferred place
- Further developed the Care Communities models and
- Improved our dementia care through a number of improvement initiatives

Patient Engagement

- Healthwatch – continue to be an independent voice for the people of East Cheshire and work with the trust to improve health and care services.
- Maternity Voices Partnership - supported the trust to remain connected to women as Intrapartum services have been suspended at Macclesfield.
- Local patient surveys – monthly across the trust to highlight areas of good practice and opportunities for improvement.
- Patient experience panel – New panel inclusive for patients, carers, volunteers to engagement in developments,, patient improvement initiatives and strategic engagement for the future.
- Learning Disability (LD) benchmarking – trust performing well in many areas of the LD survey for provision of reasonable adjustments training in LD and Autism awareness, waiting times for LD patients and involving patients in access and decisions.

Patient Comments

From arriving until leaving I was treated with incredible care and attention –
Patient Experience

Friendly and informative staff. Very caring and compassionate throughout. Felt COVID-19 safe at all times –
Patient, ETU

Staff very patient and explanations given to my questions answered clearly and concisely –
Patient, Cardio

We feel our concerns have been treated professionally and quickly. Staff have been kind and helpful on interaction. Our concerns have been treated with the upper most respect and compassion – **Patient, Paediatric therapies**

Always friendly, knowledgeable, informative, respectful, never judged, very compassionate. We love this team so much. They're easy to talk to and never impatient or off hand – **Patient, Paediatric diabetes**

The nurse technician was very respectful and explained what the procedure entailed – **Patient, Cardio**

The friendliness, professionalism and empathy of staff during a difficult time. Thank you to ALL staff – **Patient, Ward 9**

The staff were very lovely. They really supported me and gave me confidence. Were very supportive and helped me with my son's autism –
Family member, Autism pathway

The incredible nurses and care staff that work under enormous strain and pressure and never falter in their kindness, patience and professionalism –
Patient, Ward 5

2022/23 Priorities

Well led

Our goal: Our leadership, governance and culture are used to drive and improve the delivery of high-quality person-centred care. To enable this we aim to transform our quality management and improvement systems with the following initiatives.

Insight: Priorities for leadership, development and cultural change are informed by the views of patients, staff and our partners.

Involvement: Inclusive leadership will underpin and support us to work in partnership for patients.

Improvement: Promoting a continuous improvement approach and sharing our successes.

Caring

Our goal: People are respected and valued as individuals and are empowered as partners in their care, practically and emotionally. Our ambition is to deliver and improve care by being people centred through the following initiatives:

Insight: Making experience and insight data count to drive improvement and learning by using patient experience QI methodologies.

Involvement: Embedding an organisation wide approach to using insight from patient feedback to shape our services and improve patient outcomes.

Improvement: Setting clear priorities for patient experience quality improvement that are aligned and where the need for improvement is greatest.

2022/23 Priorities

Safe

Our goal: People are protected by a strong comprehensive safety system and a focus on openness, transparency and learning when things go wrong. This will be delivered using the following initiatives:

Insight: Improving understanding of safety by drawing intelligence from multiple sources of patient safety information.

Involvement: Equipping patients, colleagues and partners with the skills and opportunities to improve patient safety throughout the whole system.

Improvement: Designing and supporting programmes that deliver effective and sustainable change in the most important areas.

Effective

Our goal: Outcomes for people who use services are consistently better than expected when compared with other similar services. This will be delivered using the following initiatives:

Insight: Colleagues routinely draw on internal and external evidence from a variety of sources to achieve best clinical outcomes promoting quality of care.

Involvement: Clinical effectiveness data is regularly reviewed by colleagues and patients inclusively and used to drive improvement where the need is greatest.

Improvement: Quality improvement methodology is used in a timely manner to implement evidence based practice from audit, research, patient feedback in innovative and efficient ways.

2022/23 Priorities

Responsive

Our goal: Services are tailored to meet the needs of individual people and are delivered in a way to ensure flexibility, choice and continuity of care. This will be delivered using the following initiatives:

Insight: Through listening to our patients' experiences of their care and to the views of our work colleagues we will generate and share actionable insight to help deliver improvement work more effectively.

Involvement: We'll work together across our organisation to share insight and research, making sure that our services are aligned wherever possible – putting the patient at the centre of it all and offering patient choice to ensure timely interventions.

Improvement: People can access services and appointments in a timely way and in line with NHS Constitution pledges with services that are designed and improved to meet the needs of patients.