

CQC Presentation

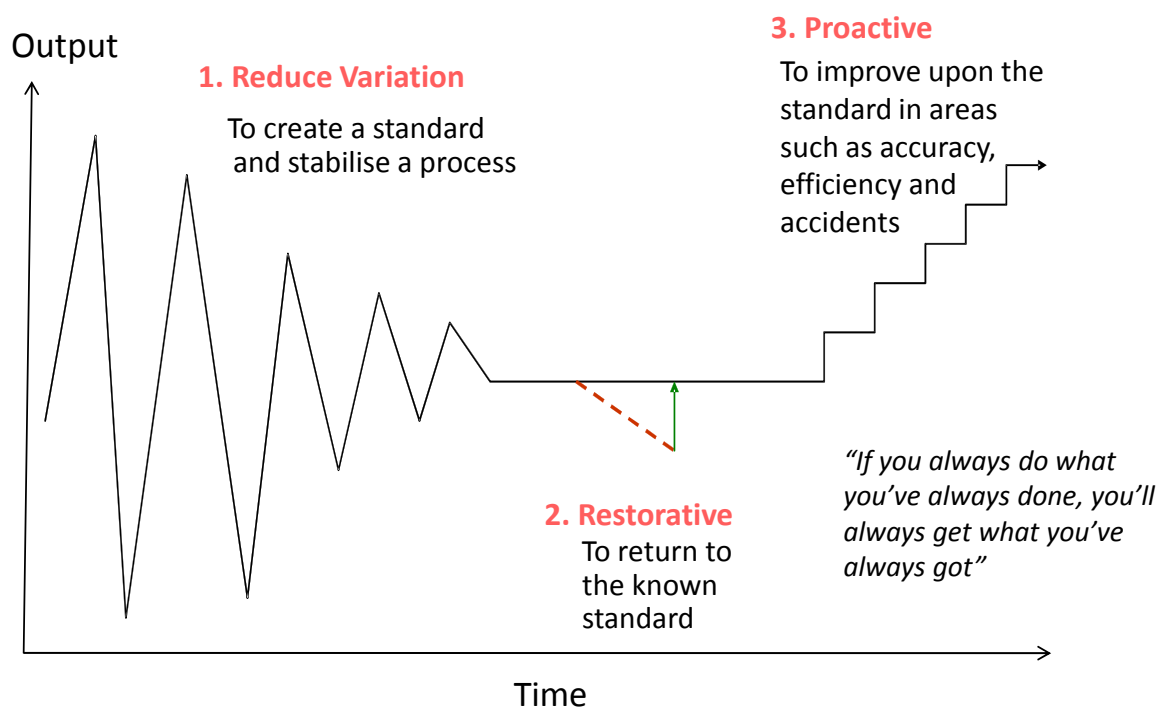
Cambridgeshire County Council Health Committee

12 March 2015

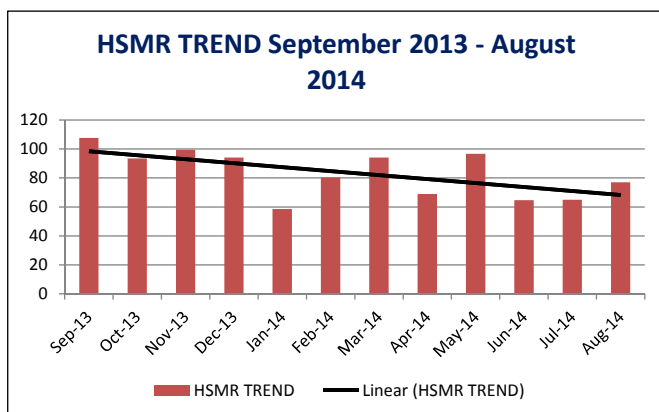


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Realistic view of an improvement journey...



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CQC Intelligent monitoring report

MONTH	HHCT RISK SCORE
Dec-14	7/186
Jul-14	3/186
Mar-14	3/182



HSMR TREND
Down from 107.69 (Sept 13) at its highest point to 76.95 (Aug 14)
Full Period 83.01



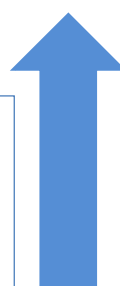
94.4% achievement of 4-hour waiting time target April 14 – Oct 14

Incident reporting to NRLS
99.5% in **NO/LOW HARM OR NEAR MISS** categories

ZERO "Never Events"

Low level SIs

ZERO hospital-acquired MRSA infections

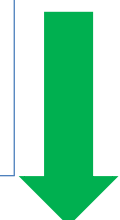


Patient experience

Friends and Family Oct 2014:
>96% of 1964 recommend HHCT

A&E Patient Survey 2014
9/10 for respect and dignity

National Cancer Survey 2014
94% rated CARE 'EXCELLENT' OR 'VERY GOOD'



On target to reduce Hospital acquired Pressure Ulcers by 50% by April 2015

Hinchingbrooke Hospital: Ratings Grid

	Safe	Effective	Caring	Responsive	Well-led	Overall
Urgent & emergency services	Inadequate	Inspected but not rated ¹	Requires improvement	Requires improvement	Inadequate	Inadequate
Medical care	Inadequate	Inadequate	Inadequate	Requires improvement	Inadequate	Inadequate
Surgery	Requires improvement	Requires improvement	Inadequate	Good	Requires improvement	Requires improvement
Critical care	Good	Good	Good	Good	Good	Good
Maternity & gynaecology	Good	Good	Good	Good	Good	Good
End of life care	Requires improvement	Requires improvement	Good	Good	Good	Requires improvement
Outpatients & diagnostic imaging	Good	Inspected but not rated ¹	Good	Good	Good	Good
Overall	Inadequate	Requires improvement	Inadequate	Requires improvement	Inadequate	Inadequate

CQC REPORT

Areas of Concern

A&E, Medicine, Surgery, End of Life

Good Practice

- Meeting RTT targets
- Evidence of good Multi Disciplinary Working
- A&E generally meeting 4 Hour Target
- Positive action in reduction of falls with harm
- Appropriate escalation of the deteriorating patient
- Low readmission rates
- Low incidents of pressure sores
- Good use of 5 steps to safer surgery checklist
- Access to specialist nurse advise
- Introduction of 999 Club in A&E

Recommendations

- Paediatric Staffing not in line with national guidance
- Medication not securely stored in some areas
- Some issues with dignity and respect and awareness of delirium, mental capacity and deprivation of liberty
- Poor practice around pressure areas and cannula care and inconsistencies around infection control practices.
- Poor response at times to call bells particularly at night
- Care records not always reflection of patient needs



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CQC REPORT

Positive Feedback

Outpatients, Critical Care and Maternity

Good Practice

- Patients treated with compassion, dignity and respect in Outpatients,
- relatives and patients in Critical Care felt that their individual needs were being met
- Maternity had committed staff that ensured a quality service.
- All areas had competent staff available who implemented and used national guidance
- Outpatient and Maternity showed evidence of learning from incidents
- Critical Care had a good use of audits and complaints to improve care

Recommendations

- Outpatients and Maternity had minor issues with medicines storage
- Some Outpatient Clinics could have been more child friendly
- The environment in Critical Care could lead to poorer patient experience
- Critical Care had at times, Capacity Issues at times which sometimes led to the ability to discharge in a timely manner



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Quality Improvement Plan

The CQC Inspection originally identified:

- 7 Compliance Actions
- 21 Must Dos
- 12 Should Dos

Progress against seven compliance actions

27-Feb-15

Compliance and Must do Actions

59 of 115 completed	51.30%
47 of 115 progressing	40.87%
9 of 115 not started	7.83%

Forecasts - 6 Months
(up to end of July)

Compliance and Must do Actions

110 of 115 completed	96%
5 of 115 progressing	4%
0 of 115 not started	0%

Forecasts - 9 Months
(up to end of October)

Compliance and Must do Actions

112 of 115 completed	97%
3 of 115 progressing	3%
0 of 115 not started	0%

Should do Actions

10 of 19 completed	52.63%
6 of 19 progressing	31.58%
3 of 19 not started	15.79%

Should do Actions

18 of 18 completed	100%
0 of 18 progressing	0%
0 of 18 not started	0%

Should do Actions

18 of 18 completed	100%
0 of 18 progressing	0%
0 of 18 not started	0%



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Making Recovery Sustainable

- Fit for purpose nursing workforce
- Maintaining agreed standards of care
- Engaging patients at all levels

- Changing clinical practice
- Adhering to best practice
- Creating middle management capability



- Embedding the engagement strategy
- Hinchingbrooke employment brand
- Ward to Board career and personal development

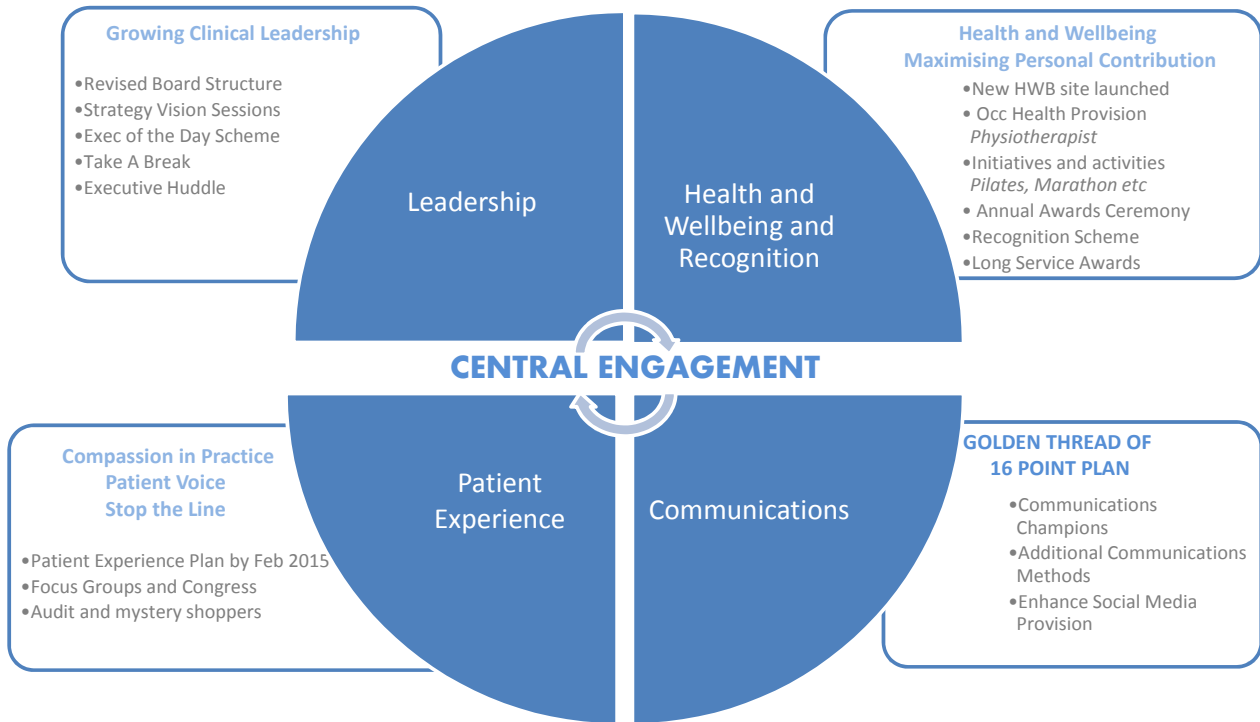
Robust:

- Business Plan
- Contract negotiation and management
- Cost reduction process



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ENGAGEMENT



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We continue to Strive to become a Top 10 District General Hospital



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