

One Trust...

...serving our local communities



**Feedback on the
February 2014
CQC Inspection**

The CQC wanted to know about our Trust.....

- Is it Safe?
- Is it Effective?
- Is it Caring?
- Is it Responsive?
- Is it Well Led?

They looked at our data, produced an LGT data pack and then decided on key lines of enquiry to follow up during their visit.



The Inspection Itself

- Involved and inspection team of around 50 people
- There were two listening events for members of the public, one in Lewisham and one in Greenwich
- They spent one full day on the UHL site, one full day on the QEH site and half a day on the QMS site. The last day saw some of the team at Lewisham and some at QEH
- They requested an enormous amount of data from us. Much beforehand that informed the data pack and then over 130 more pieces of information during the inspection week
- The team interviewed specific members of staff in pre-arranged interviews and also inspected a large number of wards and departments, often interviewing front line staff as they went
- High level feedback was presented to the Board at the end of the inspection



We ran our own CQC Project Plan

- Our own mock inspections found:
 - Staffing issues re vacancies/shift fill
 - Majority of staff report working hard but enjoying their teams
 - Communications down to front line staff needs to be improved
 - Majority of patients appreciated how busy nurses were but said they worked hard and the patients were happy with their care
 - Issues around call bells not being answered promptly
 - Few patients knew how to complain, had they wanted to
 - Some weaknesses in documentation
 - Some weaknesses in staff knowledge around major incidents, names of safeguarding leads and information governance



Outcome of the Inspection

- We have only received very high level feedback so far and there may be an unannounced inspection still to come as follow up
- The CQC team were very complimentary about the responsiveness of the LGT team during the preparation for the visit, to meeting their requirements and particularly in delivering the data requests
- There were no urgent concerns that had to be addressed on the day of the feedback
- There were issues that arose during the inspection that were corrected immediately, relating to confidential and clinical waste management, some blood on a blood gas analyser in UHL's Emergency Department and an unattended cleaning trolley left in Children's Emergency Department at UHL
- They also praised the positive feedback from staff, the particularly well attended focus groups and the Trust being very open and friendly
- They raised issues around the Emergency Department at QEH, the medical model, the clinical management structure, cross site working and how teams have integrated, staffing recruitment and capacity, and complaint handling



Next steps

- We receive a copy of their report for factual accuracy
- There is to be a quality summit that includes NHS commissioners, providers, regulators and other public bodies (date to be advised but probably May)
- The report will be made available to the public
- We are already working on an action plan to address issues that were raised, either by our own inspections or by the CQC. We will expand on this when we know the contents of the report
- We will merge this into our normal quality improvement work
- We will keep partners informed of our progress

