

**UNIVERSITY HOSPITALS BIRMINGHAM NHS FOUNDATION TRUST
COUNCIL OF GOVERNORS
MONDAY 20 JULY 2015**

Title:	ACTIONS FROM THE CARE QUALITY COMMISSION (CQC) INSPECTION
Responsible Director:	Philip Norman, Executive Chief Nurse
Contact:	Louisa Sorrell, Senior Manager – Clinical Compliance

Purpose:	To provide the Council of Governors with an update on the actions arising following the CQC inspection.
Confidentiality Level & Reason:	None
Annual Plan Ref:	Aim 1. Always put the needs and care of patients first.
Key Issues Summary:	This paper provides an update on the key actions which arose following the CQC inspection in January/February 2015 and provides an update on the development of the action plan and how this will be monitored.
Recommendations:	The Council of Governors is asked to receive this update on the actions from the CQC inspection

Approved by:	Philip Norman	Date: 6 July 2015
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UNIVERSITY HOSPITALS BIRMINGHAM NHS FOUNDATION TRUST

COUNCIL OF GOVERNORS MONDAY 20 JULY 2015

ACTIONS FROM THE CARE QUALITY COMMISSION INSPECTION

PRESENTED BY THE EXECUTIVE CHIEF NURSE

1. Introduction

The Care Quality Commission (CQC) undertook their announced inspection of our Trust between the 28th and 30th January 2015. The unannounced part of the inspection took place on 13th February 2015.

The CQC ask 5 key questions as part of the inspection:

- **Safe:** Are people protected from abuse and avoidable harm?
- **Effective:** Does care and treatment achieve good outcomes and promote quality of life and is it evidenced based where possible?
- **Caring:** Do staff involve and treat people with compassion, kindness, dignity and respect?
- **Responsive:** Are services organised so they meet people's needs?
- **Well-led:** Does leadership, management and governance of the Trust assure the delivery of high quality patient centred care, support learning and innovation and promote an open and fair culture?

The Services inspected at UHB were:

- Emergency Department (Urgent & Emergency Services)
- Medical Services, including Older People's Services
- Surgical Services, including Operating Theatres
- Critical Care
- End of Life Care
- Outpatient Services & Diagnostic Imaging
- Sexual Health Services

2. Ratings

The CQC rate individual Services and the overall Trust as:

- Outstanding
- Good
- Requires Improvement
- Inadequate

2.1 UHB's Specific Core Service Ratings are illustrated in the table below:

	Safe	Effective	Caring	Responsive	Well-led	Overall
Urgent & Emergency Services	Requires Improvement	Requires Improvement	Good	Outstanding	Good	Good
Medical Care	Good	Good	Good	Good	Good	Good
Surgical Care, including Theatres	Good	Outstanding	Good	Requires Improvement	Good	Good
Critical Care	Good	Outstanding	Outstanding	Outstanding	Outstanding	Outstanding
End of Life Care	Good	Good	Good	Outstanding	Good	Good
Outpatients & Diagnostic Imaging	Good	Inspected but not rated ¹	Good	Requires Improvement	Requires Improvement	Requires Improvement
Sexual Health Services	Good	Good	Good	Good	Good	Good
Overall	Good	Good	Good	Good	Good	Good

2.2. UHB's Overall Rating:

Overall rating for this trust	Good	●
Are services at this trust safe?	Good	●
Are services at this trust effective?	Good	●
Are services at this trust caring?	Good	●
Are services at this trust responsive?	Good	●
Are services at this trust well-led?	Outstanding	☆

3. Overview

- Overall the report contained a significant amount of positive comments from patients, their families and our staff.
- The report highlighted UHB's reputation for delivering quality care, information technology, clinical training and research.
- The report identified a high number of areas of outstanding and innovative practice.
- The report also identified a relatively small number of areas where further improvements need to be made.

The report and its findings have been shared with staff across the organisation.

4. Key Actions Identified for Improvement

- Emergency Department: Improve infection control and hygiene practice.
- Emergency Department: Improve the utilisation of national audit results to further improve care delivery.
- Emergency Department: Review Consultant handover process (handover to junior doctors) to ensure this is consistent.
- Emergency Department: Review the assessment room which is utilised for patients who require mental health assessment in the department.
- Surgical Services: Ensure resuscitation equipment is checked each day.

- Surgical Services: Review hand washing signs for visitors to ensure these are clearly visible.
- Outpatients: Improve service planning and flow through the department.
- Cancer: Review progress on achieving the Trust's 31 day cancer standard.
- End of Life Care: Ensure significant conversations around no not attempt cardio-respiratory resuscitation are documented. Consider further participation in national audits.

5. Action Plan and Next Steps

- An action plan has been developed around the areas identified for further improvement.
- Monitoring of progress against the action plan will be undertaken via the Risk and Compliance Unit with quarterly updates by exception reported to the Board of Directors.
- Feedback - the CQC's Chief Executive and the Interim Chair will be visiting UHB in August to hear feedback regarding our experience of the inspection etc.

6. Recommendations

The Council of Governors is asked to receive this update on the actions following the CQC inspection.

Mr Philip Norman
Executive Chief Nurse
July 2015