



Manchester University
NHS Foundation Trust



Quality Account

2023 - 2024

**Our report about the quality of
our services**

What is in the account

1. About us

2. Our Quality Account

3. Our Priorities

4. How well have we done this year?

- Comments from patients and staff
- Complaints
- The **Care Quality Commission**
- Research
- Quality of Care

5. Plans for 2024 - 2025



1. About us

Hospitals

We run hospitals in and around Manchester, including:

- North Manchester General Hospital
- Manchester Royal Infirmary
- Wythenshawe Hospital
- Royal Manchester Children's Hospital
- Manchester Royal Eye Hospital

Research

Research is a very important part of our work.

Research helps us to find

- ✓ new treatments
- ✓ new ways to support people



2. Our Quality Account



A **Quality Account** is a report about the quality of our health care.

NHS organisations must write a Quality Account every year.

Everyone should be able to read it.



We **measure** the quality of services by looking at things like:

- patient safety and waiting times

- how well our treatments work

- what patients think about their care



3. Our Priorities



We chose **6 main things** to focus on this year. We call them **our priorities**.

We want to

- 1) Make sure every patient gets the same quality of care**



For example, in an emergency, when someone has a baby, or when they have an operation.

- 2) Make sure all operations and other medical procedures are safe.**



- 3) Ask people to take part in making decisions about their care.**



4) Use medicines in a safe and effective way.

5) Make sure everyone is well cared-for when they leave our services.

For example, when someone goes home from hospital.



6) Make sure we think about inequality when we improve quality and safety.



Inequality is when some people get better or worse healthcare than others. This might be because of a disability, where they live, or the language they speak.

Here are **4 examples of work** we have done this year towards our **6 priorities**:



- Every hospital has a person who leads on work on **reducing health inequality**.

- We are working with **Citizens Advice Manchester** to help people with money and housing when they leave hospital.



- Patients have helped us to do better in how we support them to make decisions about care.



- We have learned if some patients are safer in our hospitals than others, and why.

4. How well have we done this year?



Views of patients and staff

We collect people's views using postcards and surveys.

9 out of 10 comments from patients said our services are good.

6 out of 10 staff said they would recommend our **NHS Trust** as a good place to work.



This is better than last year, but we want to make it even better.



What people told us that was good

- “Very friendly and professional staff.”
- “Excellent care, thank you.”
- “Caring, listening and responsive staff.”
- “I was very nervous, but your staff put me at ease.”



What people told us that was not so good

- “Car parking is a nightmare.”
- “The temperature in the waiting room is too low. I was freezing.”
- “I did not like the choice of food.”
- “Very noisy at staff changeover.”



Complaints

If someone is not happy with the care they get from us, they can **make a complaint**.

We had **2107** complaints about our services this year.

This is **86 more** than last year.

Listening to patients and the public

We are starting a **Patient and Public Involvement Group**.

People in the group will be able to say what they think of our services.

They will help us to

- make services better
- plan for the future



Care Quality Commission

Inspectors from the **Care Quality Commission (CQC)** visit us to check the quality of our services. The **CQC** did not visit during the time covered in this report.

They check that our services are:

- Safe
- Effective
- Caring
- Responsive
- Well-led

In **March 2023**, they said our maternity services were not good enough. We have been working to make services better.



Research



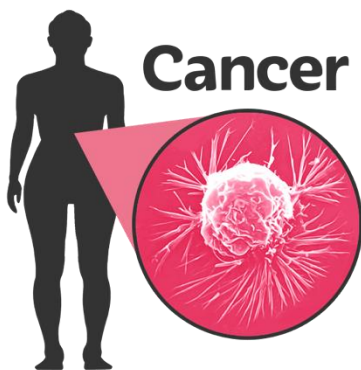
Research means looking for information to help us learn about things like illnesses and treatments.

We use what we've learned to understand things better and solve problems.



This year's research has included studies about

- intensive care
- cancer
- infections and hearing loss in babies
- strokes



Research



- Our researchers were given **£millions** this year to do their research.

- **19,600** people took part in our research studies.

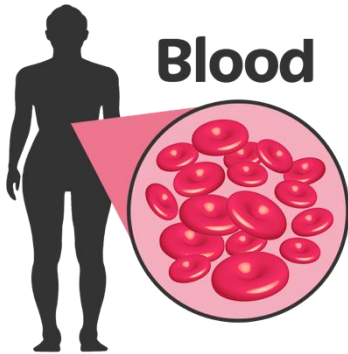


- We started **253** new research studies.



- We helped to develop a **life-saving test** for strokes. This has just been passed as safe to use.

Research



Blood

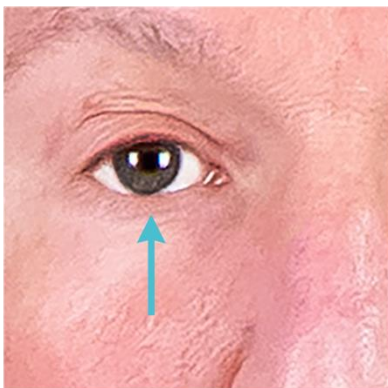
- We developed a blood test which will help to stop people getting breast cancer.

The test will find women who need this type of new drug.



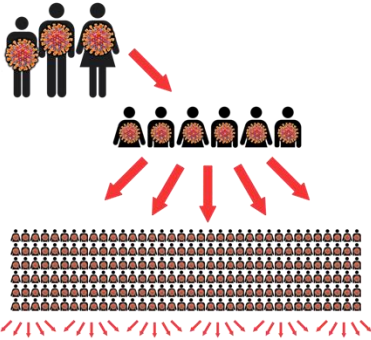
- We researched winter viruses in babies.

There has been an **80%** drop in babies needing treatment in hospital for these viruses.



- A great-grandmother's sight was saved as part of one of our research studies.

Quality of care



- There were **237** cases of **Clostridium Difficile**.

Clostridium Difficile is an infectious disease that people sometimes catch in hospital.



This is worse than last year's **146** cases.

- **3 in 10** people waited **6 weeks or less** for a **diagnostic procedure**.

This means a scan or other test.

This is worse than last year, when it was **5 in 10** people.



Quality of care



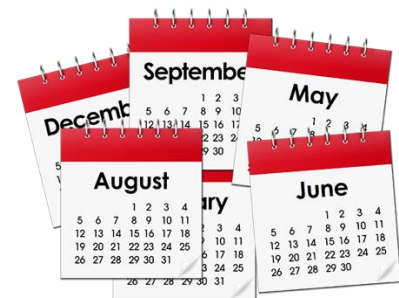
- **7 in 10** people have an outpatient appointment within **2 weeks** of an urgent cancer referral from their GP.

This is better than last year, which was **6 in 10** people.



- **6 in 10** people wait **less than 3 months** for cancer treatment after cancer is found through screening.

This is not as good as last year, when **7 out of 10** people got their first treatment **within 3 months**.



Quality of care

- **5 in 10** people wait less than 3 months for cancer treatment after they are referred by their GP.



- This is better than last year, when it was **4 in 10** people.



- **7 in 10** people in Accident and Emergency are admitted, transferred to another service, or sent home within 4 hours.

This is better than last year, when **6 in 10** people waited less than 4 hours.



Quality of care



- There were **55,800** patient safety incidents reported this year.

This is **1,900** fewer than last year, when there were **57,700** incidents.

Examples of **patient safety incidents** were

- giving the wrong amount of medicine
- a machine stopped working properly
- important information not being shared with a person's GP



- There were **131** patient safety incidents that could have caused severe harm or death. This is **3** fewer than last year.

5. Plans for next year



We will keep working on our priorities for this year.

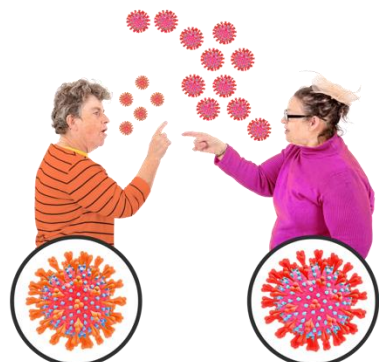
These priorities are on **pages 5 and 6** of this report.



2025

A calendar icon with a green top bar and a grey bottom bar containing the year '2025' in large, bold, black numbers.

In **2024 – 2025**, we will add one more priority:



Work to prevent and control infections that some people catch while they are in hospital.