

SEPTEMBER 2017



CHIEF EXEC'S UPDATE

CQC update: *action plan, report and Proud2Care campaign*

Background reminder:

The Care Quality Commission (CQC) has a national responsibility to monitor, inspect and regulate health and social care services to make sure they all meet quality and safety standards. The CQC then publish its findings, with an overall rating for the public to see (outstanding, good, requires improvement or inadequate).

Formal inspection and subsequent visits to our Trust:

The CQC undertook a formal inspection of our Trust in January 2016, which resulted in a 'requires improvement' rating.

As part of their post-inspection process - to check improvements had been made after their formal inspection - they made two unannounced visits in March and June this year.

CQC action plan:

A huge amount of work has taken place to address the CQC's concerns.

These include big improvements on delivering extra training for the care of diabetes patients, stocking checking by the materials management team, and refresher training on the mental capacity act/deprivation of liberty safeguards (DoLs). Our ward managers have also worked closely with the estates team to prioritise key jobs that need to be done.

Board members and governors are also joining in the twice-weekly 'patient safety walk-arounds' in clinical areas.

CQC report to be published, with rating:

Reports covering the March and June 2017 visits are due to be published by the CQC, which will include a new rating.

Proud2Care campaign:

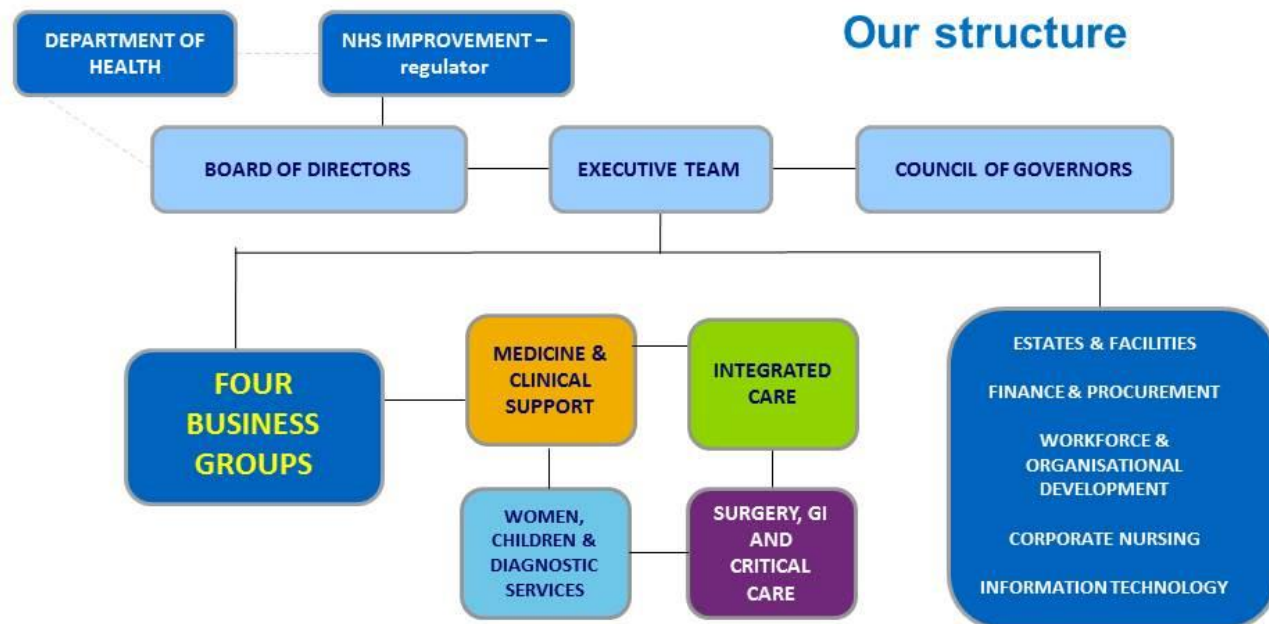
We have launched a Proud2Care campaign to support all the efforts, as we know our staff want to provide the highest quality and safest care to all our patients all of the time. This will continue into the long-term and include accreditation certificates for wards and departments.

Restructured business groups: *four business groups now instead of five*

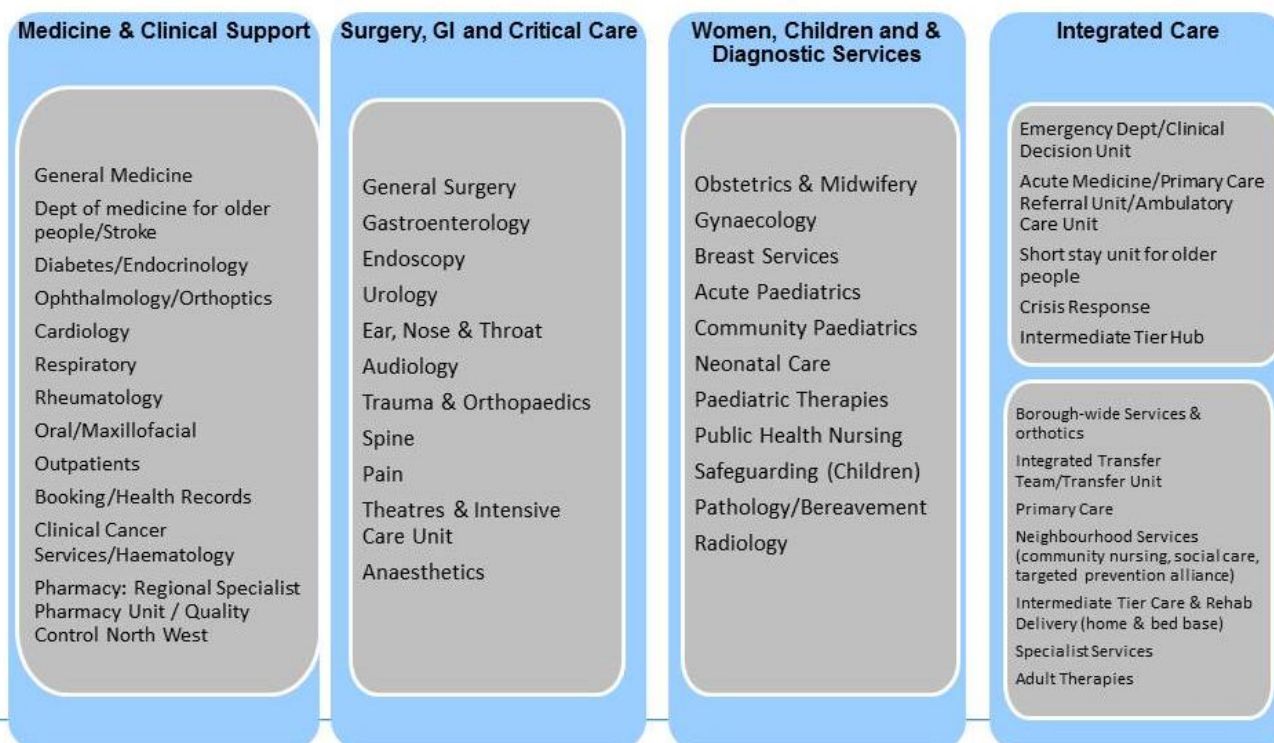
We have restructured our business groups to have four instead of five, with some service moves for better alignment.

Following interviews, we have appointed a deputy chief operating officer and directors for the four business groups.

- Deputy chief operating officer – Simon Goff
- Director of medicine and outpatients – Karen Snelson
- Director of surgery – Karen Hatchell
- Child, family and clinical support – Claire Woodford
- Director of integrated care – Margaret Malkin



Business group structure and services from 1st Sept 2017



Performance for July: update on key areas where we failed to hit the target

A&E FOUR HOUR WAIT *(four hours until admission/referral/discharge, 95% target):*

We achieved 78% for July, which is below the improvement trajectory of 90% agreed with NHS Improvement.

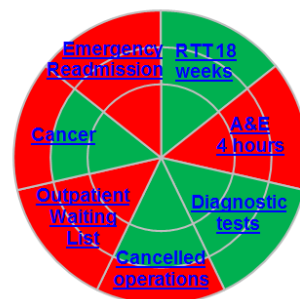
July was the busiest in terms of people coming through our doors for the last five years. This, along with a lower than average number of discharges and an increasing number of delayed transfers of care, has had a significant impact on our performance.

EMERGENCY READMISSION *(emergency readmission rate within 28 days of discharge - not higher than national average rate):*

We were 8.2% for the last data available (March 2017), and the national average rate was 7.8%.

OUTPATIENT WAITING LIST *(patients having follow-up appointment within timescale):*

We continue to face problems in four areas: ophthalmology (479), gastroenterology (1,088), respiratory medicine (847), cardiology (1,357).



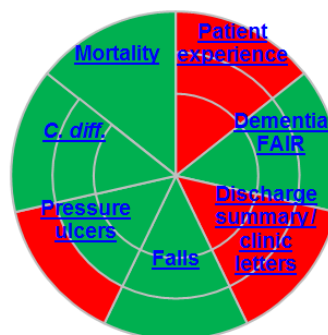
Quality for July: update on key areas where we failed to hit the target

PATIENT EXPERIENCE *(Friends & Family test, 40% target response rate for inpatient & day cases):*

92% patients said they were 'extremely likely' or 'likely' to recommend us in June (4692 responses), but we had a low response rate (35%).

DISCHARGE SUMMARY *(95% published within 48 hrs)* & CLINIC LETTERS *(95% within 14 days):*

Discharge summary was 84%. Clinic (outpatient) letters were 68% for July.



General news

Stepping Up newsletter – going electronic only for future editions

We are no longer going to print our Stepping Up newsletter (quarterly magazine to keep members updated on our news) in order to save money, and will only produce an electronic version. You can see our latest edition: [here](#)

Good news stories over this month:

You can read our 'good news' stories over this month by clicking on the links below:

- Research progress at Stepping Hill Hospital: [here](#)
- Off duty hospital staff help crash victims: [here](#)
- Anniversary landmark for intensive care patient: [here](#)

- Bass player legend pays tribute to Stepping Hill Hospital staff: [here](#)

Events and visits

FORTHCOMING EVENTS:

Annual Members Meeting, Pinewood education centre lecture theatres, Thursday 12th October (flu jabs and mini health-checks from 5-6pm, with meeting from 6-8pm)

Everyone is invited to our Annual Members Meeting. The meeting will include videos, a patient story and a special presentation about Stockport Together and new models of care.

Health Talks for the public

Everyone is invited to attend any of our Health Talks which run every three months. More information is: [here](#)

KEY EVENTS AND VISITS OVER LAST MONTH:

SAFER celebration event with Professor Brian Dolan, creator of #last1000days and #endpjaralysis.

We held a well-attended and successful event on 9th August, with Professor Brian Dolan, creator of #last1000days and #endpjaralysis as our special guest.

You can read our press release: [here](#)

Awards and achievements

Children's services applauded in OFSTED report

The Local Authority OFSTED inspection of children's services in Stockport has received an overall 'Good' rating.

As we are in an integrated service, the inspectors met many of our senior leaders, health visitors, school nurses and specialist teams out in the community. They were very positive about the partnership working, saying that 'services for children have improved at every stage of the child's journey'.

Procurement team accreditation

Our procurement team has achieved level 1 accreditation of the North West Towards Excellence Procurement Accreditation. This is an excellent achievement which demonstrates that 'awareness and building blocks are in place' for good procurement practice within our organisation.

Crisis response team 'fabulous' award

The crisis response service has won a '4 candles' award from the 'Academy of Fabulous Stuff', which recognises projects that have 'relied on an ability to listen and respond to feedback from any source' - [here](#).