

23 October 2015

**PROUD
TO MAKE A
DIFFERENCE**



Our CQC Inspector would like to hear your views...



You will be aware from my bulletin and the special newsletter I sent you last week, that part of the inspection process includes asking you and other STH colleagues, as well as our patients, what you think we do well and where we need to do more to be even better.

Below is a personal message from Carolyn Jenkinson who is leading our inspection.

I would encourage you to give your views as it is important that the CQC recognise the work you and your colleagues do on a daily basis and that they understand where we do well and areas where we are striving to do even better based on staff and patient feedback.

Many thanks,
Andrew Cash.



Personal message from Carolyn Jenkinson, Lead Inspector for our CQC Inspection To members of staff at Sheffield Teaching

Hospitals NHS Foundation Trust

CQC is the independent regulator of all health and social care services in England. We are carrying out an inspection at Sheffield Teaching Hospitals NHS Foundation Trust on 7th – 11th December 2015. During the inspection we gather information in a number of ways. For example, we:

- Speak with people who use services
- Hold focus groups with separate groups of staff (some may be held the week before the inspection)
- Hold drop in sessions for people who use services and staff
- Interview individual directors as well as staff of all levels
- Check that the right systems and processes are in place



We then analyse the information we gather to make judgements about the following questions:

- Are they safe?
- Are they effective?
- Are they caring?
- Are they responsive to people's needs?
- Are they well-led?

We would like to hear about your experience of working at Sheffield Teaching Hospitals NHS Foundation Trust including any particular areas of concern as well as what is working well.

Before the inspection

For **all staff**, please feel free to contact our National Customer Service Centre on [03000 616161](tel:03000616161), and give reference number RHQ.

For **community staff** only, you can share your views and experience through our secure online questionnaire at this link: <http://webdataforms.cqc.org.uk/Checkbox/CHSstaffquestionnaire.aspx>

This information will be shared directly with the inspection team and none of the information provided will be used to identify individual responses.

We would appreciate if you could complete the questionnaire by 3rd November 2015 so that information received can contribute to inspection planning.

During the inspection

You can speak to a member of the inspection team during the inspection at any time. You will see members of the team visiting many of the wards, community service clinics, services, and departments. Let them know if you would like to speak with them.

We will also be holding focus groups and drop-in sessions for staff where you can speak to our inspection team informally. We will write to you again closer to the date of the inspection with the times and venues.

CQC values the views of staff, people who use services, their families and carers. After the inspection we will publish a report on our website. Information will be treated confidentially – names and personal details will **not** appear in the report.

If you would like to contribute, you can also give us information about the service at any time, as we monitor all information continuously. There is further information on our website at www.cqc.org.uk.

Yours sincerely,

Carolyn Jenkinson
CQC Head of Hospital Inspections