

## **HEALTH OVERVIEW AND SCRUTINY COMMITTEE**

### **27 APRIL 2016**

## **QUALITY OF ACUTE HOSPITAL SERVICES - UPDATE**

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### **Summary**

1. The Health Overview and Scrutiny Committee (HOSC) is to receive an update from Worcestershire Acute Hospitals NHS Trust (the Trust) on the quality of hospital services, and in particular, progress with the Patient Care Improvement Plan.
2. The update will also refer to the temporary emergency changes to maternity, neonatal and gynaecology services, which were extended for the foreseeable future in February 2016, due to the need to centralise services at Worcestershire Royal Hospital because of insufficient staffing levels to maintain a separate provision at the Alexandra Hospital in Redditch.
3. The Interim Chairman, Interim Chief Executive and Improvement Director from the Trust have been invited to attend the meeting.

### **Background**

4. The HOSC requested regular updates during 2015 on the quality of acute hospital services – as part of its role to monitor the impact of ongoing pressures experienced by many hospital trusts, such as increased activity, greater complexity of patient needs and financial constraints. Within Worcestershire, a further pressure has been the delay in finalising a reconfiguration of acute hospital services, which has resulted in an on-going period of uncertainty for the Trust.
5. Additionally, the CQC's most recent (December 2015) inspection report led to the Trust being placed into special measures as a result of the planned inspection in July 2015.
6. Subsequently, at its 9 December 2015 meeting, the HOSC met with senior representatives from the Trust to discuss the main findings of the inspection report and the work in progress to address improvement required, via the Patient Care Improvement Plan. It was agreed that a further progress update on the Plan would be provided.
7. The Trust's update on 9 December 2015 drew attention to the many positive outcomes from the report, which it was pointed out were important to recognise and share with staff, without wanting to gloss over the overall report findings. Staff were found to be caring, there was an open culture, and the organisation was clinically led. The need for stability at Trust Board level was being addressed and whilst Accident and Emergency (A&E) remained busy, it was unrecognisable compared to the CQC's unannounced visit in March 2015.

Of the 115 domains rated, the Trust received ratings of outstanding in 2, good in 54, with 13 inadequate and the rest requiring improvement – for the latter this meant that consistency needed to improve, and not that all areas were poor.

8. The HOSC was shown a grid where services were rated against the key criteria, and shaded as green (good), amber (requires improvement) or red (inadequate). Two overall inadequate ratings (safety and leadership) resulted in an overall inadequate rating for the Trust.

9. Whilst acknowledging the innovative work in hand to progress the Patient Care Improvement Plan since the CQC's inspection, the 9 December 2015 discussion raised a number of concerns from HOSC members, including the need for clear communications to reassure the public and dispel rumours, the need for better systems to improve patient waiting times and discharge, staffing and recruitment, capacity at Worcestershire Royal Hospital, financial pressures and the onset of pressures from seasonal winter illnesses.

10. Concern was also expressed about the need for stability and the negative impact of the on-going delay to the reconfiguration of acute hospital services in Worcestershire – an update on which is provided elsewhere in this Agenda.

11. The Care Quality Commission is due to revisit the trust in November 2016.

### **Purpose of Meeting**

12. Members are invited to consider and comment on progress being made to address the quality of services at the Trust.

13. Following the discussion, HOSC Members are asked to consider whether any further information is required and identify any specific elements for potential future scrutiny.

### **Supporting Information**

- Appendix 1 – Monitoring Report March 2016

### **Contact Points**

#### County Council Contact Points

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#### Specific Contact Points for this Report

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### **Background Papers**

In the opinion of the proper officer (in this case the Head of Legal and Democratic Services) the following are the background papers relating to the subject matter of this report:

- Agenda and Minutes of the Health Overview and Scrutiny Committee on 16 September and 9 December 2015  
<http://worcestershire.moderngov.co.uk/ieListMeetings.aspx?Committeeld=141>
- Care Quality Commission Press release, 2 December 2015  
<http://www.worcsacute.nhs.uk/news/care-quality-commission-report/>
- Care Quality Commission report on Worcestershire Acute Hospitals Trust (December 2015)  
<http://www.cqc.org.uk/provider/RWP#sthash.mEq4ofel.dpuf>
- Worcestershire Acute Hospital NHS Trust Press Release, 2 December 2015  
<http://www.worcsacute.nhs.uk/news/care-quality-commission-report/>
- Press releases on temporary emergency changes to maternity, neonatal and gynaecology services August 2015 to February 2016:
  - <http://www.worcsacute.nhs.uk/news/temporary-relocation-of-emergency-gynaecology-services/>
  - <http://www.worcsacute.nhs.uk/news/temporary-relocation-of-emergency-gynaecology-services-from-alex/>
  - <http://www.worcsacute.nhs.uk/news/temporary-emergency-changes-to-services-to-remain-in-place/>