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## News...

[2019](#)[2018](#)[2017](#)[News](#)[2016](#)[2015](#)[2014](#)[December](#)[November](#)[October](#)[September](#)[August](#)[July](#)[June](#)[May](#)

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Hospital staff lead the way in 'delivering quality together'

new service launched for breastfeeding mums in North Cumbria

[April](#)[March](#)[February](#)[January](#)[2013](#)[2012](#)[2011](#) [Download as PDF](#) [Print this page](#)

[Home](#) > [News](#) > Hospital staff lead the way in 'delivering quality together'

# Hospital staff lead the way in 'delivering quality together'

Posted on Wednesday 7th May 2014

Staff at the Cumberland Infirmary, Carlisle and West Cumberland Hospital, Whitehaven, are at the heart of a new campaign to encourage everyone in North Cumbria to play their part in helping the Trust on its improvement journey.

Significant steps to improve the safety and quality of care have been made during 2013/14 at North Cumbria's hospitals and 'Delivering Quality Together' is being launched to highlight the important role every member of staff, as well as patients, families, carers and all stakeholders, have to play in making sure the Trust is delivering a safe, caring and responsive service, every minute, of every hour, every single day.

Hospital staff have been at the forefront of many positive changes over the past year in North Cumbria and should be rightfully proud of some key achievements to date:

- mortality rates are now within expected range and continuing to decline
- 92% of staff are now openly reporting errors, near misses or incidents – one of the best performances nationally, demonstrating the open, transparent and learning culture being embedded
- the Trust is now regularly meeting the national four hour standard for patients being treated in A&E
- waiting times are continuing to steadily reduce and the Trust plans to achieve the national standard for 90% of all admitted patients to be treated within 18 weeks by September 2014
- the Trust has reduced cases of C Difficile in hospital and is now performing better than the England average
- over 90% of inpatients, outpatients and day case patients at North Cumbria, rate their care as either 'excellent', 'very good' or 'good'.

The 'Delivering Quality Together' campaign is focused around three key themes for 2014/15 which are making sure that services are **safe**, **caring** and **responsive** at all times.

It features staff from various wards and departments and aims to get everybody thinking about how they can continuously improve services, ensuring all patients are at the very heart of every decision, every second, of every day.

Patients, families, carers and all other stakeholders are also being encouraged to play their part and let staff know if there is anything that could have been improved to have made their experience of hospital care even better.

Gill Long, matron for elderly care at Cumberland Infirmary is taking part in the campaign. She said: "Everything we do in our hospitals is about providing a safe and caring environment for our patients but also about responding to their needs. Our teams have made some fantastic quality improvements over the past year but we know we can get even better. Delivering Quality Together is helping to get all of our staff continuously thinking about what else we can do to make our patients' experience of care even more positive.

"We also want our patients and their families to tell us what they think too – only by listening and responding to feedback will we know what needs to improve and so we really want people to speak to our teams when they are in our hospitals."

Joanne Pickering, matron for emergency care at West Cumberland hospital is also taking part. She said: "As a matron, for me Delivering Quality Together is all about leading by example and showing best practice every day. Listening and responding to our patients' needs is the single most important thing that we are here to do and this new campaign is helping to connect everyone in our hospitals - not just those of us who are always on the frontline, but also our many vital teams working in support roles – we all have a part to play.

"I would encourage each and every one of our patients, and their family members, to talk to our teams if they have any concerns at all, no matter how big or small, we welcome all feedback so that we can continuously improve."



Information about the Delivering Quality Together campaign is now visible across both the Cumberland Infirmary and West Cumberland Hospital and information is also widely available across both hospital sites to make sure people know exactly how to speak to staff about any concerns, no matter what time of day or night.

As well as talking to hospital teams, members of the public can also get in touch with the Trust via [talktous@ncuh.nhs.uk](mailto:talktous@ncuh.nhs.uk).

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