



The Newcastle upon Tyne Hospitals
NHS Foundation Trust

QUALITY ACCOUNT

EASY READ

2023/2024

What is a Quality Account?

'Quality' means that something is safe and good.

An 'Account' is a report about something.

This is our 'Quality Account'. We write this report every year.

It tells you about the things that are very important to us and to patients. These are called our 'priorities'.

This report tells you about what we have been doing to make sure that we care for patients in a safe way.

It also tells you about what we are doing in the next year to get even better.



About us

We provide services to people in hospital, in the community and in their own homes.

People from Newcastle and all over the country can come to us for care and treatment.

Our hospitals are called:

- The Royal Victoria Infirmary
- The Freeman Hospital
- The Campus for Ageing and Vitality
- Newcastle Dental Hospital
- Newcastle Fertility Centre and the Genetics Service @Life

We also see patients at Urgent Treatment Centres and clinics near their homes.

Statement from the Trust Board

The Trust Board make decisions about how the services in the Trust are managed. The Board has checked the information in the full Quality Account and confirms it is correct.

2023/2024 has been a hard year for us. The Care Quality Commission (the people who check the quality and safety of care in hospitals) visited. They had concerns about how we do things after they spent time with us inspecting our hospitals.

Since becoming Chief Executive on January 1st, 2024, I have focused on the two most important things:

- 1 How we can improve care for our patients
- 2 How we can make things better for the staff who work here

We are making changes to fix what was wrong and will keep doing more to make sure our patients are safe.



Sir James Mackey




Chief Executive







The Newcastle upon Tyne Hospitals NHS Foundation Trust




Our Priorities for Next Year

Patient Safety	
What we want to do	We will
Priority 1 Improve the way staff can report when things go wrong.	Make sure staff feel it is ok to tell us when things are wrong. Train staff how to tell us something is wrong.
Priority 2 'Never Events' are things that should never happen in hospital. We will try to make sure that Never Events do not happen.	Put a system in place so everyone knows what they must do.
Clinical Effectiveness	
What we want to do	We will
Priority 3 Improve the service for people who might or do have a learning disability. Make sure the right paperwork is done for patients who need a test to see if they understand and can make decisions about their care.	Make sure we know who these patients are and what help they need. Train our staff how to do this test and how to keep it in the patient's record.
Patient Experience	
What we want to do	We will
Priority 4 Find a way that tells us what our staff and patients want.	Put a system in place so patients and staff can tell us what they want us to do.
Priority 4a Find a way of working that means we can open our birthing centre all of the time.	Put a system in place so patients and staff can tell us what they want us to do. Train our staff to work across all areas in our maternity service.

How We Did Last Year – 2023/2024

-  We did not meet these targets.
-  We met some of our targets.
-  We met these targets.

Priority	What did we say we would do?	Did we do it?
Patient Safety		
	Priority 1 – Reduce the amount of people who get infections.	
	Priority 2 – Make sure we act when someone’s test results are not what they should be.	
	Priority 3 - Respond to patient safety incidents to learn and improve patient safety.	
Clinical Effectiveness		
	Priority 4a – Make sure a pregnant, or recently pregnant woman is seen within five minutes of arriving at the Maternity Assessment Unit.	
	Priority 4b – Create a system that tells us when a pregnant, or recently pregnant woman is becoming ill.	
	Priority 5 - Make sure proper paperwork is done for patients who need a test to see if they understand and can make decisions about their care.	

Patient Experience		
	Priority 6 – Improve the service for people who might or do have a learning disability.	
	Priority 7 – Improve the service for young people who need mental health care in the Emergency Department.	
	Priority 8 – Make it easier for children to move from children’s services to adult services when they are 18 years old.	

Find Out More

We asked local groups of people who are interested in what we are doing, like Councils and Healthwatch, to look at our full Quality Account.

They are happy with what is being said in the report and what we are going to do next year. They gave us some helpful comments to think about for next year.

If you would like to know more about this report or would like to give your comments, contact us on the telephone number or e-mail below.

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Or write to:

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