

**Portsmouth City Council Health Overview and Scrutiny Panel  
June 2019**

**Portsmouth Hospitals NHS Trust update**

Portsmouth Hospitals NHS Trust (PHT) is providing updates to the Health Overview and Scrutiny Panel on the following issues of interest:

- 1. Care Quality Commission (CQC) report following its focused inspection of the Emergency Department**
  - The CQC published its report on the focused inspection of the Emergency Department carried out at the Trust in February 2019. This paper provides a briefing on findings from the inspection and the Trusts response to date, to help ensure the Trust fully complies with its regulatory obligations.

## Care Quality Commission focused inspection report

The Care Quality Commission (CQC) published its focused report on the Emergency Department at Queen Alexandra Hospital site on 16<sup>th</sup> April 2019. The inspection took place on 25 February 2019.

The hospital has been under considerable pressure over the past weeks and this was particularly so at the time CQC inspectors visited in February. Since the beginning of the year increasing numbers of patients have been accessing the Trust urgent care services, with an additional 1,300 patients attending the ED in February compared to the same period last year.

The CQC recognised that improvements have been made and welcomed the steps the Trust has already taken to help reduce pressure on ED. The report also highlighted that staff feel supported and want to make a difference. Examples of the improvements the inspection noted include:

- New bereavement facilities were a considerable improvement for families.
- The improvement board, located in the department, was observed to be well used with the views and voices of staff being considered and heard.
- Staff reported members of the executive team to be highly visible and supportive during times of surge.
- Dedicated time to provide and to access training was welcomed by junior doctors across the department.
- The CQC observed good working relationships between ED staff and ambulance staff.
- Staff reported they were able to raise concerns to the management team.
- Health professionals reported good multi-disciplinary working with positive relationships existing between doctors and nurses for example.

The Trust is currently rated as “requires improvement” overall and this latest inspection does not change the rating. The CQC required action against two of the Health & Social Care Act (Regulated Activities) Regulations following the inspection:

- Regulation 10 Dignity and Respect,
- Regulation 12 Safe care and Treatment

The actions required are to:

- Ensure patients receive a timely assessment of their care needs and that a plan of care is established and delivered in line with national best practice.
- Ensure patients receive care and treatment in an environment which is fit for purpose and meets national standards.
- Ensure staff consistently utilise safety measures as determined by Trust policy.
- Ensure the emergency department operates an effective and safe process for receiving and assessing patients who self-present to the department.
- Ensure staff abide by the Trust’s values and behaviours at all times, including ensuring the privacy and dignity of patients is maintained.
- Ensure medical equipment is checked and ready for use as defined by Trust policies.

The Trust recognises, as outlined in the report, that there is more work to do and will continue to focus on ensuring the required improvements are made. A formal response has been provided to the CQC as requested. However it should be noted that the points above already form part of the Trust's current quality recovery plan and are overseen and managed formally.

The Trust's urgent care transformation programme is well underway, and will include redevelopment of the Emergency Department. This will help to improve patient flow and deliver a better experience for patients and staff.

The Trust has not yet received a further visit from the CQC to assess for themselves the impact of the actions taken to address S29A, and is expecting its routine full inspection later this year.

**ENDS**