

## **HEALTH OVERVIEW AND SCRUTINY COMMITTEE 7 FEBRUARY 2017**

### **QUALITY OF ACUTE HOSPITAL SERVICES**

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#### **Summary**

1. The Health Overview and Scrutiny Committee (HOSC) is to receive an initial update from Worcestershire Acute Hospitals NHS Trust (WAHT) on the outcome of the Care Quality Commission's (CQC) inspection team's series of visits between 22 and 25 November 2016 and the unannounced inspection visits on 7, 8 and 15 December 2016.
2. Representatives from WAHT have been invited to attend the meeting.
3. The Chairman has requested that this item be considered at the meeting as a matter of urgency, due to the CQC announcement being released after the agenda was published.

#### **Background**

4. The HOSC will be aware that WAHT was placed in special measures following the CQC planned inspection in July 2015. Since then regular progress updates have been provided to the HOSC, the most recent being on 16 November 2016, ahead of the CQC's re-inspection later that month.
5. However, on 27 January, the CQC issued WAHT Trust with a Section 29A, included at appendix 1, which is a statutory warning notice issued when significant improvement is required in an NHS trust and a simple warning is not enough.
6. A stakeholder briefing statement, included at appendix 2 from WAHT, advises that the CQC's concerns focused around three areas:
  - patient safety - urgent care pathway
  - quality governance systems in the organisation (how do you know patients are safe)
  - compliance
7. The CQC have stated that they expect improvements by 10 March 2017.
8. In fully accepting the CQC concerns, the following commitments have been made by WAHT, to address the improvements required:
  - We will embark on a Board led improvement programme that embeds "getting good and getting better".
  - We will deliver consistent high quality patient care, and patient safety. We know staff will be disappointed and we share the same focus as the CQC.

- We will refocus on the basics - in the past we have lost sight of these and have not always responded in a way that delivers improvements and learning.
- From the Ward to the Board we will strengthen processes to ensure patient safety, and refocus on the basic care standards.
- We will build a permanent leadership team, leading to stability and improved performance
- We will improve our governance processes
- We must focus on patient safety, quality of care and delivery of professional standards that we can all be proud of.

### **Purpose of the meeting**

9. Members are invited to consider and comment on the update provided.
10. 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 - CQC Section 29A letter to Worcestershire Acute Hospitals Trust
- Appendix 2 – Stakeholder statement from Worcestershire Acute Hospitals Trust

Both documents are available on Worcestershire Acute Hospital Trust's website:  
<http://www.worcsacute.nhs.uk/news/cqc-section-29a-letter-to-worcestershire-hospitals-trust/>

### **Contact Points**

#### County Council Contact Points

Worcestershire County Council; 01905 763763  
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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:

- BBC News article:  
<http://www.bbc.co.uk/news/uk-england-hereford-worcester-38815967>
- Agendas and Minutes of the Health Overview and Scrutiny Committee on 16 November, 26 September, 19 July and 27 April 2016, 9 December and 16 September 2015
- Care Quality Commission report on Worcestershire Acute Hospitals Trust (December 2015)  
<http://www.cqc.org.uk/provider/RWP#sthash.mEq4ofel.dpuf>