BMI The Meriden Hospital Quality Accounts
April 2013 to March 2014
Chief Executive’s Statement

Welcome to our Quality Accounts 2014, the fifth year we have published this data. The information presented here on a broad range of quality measures continues to grow in importance and usefulness for patients and commissioners. Quality accounts already provide a key metric for people to assess the strength of our 66 hospitals and clinics against other facilities - NHS and independent - from which they might receive their care.

For BMI Healthcare and every other private provider the importance of comparable quality data was recently reinforced by the conclusions of the Competition Commission’s market investigation into private healthcare. From the outset of the inquiry BMI Healthcare supported the principle that competition in the sector would be enhanced if private hospitals produced comparable quality data, and that competition amongst hospitals would drive up service standards. We were therefore fully supportive when the Commission announced in April that it is mandating the provision of greater information on the performance of hospital operators and consultants. We wholeheartedly agree when the Commission says that “a more transparent market with patients actively making choices will drive hospital operators to compete on the things that matter to patients”.

Whilst we are yet to see how the Commission will ensure that this is enacted, the private sector continues to take its own steps. Five years ago BMI Healthcare was at the forefront of the sector’s efforts to be more open about sharing comparable quality and pricing data when we sponsored the launch of the Hellenic Project. Today that work has been superseded by the Private Hospitals Information Network which is working towards publishing data that will allow patients and commissioners to make informed choices - a challenge that the sector must now rise to. We at BMI Healthcare will continue to play our part in these important developments, which we believe can have a significant role in driving higher quality standards.

I remain proud, but certainly not complacent, about the quality of care our hospitals provide. Last year BMI Healthcare invested £40m in our hospitals, supporting our committed staff and consultants to meet the challenge of providing consistently safe, high quality care. We constantly measure our patients’ experience, and I am pleased to note that in the three months to the end of March 2014, 97.3% of patients independently surveyed expressed satisfaction with their care and 97.9% said they would recommend us to others. There is however always room for improvement, and publication of comparable quality data across the independent sector can only help.
The information available in these quality accounts has been reviewed by the Clinical Governance Board and I declare that as far as I am aware the information contained in these reports is accurate. I thank all the staff whose energy and devotion to improvement is represented here and, more importantly, in the experiences of every patient who steps across our threshold.

Stephen Collier
Chief Executive Officer
Summaries -

A. Chief Executive Summary
B. Hospital Summary
   a. Including details about the size of the Hospital
   b. Services and treatments offered
C. Care Quality Commission Inspection
   a. Including Results of the Inspection and
   b. Any actions taken as a result of the Inspection
D. Details of Clinical and Governance Groups
   1. Safety
      a. Infection prevention and control
      b. Patient Environment Action Team Audits (PEAT)
      c. Venous Thrombo-embolism (VTE)
   2. Effectiveness
      a. Patient reported Outcomes (PROMS)
      b. Enhanced Recovery Programme (ERP)
      c. Unplanned Readmissions within 31 days and unplanned returns to theatre
   3. Patient experience
      a. Patient satisfaction
      b. Complaints
   4. CQUINS
   5. National Clinical Audits
   6. Research
   7. Statement from Commissioner
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BMI The Meriden Hospital is based in Coventry, within the grounds of the University Hospital NHS Trust, and is committed to providing the highest standards of quality care and value.

With 48 patient bedrooms, each with en-suite facilities, broadband Internet access, and a modern entertainment system, the hospital provides an ideal environment for excellent clinical care and comfort for patient recovery. Key features of the hospital include 15 outpatient consulting rooms, 3 major operating theatres, Cardiac Cath unit, Endoscopy suite, radiology and physiotherapy departments. BMI The Meriden Hospital has its own car park for private patients and their visitors.

These facilities combined with the latest in technology and on-site support services enable our consultants to undertake a wide range of procedures from routine investigations to complex surgery. The Physiotherapy Department includes a fully equipped gym and assessment centre with IDD machine.

BMI The Meriden undertakes both Choose and Book and Spot contract work for the NHS this represents 30% of the total work carried out at The Meriden Hospital.

BMI Healthcare is registered as a provider with the Care Quality Commission (CQC) under the Health & Social Care Act 2008. BMI Meriden is registered as a location for the following regulated services:-

- Treatment of disease, disorder and injury
- Surgical procedures
- Diagnostic and screening
- Family Planning
The CQC carried out an unannounced inspection on 12 February 2014 and found that we complied with the following standards:

- Consent to care and treatment
- Meeting nutritional needs
- Cooperating with other providers
- Cleanliness and infection control
- Requirements relating to workers
- Complaints

BMI The Meriden Hospital has a local framework through which clinical effectiveness, clinical incidents and clinical quality is monitored and analysed. Where appropriate, action is taken to continuously improve the quality of care. This is through the work of a multidisciplinary group and the Medical Advisory Committee.

Regional Clinical Quality Assurance Groups monitor and analyse trends and ensure that the quality improvements are operationalised.

At corporate level the Clinical Governance Board has an overview and provides the strategic leadership for corporate learning and quality improvement.

There has been ongoing focus on robust reporting of all incidents, near misses and outcomes. Data quality has been improved by ongoing training and database improvements. New reporting modules have increased the speed at which reports are available and the range of fields for analysis. This ensures the availability of information for effective clinical governance with implementation of appropriate actions to prevent recurrences in order to improve quality and safety for patients, visitors and staff.

At present we provide full, standardised information to the NHS, including coding of procedures, diagnoses and co-morbidities and PROMs for NHS patients. There are additional external reporting requirements for CQC, Public Health England (Previously HPA) CCGs and Insurers.

BMI is a founding member of the Private Healthcare Information Network (PHIN) UK – where we produce a data set of all patient episodes approaching HES-equivalency and submit this to PHIN for publication. The data is made available to common standards for inclusion in comparative metrics, and is published on the PHIN website http://www.phin.org.uk. This website gives patients information to help them choose or find out more about an independent hospital including the ability to search by location and procedure.
1. **Safety**

a. **Infection prevention and control**

The focus on infection prevention and control continues under the leadership of the Group Head of Infection Prevention and Control, in liaison with the Infection Prevention and Control Lead for BMI The Meriden Hospital.

We have had:

- Zero cases of MRSA bacteraemia in the last year (NHS 1.17 cases/100,000 bed days).
- Zero cases of hospital apportioned Clostridium difficile in the last 12 months.
- SSI data is also collected and submitted to Public Health England for orthopaedic surgical procedures. Our rates of infection are:

  - Hips – 0.55%
  - Knees – 0.54%

An annual Waste Audit has been completed and submitted. There were no major concerns or issues. Improvements are needed in waste segregation. This will be addressed with staff. Education on waste segregation has formed part of the mandatory training practical sessions.

General area audits are in place within departments. There have been no major issues of concern, with no area generating a need for immediate action or re-audit within six months. We encourage the use of link people within areas to support the IPC Lead with on-going monitoring of areas. The IPC Lead undertakes regular walk rounds of all departments as a way of continuously maintaining high standards.

High Impact Intervention (HII) care bundles are in place for urinary catheter insertion and peripheral cannulation. Recommendations from the audit include an improvement in documentation of these procedures.

**Care Bundle audit results 2013**

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Insertion</th>
<th>Ongoing care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urinary Catheters</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Peripheral Cannula (average of all wards and departments)</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>
Ongoing care: 100%

Staff knowledge is being raised through mandatory training.

Environmental cleanliness is also an important factor in infection prevention and our patients rate the cleanliness of our facilities highly.

Hand hygiene, aseptic non touch technique and other infection prevention activities are included in the mandatory training for all clinical staff. Antibacterial hand-rub is available at the bedside in the patient rooms.

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**Patient Satisfaction - Cleanliness**

<table>
<thead>
<tr>
<th></th>
<th>% Excellent &amp; Very Good</th>
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</thead>
<tbody>
<tr>
<td>Room</td>
<td></td>
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<tr>
<td>Bathroom</td>
<td></td>
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b. **Patient Led Assessment of the Care Environment (PLACE)**

We believe a patient should be cared for with compassion and dignity in a clean, safe environment. Where standards fall short, they should be able to draw it to the attention of managers and hold the service to account. PLACE assessments will provide motivation for improvement by providing a clear message, directly from patients, about how the environment or services might be enhanced.

In 2013 we introduced PLACE, which is the new system for assessing the quality of the patient environment, replacing the old Patient Environment Action Team (PEAT) inspections.

The assessments involve patients and staff who assess the hospital and how the environment supports patient’s privacy and dignity, food, cleanliness and general building maintenance. It focuses entirely on the care environment and does not cover clinical care provision or how well staff are doing their job. The Meriden Hospital PLACE assessment involved 50% patient assessors and 50% staff assessors.

The results will show how hospitals are performing nationally and locally. Results for The Meriden Hospital show that we scored ‘Good’ for environment, food and privacy and dignity.

Areas we will consider for improvement following the PLACE Assessment include displaying cleaning schedules in the patient areas, ensuring that there is a calendar and clock visible from the bedside and that both pictures and words are visible on signage.
BMI Healthcare holds VTE Exemplar Centre status from the Department of Health across its whole network of hospitals including, BMI The Meriden Hospital. BMI Healthcare was awarded the Best VTE Education Initiative Award category by Lifeblood in February 2013 and was the runner up in the Best VTE Patient Information category.

We see this as an important initiative to further assure patient safety and care. We audit our compliance with our requirement to VTE risk assessment every patient who is admitted to our facility and the results of our audit on this has shown 100%. We intend to maintain this result through training of clinical staff and regular audit of VTE protocols within the hospital.

BMI The Meriden Hospital reports the incidence of Venous Thromboembolism (VTE) through the corporate clinical incident system. It is acknowledged that the challenge is receiving information for patients who may return to their GPs or other hospitals for diagnosis and/or treatment of VTE post discharge from the hospital. As such we may not be made aware of them. We continue to work with our Consultants and referrers in order to ensure that we have as much data as possible.

There have been no incidents of Venous Thromboembolism (VTE) during the period April 2013 to March 2014 at BMI The Meriden Hospital.