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Chair, Health Overview & Scrutiny Panel
Customer, Community & Democratic Services
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29 January 2015

Dear Chair

Update letter from Portsmouth Hospitals NHS Trust

I write to provide the Health Overview Scrutiny Panel with an update from Portsmouth Hospitals NHS Trust. My colleague Peter Mellor, Director for Corporate Affairs, will further expand upon these issues at the formal HOSP meeting on 3 February.

Members will be aware that we have continued to face huge seasonal pressures on our emergency corridor. Whilst we have received some press reporting about a surge in demand and ambulance waits, we have certainly not been alone facing these increased demands. Indeed, some other hospital trusts in England declared major incidents.

To ensure we are doing everything we can to safely manage the surge in demand for unscheduled care we recently ran a special project called the 'Perfect Week'. Whilst our clinical teams have already been working hard to manage demand, the Perfect Week allowed time for the whole health economy to recalibrate, ensure sustainable outcomes, drive efficiency and further reduce mortality rates and harm.

Our common purpose in the Perfect Week was to bring everyone together under standard operating procedures and working practices, guaranteeing the same standard of service to patients over the entire seven day period. The Perfect week involved *all* members of the staff in the hospital trust, whether they worked on the ward, in a support service or in the back offices.

Each ward had twice daily consultant-led ward rounds ensuring every patient, in every bed, was reviewed. The adoption of best practice in patient flow and discharge processes by utilising the SAFER discharge model was also accelerated during the week.

We have been really pleased with the transparency and health system team working during the perfect week, as it has allowed us to better use the discharge lounge and create some new, and sustainable, working practices with our local health partners.

We recently wrote to your HOSP officer to advise that the Care Quality Commission (CQC) is due to make a formal inspection of the hospital trust, arriving on 11 February.

England's Chief Inspector of Hospitals is also inviting members of the public to tell his inspection panel what they think of the services provided by Portsmouth Hospitals NHS Trust. Their views and experiences will help inspectors decide what to look at when they inspect the trust.

The trust will be inspected and given an overall rating as a result of the inspection. A full report of the inspectors' findings will be published by the Care Quality Commission later in the year. The trust will be one of the first to be given one of the following ratings: Outstanding, Good, Requires improvement, Inadequate.

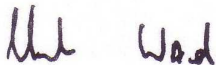
To ensure the views of patients and the local community are properly heard, the inspectors will hold a listening event at the following venue on Tuesday, 10 February 2015:

Oasis Wellness Centre, Queen Alexandra Hospital, Portsmouth, PO6 3LY at 6:30pm

People are being encouraged to attend the listening events to tell the team about their experiences of care from the past year and to say where they would like to see improvements made in the future as well as find out more about the inspection. We would be delighted if the Panel would take this opportunity to make a comment to the CQC.

Finally, I write to advise you that our Board has been further complimented by two high calibre appointments. Our new Director of Nursing, Cathy Stone, arrived in post in January. We also have a new Chief Operating Officer, Simon Jupp, who started working with us in November 2014.

Kind regards



Ursula Ward MSc MA
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