



CityCare
Community Health Services



Annual Quality Account 2023-24

A summary

Welcome

“ We are proud to present our Annual Quality Account summary for 2023-24, which gives us all an opportunity to reflect on our progress and where there is more work to do. It describes our patients’ satisfaction with our services, how we have progressed against our quality priorities and our planned actions moving forwards. ”

Sherry Malik, Chair, and Lou Bainbridge, Chief Executive, on behalf of the Board



About CityCare

Nottingham CityCare Partnership is the largest provider of NHS community services in Nottingham, offering a range of services for both adults and children. We have a workforce of more than **1,200** and our clinical colleagues have contact with more than **38,000** patients every month.

Our quality priorities

Our three quality priorities for 2023-24 were:

1

Patient engagement
- diversity and health inequalities.

2

Patient safety
- a just culture and learning

3

Stop the pressure
- skin tone

We will continue work on these throughout 2024-25 and we have also introduced a new quality priority around reducing falls.

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Patient and service user satisfaction

We ask people about their experience of our services on an ongoing basis. **We are pleased that in 2023-24...**

We have continued to achieve high levels of satisfaction, with the total number of patient survey responses at

5,694

compared with **5,833** in 2022-23 and **3,744** in 2021-22

84%

Survey results show that **84%** of service users rated our services as **Very Good** or **Good** overall (all questionnaires).

Satisfaction within all groups

It is important that our services meet the needs of particular groups and people with protected characteristics as defined in the Equality Act 2010. Our surveys include monitoring forms enabling us to analyse this. In response to the question: **“How well did the service meet your overall satisfaction?”**

- **694** patients/service users from **minoritised ethnic groups** answered this question, and of these, **585 (84%)** rated the service as **very good** or **good**.
- **1,391** patients/service users who consider themselves to have a **disability** answered this question, and of these **1,259 (91%)** rated the service as **very good** or **good**.

- **310** patients/service users who identified as being **lesbian, gay, bisexual or other** answered this question, and of these **255 (82%)** rated the service they had received as **very good** or **good**.

A range of comments from patients/service users are shared on a quarterly basis with the CityCare board and commissioners in line with our contracting requirements. Details regarding complaints are also provided.

No complaints were raised in relation to equality issues or discrimination in 2023-24.



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Review of quality priorities

What we achieved in **2023-24**



Priority 1
Patient engagement
- diversity and
health inequalities

Health inequalities are unfair; they include avoidable differences in health across the population and between different groups in society. They arise because of the conditions in which we are born, grow, live, work and age. These conditions influence how we think, feel and act and can impact both our physical and mental health and wellbeing.

Our achievements in 2023-24 include:

- We developed a new health inequalities framework that will support our community engagement.
- We conducted focus groups with service users in our Integrated Reablement care home beds and patients in our Pulmonary Rehabilitation Service to learn how we can better focus our engagement offer.
- We attended Health and Wellbeing Community Events in Bulwell and St Ann's to promote our services in local communities.

We will continue work on this priority throughout 2024-25.



Priority 2
Patient safety
- a just culture
and learning

We want to develop an effective and compassionate patient safety reporting, learning and quality improvement system. This will build on the roll-out of our Patient Safety Incident Response Framework (PSIRF). The priority involves all CityCare teams.

Our achievements in 2023-24 include:

- We have reviewed patient and public involvement and are looking at working with patient safety partners (PSPs) alongside our local integrated care board (ICB) and academic health networks.
- We have introduced Patient Safety Investigation Incident training along with training to ensure we meet the needs of the PSIRF.
- We have trialled new safety huddles to investigate two pressure ulcer serious incidents.
- Weekly Patient Safety Incident Triage Panels are now contributing to safety huddles.

We will continue work on this priority throughout 2024-25.



Priority 3
Stop the
pressure
- skin tone

We are committed to preventing the skin damage caused by pressure ulcers, which occurs when people have reduced movement and stay in one position for too long (either sitting or lying). Often the signs to look for when this skin damage starts are more difficult to see in dark skin and most training in healthcare centres is around what to look for in pale skin tones. This means the early signs of skin damage can be overlooked in dark skin, potentially delaying preventative action.

Our achievements in 2023-24 include:

- We have sent out skin tone stickers to staff and the skin tone best practice document has been adopted by teams across CityCare.
- We have purchased dark skin models for training.
- Our pressure ulcer training now includes teaching around skin tone.
- We are customising a skin tone tool developed in Sussex which will be rolled out with a new pressure ulcer risk assessment.

We will continue work on this priority throughout 2024-25..



Looking forwards to 2024-25



As well as our continuing work on the priorities already outlined, we have a new additional priority around reducing falls. Our aims for the **four priorities** during 2024-25 include the following.



Priority one Patient engagement - diversity and health inequalities

We will:

- Re-launch our Patient Experience Group with a focus on broadening our offer to patient representatives.
- Develop and begin implementation of our new Patient Experience and Engagement Strategy.



Priority two Patient safety - a just culture and learning

We will:

- Recruit and work with patient safety partners on patient safety improvement projects. Our PSPs will come from a diverse range of communities and have specific lived or work experience.
- Run training sessions and learning drop-in clinics to make sure staff understand the principles of the Patient Safety Incident Response Framework and how to use them in practice.



Priority 3: Stop the pressure - skin tone

We will:

- Roll out our skin tone tool to all services with a new pressure ulcer risk assessment by March 2025. This will record skin tone in the patient record.
- Work with our digital team to customise and implement the SystmOne tool (our clinical patient record).

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Priority four Falls

This is our new quality priority for 2024-25.

We want to protect our vulnerable patients by focusing on assessing and reducing their risk of falls. We will make falls prevention a priority within all services working with people aged over 65. We will engage with staff and the public/patients through training, falls link workers and Patient Safety Incident Response Framework (PSIRF) triage panels, and through our Patient Experience Group.

We will:

- Hold a 'Swarm huddle' for all falls incidents reported. This is a form of safety incident huddle that takes place as close as possible in time and place to the incident.
- We will complete clear and consistent falls assessments across our community services working with people aged over 65.

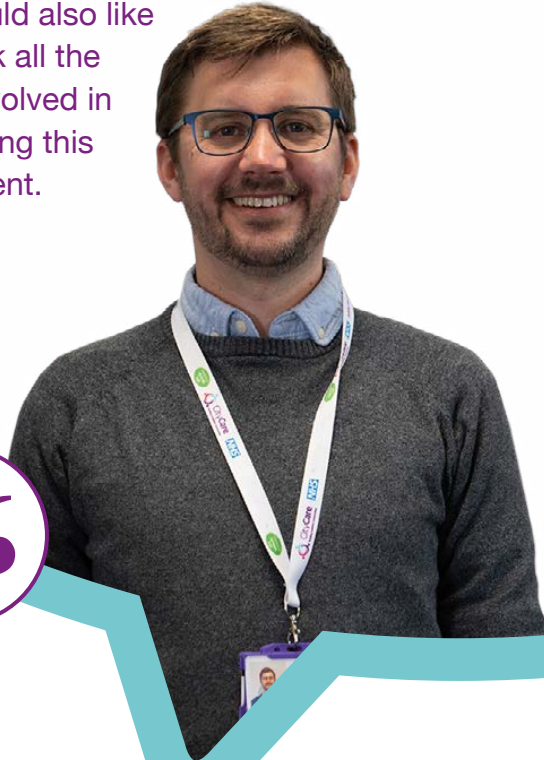


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Have your say

We would like to thank all the stakeholders, patient and community groups who gave their feedback and suggestions for the content of this report.

We would also like to thank all the staff involved in producing this document.



If you would like to give us your thoughts on this report, or get involved in the development of next year's report, please:

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