

PROUD TO MAKE A DIFFERENCE

SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST



ISSUE 1 AUTUMN 2015

We are all Proud to Make a Difference to our patients and the CQC visit is an opportunity to showcase our hard work.



Everyone who works at STH Makes a Difference to our patients - lets show the CQC why we are PROUD

This special bulletin has been produced in order to give you more information about the upcoming Care Quality Commission (CQC) inspection which is due to take place w/c 7th December 2015.

The inspection is our chance to shine and to highlight all the things that we are proud of.

I am looking forward to showing the Care Quality Commission why, thanks to the amazing people who work right across our hospital and community services, we are Proud to Make a Difference for our patients, their families and indeed each other.

Over the coming weeks I will be talking to you more about what will happen, where and the part you may be asked to play. Everyone can play a part in preparing for the visit and ensuring your area, team and service shines.

Andrew Cash

Andrew Cash - Chief Executive.



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Sheffield Teaching Hospitals **NHS**
NHS Foundation Trust

WHAT IS THE CQC INSPECTION?

The CQC will inspect the Trust week commencing the 7th December and will be here for at least 5 days.

The CQC (Care Quality Commission) is the independent regulator of adult Health and Social Care in England. The CQC are providing public ratings for all the services they regulate, so that people can see how good a healthcare provider is, to encourage improvement and help people to make choices about their care.

All NHS Trusts are being inspected to see if they are:-

Safe
Effective
Caring
Responsive to patients' needs and
Well led

Following the visit, the CQC will rate us as:-

Outstanding
Good
Requiring improvement or
Inadequate



The inspection team aren't 'a bunch of suits with clipboards'. They are just like us - doctors, nurses, AHPs and managers from other hospitals plus patient representatives.

Who are the inspectors and what do they do?

The inspection will include announced and unannounced visits to wards and departments. The inspection teams are likely to follow patients through their pathway, and inspect our services. The CQC also monitor and respond to information from websites and other social media, patient and staff surveys and the local Healthwatch feedback, amongst others.

They aim to make fair and authoritative judgments, supported by the best information and evidence available and take appropriate action if care services are failing to meet the

fundamental standards. During an inspection the CQC inspectors look at more than 150 different sets of data about the Trust to help decide when, where and what to inspect.

The data they look at (or indicators) includes information from staff, patient surveys, mortality rates and hospital performance information such as waiting times and infection rates



WHAT MIGHT BE ASKED OF YOU?

The inspection team can ask any questions, of any member of staff, including students and volunteers.

For example, they may be interested in how your ward/department has learned lessons from an incident, or action you are taking on Infection Prevention and Control.

You may be asked questions about your work, your access to training and appraisal, or about staff engagement, staffing levels or safety concerns.

If you are asked a question by an inspector and you know the answer, answer confidently. If you don't know the answer to a question - it's OK to say so, and to suggest who may have the information they want.

When visiting, inspectors normally want to speak to patients, but they won't delay observations, tests or procedures, access to meals or urgent care.

If a patient is distressed or unwell, make sure the inspection team is informed. If a patient requires barrier nursing, make sure the inspection team is informed. Inspection teams will probably ask to see patients' records.

They may also want information about the management of the ward/service. The Senior Sister / Ward Manager or Service Manager will help provide this information.

Remember you can be proud to talk about the positive, it's easy to forget to step back and consider the good things you are doing and the positive things you have done for our patients.

The inspection process is a great opportunity to tell the inspectors what's going well within the organisation.

The inspectors will always ask 'so what.' Try to back up any statements you make about improved services etc with a real life example of the difference it's made. Be prepared with at least 3 really good examples where what you have done has made a difference to a patient or indeed has made a service better.

When giving examples do not use actual patient names

Where you know there are areas where improvements are still needed, it's OK to acknowledge this, but it is also important that you can show that you are doing something to address the problem.

If you refer to any local data, documents, research etc be prepared for the inspector to ask you to provide them with a hard copy.

WHAT DO I NEED TO DO NOW?

You need to make sure you know about how your area is doing - how have you improved care for patients, and addressed issues which have been raised? Your Senior Sister/ Charge Nurse or head of department can give you more information about this. Why not have a conversation with other members or your team to discuss:-

- What you are proud of
- The challenges you face
- What changes can be made to improve the quality of your care

We have Listening into Action and lots of other ways we can support you to try out new ideas or improvements. Contact either Jaki Lowe, Listening into Action on 0114 3052464 email: jaki.lowe@sth.nhs.uk or the Service Improvement Team on ext:13776.

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WHAT HAPPENS AFTER THE VISIT?

After the visit the CQC then take some time to write a report and to determine our rating. The CQC team is unlikely to give us much information immediately.

We will be given a draft report to review for accuracy and the CQC will hold a quality summit around six weeks after the inspection. We will then be given a rating which will be published on the internet and we have to display across our sites. I will of course be providing feedback to you once we have a final report and outcome.

REMEMBER WE HAVE A LOT TO BE PROUD OF:

- 89% of our staff would recommend the Trust to family and friends for treatment (higher than the national average of 77%) (NHS Staff Survey results 2014)
- 74% would also recommend the Trust as a place to work. Again, higher than the national average of 62 (NHS Staff Survey results 2014)
- Our patient satisfaction levels are among the top 20% in the NHS thanks to the care and service you provide
- Our clinical outcomes are among the best in the NHS. We have good mortality and infection rates and we have excellent clinical and non clinical teams, many of which are leaders in their field
- We have pioneered many new treatments including a new stem cell treatment hailed as an encouraging step forward in the treatment of Multiple Sclerosis
- The Northern General is one of three Major Trauma Centres for the Yorkshire and Humber region
- In the last 2 years we have been shortlisted for 24 patient safety awards which is more than any other NHS organisation in the country
- Give it a go and Right Good Week - We had a fantastic response from staff across the Trust willing to get involved and try out some new ideas including, Fast Track imaging for emergency care at the Northern General and Morning Board rounds on every Older People's Ward
- Our PROUD values were developed by our staff and our Let's talk and Listening into Action initiatives encourage all staff to become involved in the development of high quality, efficient services and new ideas
- Our catering team was recognised by the Soil Association's Food For Life scheme for the high quality of food provided to patients (2015)

YOU ARE INVITED

Look out for the open sessions I will be holding over the coming weeks where I will tell you more about what to expect and the support available in advance of the inspection. I hope to see you there.

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