

# Improving our quality of care: 2022/23

## Progress against our key priorities

We have made progress against all 14 quality objectives and for many seen an impact on care and staff well-being.

### Highlights:

**Reduced** the number and harm from pressure ulcers.

**Reduced** falls from a bed by 30% in our community hospital wards

**Improved** the number of people with a learning disability having an annual health check (81.5%)

**Achieved** above 90% compliance for the national clinical audit on stroke

**Increased** the number of staff trained in Restorative, Just and Learning Culture

**Reduced** the use of prone restraint by 15% and use of seclusion by 17%.

**Achieved** 2 stars in the Triangle of Care external accreditation for our work with families in mental health services.

## Our year of quality

Patients and Families rated care as **4.74 out of 5** (n=13,798)

Staff engagement **7.1 out of 10** (n=3,276)

We lead on **3 Provider Collaboratives**, the **Thames Valley Community Dental Services Partnership** and are part of a **Collaborative for mental health services** across Buckinghamshire, Oxfordshire and Berkshire.

**Good Ofsted rating** for apprenticeship scheme.

**5 staff equality networks** and **10 support groups**. More than 1,000 staff involved.

**180+ volunteers** have worked and supported us.

**Developed new** primary care mental health hubs.

**Expanded** the capacity of our urgent community response & hospital at home.

**4<sup>th</sup> in the country for research** – number of participants.

More than **56 peer support workers trained**

## New Priorities for 2023/24

- Improving how we use **patient feedback** to make changes
- Develop how we **work with families**
- Build on **personalised care planning**
- Continue to improve the **physical healthcare** for people with a mental illness

- Develop how we **learn and improve from incidents**.
- Improve how we **respond to deteriorating patients** and those with sepsis
- Continue to support **staff well-being**
- Further **reduce the use of prone restraint** and seclusion
- Develop **practitioner outcomes** in mental health services
- Improve **malnutrition screening** in community hospital wards
- Continue to **reduce the harm from pressure ulcers**