CQC Presentation

Huntingdonshire District Council Overview and Scrutiny Panel (Social Well-Being)

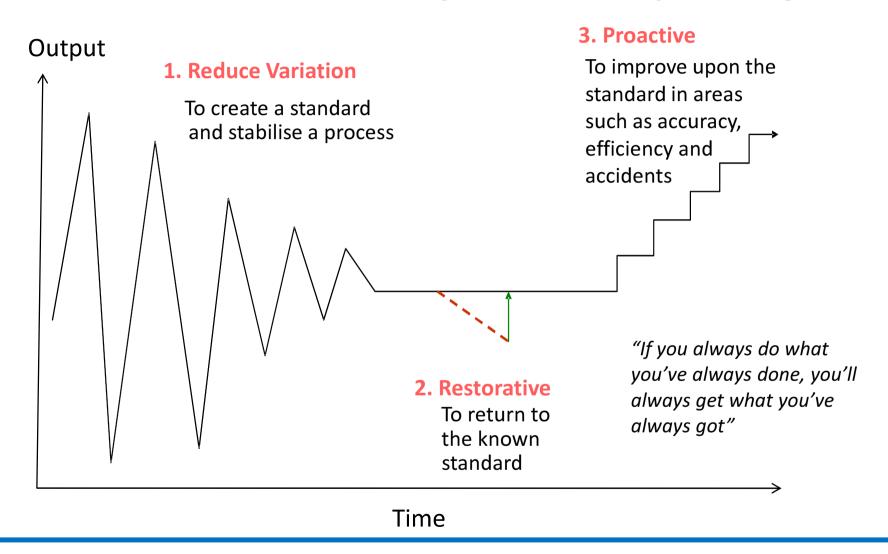
3 March 2015



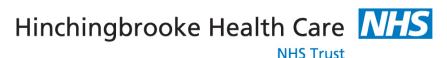


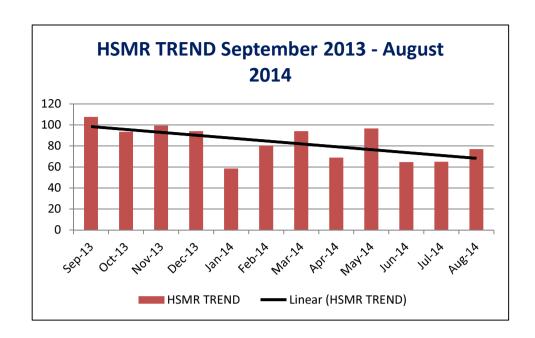


Realistic view of an improvement journey...









CQC Intelligent monitoring report ONTH HHCT RISK SCORE

7/186
3/186
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	Inadequate	Inspected but not rated1	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
				Doguiros	In a de avecta	
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 inconsistences around infection control practices.
- Poor response at times to call bells particularly at night
- Care records not always reflection of patient needs





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





Quality Improvement Plan

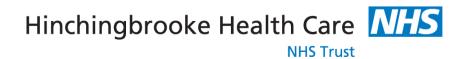
The CQC Inspection originally identified:

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

Progress against seven compliance actions

27-Feb-15		Forecasts - 6 Months (up to end of July)		Forecasts -9 Months (up to end of October)			
Compliance and Must do Actions	_	Compliance and Must do Actions	_	Compliance and Must do Actions			
59 of 115 completed	51.30%	110 of 115 completed	96%	112 of 115 completed	97%		
47 of 115 progressing	40.87%	5 of 115 progressing	4%	3 of 115 progressing	3%		
9 of 115 not started	7.83%	0 of 115 not started	0%	0 of 115 not started	0%		
Should do Actions		Should do Actions		Should do Actions			
10 of 19 completed	52.63%	18 of 18 completed	100%	18 of 18 completed	100%		
6 of 19 progressing	31.58%	0 of 18 progressing	0%	0 of 18 progressing	0%		
3 of 19 not started	15.79%	0 of 18 not started	0%	0 of 18 not started	0%		





Making Recovery Sustainable

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

Quality

Culture and Workforce

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

Changing clinical practice
Adhering to best practice
Creating middle
management capability



Finances

Robust:

Business Plan
Contract negotiation and
management
Cost reduction process





ENGAGEMENT

Growing Clinical Leadership

- Revised Board Structure
- Strategy Vision Sessions
- •Exec of the Day Scheme
- •Take A Break
- Executive Huddle

Leadership

Health and Wellbeing Maximising Personal Contribution

- New HWB site launched
- Occ Health Provision *Physiotherapist*
- Initiatives and activities Pilates. Marathon etc
- Annual Awards Ceremony
- Recognition Scheme
- Long Service Awards

Health and Wellbeing and Recognition

CENTRAL ENGAGEMENT

Compassion in Practice Patient Voice Stop the Line

- Patient Experience Plan by Feb 2015
- Focus Groups and Congress
- Audit and mystery shoppers

Patient Experience

Communications

GOLDEN THREAD OF 16 POINT PLAN

- Communications Champions
- Additional Communications Methods
- Enhance Social Media Provision





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





