

HEALTH OVERVIEW AND SCRUTINY COMMITTEE

8 OCTOBER 2019

QUALITY OF ACUTE HOSPITAL SERVICES - UPDATE

Summary

1. The Health Overview and Scrutiny Committee (HOSC) is to receive an update from representatives of Worcestershire Acute Hospitals NHS Trust (the Trust) following the publication on 20 September 2019 of the Trust's latest Care Quality Commission (CQC) report.
2. In that report, the CQC inspectors highlighted a wide range of quality and safety improvements that have led them to lift the Trust's overall rating to 'Requires Improvement' from its previous rating of 'Inadequate'.
3. In addition to the improved overall rating, the Chief Inspector of Hospitals has also recommended that the Trust exits special measures once a system-wide support package from NHS England/Improvement is agreed and in place.
4. HOSC Members will be aware from previous discussions, most recently on 9 April 2019, of the Trust reporting significant improvements in quality achieved through the roll-out and delivery of priorities set out in the Quality Improvement (QI) Strategy, although until this most recent inspection the Trust had been rated as Inadequate and in special measures since November 2015.

Background

5. The latest published CQC inspection report dated 20 September 2019 referred to inspections carried out in May and June 2019.
6. The CQC inspects services by asking five key questions:
 - Is it safe?
 - Is it effective?
 - Is it caring?
 - Is it responsive?
 - Is it well-led?
7. The CQC's latest report shows improved ratings in 41 out of 79 categories rated, including double rating uplifts in nine areas, across a wide range of clinical services inspected at the Alexandra Hospital in Redditch, Evesham Community Hospital, Kidderminster Hospital and Treatment Centre and Worcestershire Royal Hospital.
8. In their overview, the inspectors point to improvements in areas including medicines management, infection control, incident reports and sharing learning. They add "Local and divisional leadership had improved and staff were engaging with the Trust's improvement journey."

9. Among the most significant improvements highlighted were:

- Every single service across all hospitals now rated at least 'good' for caring.
- At the Alexandra Hospital, an overall rating of 'Good' for outpatient services (up from 'Inadequate' in 2017) and the highest rating – 'Outstanding' in the caring category for diagnostic imaging (up from 'Good' in 2017).
- At Kidderminster Hospital, an overall rating of 'Good' (up from 'Inadequate' in 2017).
- At Worcestershire Royal Hospital an overall rating of 'Good' for services for children and young people (up from 'Requires Improvement' in 2017).

10. The Trust has also been told it must make several improvements, including:

- Ensuring staff complete required training, including for safeguarding and life support
- Assessing patient clinical need and delivering care within defined timescales, including ensuring cancer patients receive their first treatment within 62 days of an urgent GP referral
- Maintaining suitable fit-for-purpose environments in all premises
- Staffing all departments adequately
- Completing mortality reviews within 30 days
- Ensuring ambulance handovers are timely and effective, and that patients are assessed in a timely manner
- Ensuring staff comply with hand hygiene and personal protective equipment guidelines, and infection prevention and control best practice
- Reporting all mixed sex breaches
- Maintaining confidentiality in patient records.

11. The full report can be seen on the CQC website - www.cqc.org.uk/provider/RWP

12. The Trust will now develop and implement an action plan to address the issues highlighted in the report. A verbal update on that plan, and any further developments on a decision regarding special measures, will be given to HOSC members at the meeting.

Scrutiny to Date

13. HOSC Members have received regular updates on the Quality of Acute Hospital Services, as part of their role to monitor the impact of ongoing pressures experienced by the Trust, such as increased activity, greater complexity of patient needs and financial constraints.

14. Links to the Agendas and Minutes of these discussions are available in the Background Papers section of this report.

15. The Trust's updates to the HOSC have focused on the CQC inspection findings and progress to date, priority work streams and plans, as well as the negative impact of the on-going delay to the reconfiguration of acute hospital services in Worcestershire, which were finally approved in July 2017.

Purpose of Meeting

16. HOSC Members are invited to comment on the progress being made to improve the quality of services at the Trust and:

- consider whether any further information is required
- identify any specific elements for potential scrutiny at this stage.

Supporting Information

Appendix 1 – Presentation Slides

Care Quality Commission report on Worcestershire Acute Hospitals NHS Trust (20 September 2019) – available electronically on the website:

www.cqc.org.uk/provider/RWP

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 9 April 2019, 26 November, 5 July and 29 January 2018, 19 July and 17 October 2017, 27 April, 19 July and 26 September 2016, 16 September and 9 December 2015, 27 April and 16 November 2016
<http://worcestershire.moderngov.co.uk/ieListMeetings.aspx?Committeeld=141>
- Care Quality Commission reports:

(September 2019)
https://www.cqc.org.uk/sites/default/files/new_reports/AAAJ3438.pdf

(June 2018)
http://www.cqc.org.uk/sites/default/files/new_reports/AAAH2451.pdf

(January 2018)
http://www.cqc.org.uk/sites/default/files/new_reports/AAAH0798.pdf

(June 2017)
http://www.cqc.org.uk/sites/default/files/new_reports/AAAG5822.pdf

(December 2015)
http://www.cqc.org.uk/sites/default/files/new_reports/AAAD7712.pdf