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Chair, Health Overview & Scrutiny Panel
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14 July 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. I hope to attend the meeting, accompanied by Medical Director Mr Simon Holmes. Together we can provide further detail and explanation at the formal HOSP meeting on 22 July.

Members will be aware that the hospital trust was inspected by the Care Quality Commission (CQC) between 10 and 13 February 2015, with additional unannounced visits on 25 and 26 February and 2 March 2015. The full inspection team included CQC managers, inspectors and analysts, doctors, nurses, allied healthcare professionals, 'experts by experience' and senior NHS managers.

The full set of reports from their inspection was published on 19 June, and the ratings given were:

Overall Rating:	Requires Improvement
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Are the services safe?	Requires improvement
Are the services effective?	Good
Are the services caring?	Outstanding
Are the services responsive?	Requires improvement
Are the services well-led?	Requires improvement

We are delighted that the CQC has rated the overall care that our staff provides as Outstanding. This is a well-deserved testament to the hard work, dedication and

commitment of all of our staff. Within their report they recognise that the quality of the overall service provided within critical care is outstanding, whilst that in maternity and gynaecology; children and young people's services and outpatients are all rated as good.

In particular, our staff were recognised as providing person-centred care, as caring and compassionate and as treating patients with dignity and respect.

The overall rating of 'Requires Improvement' places us in the same category as other local NHS trusts including University Hospital Southampton NHS Foundation Trust, the Isle of Wight NHS Trust and Southern Health NHS Foundation Trust and along with 70% of other Trusts in the country who have been inspected by the CQC.

However, the CQC also identified some key areas of challenge. In particular, the CQC rated our A&E; medical care; surgery and end of life care services as 'requires improvement'. Whilst the hard work and commitment of our colleagues working in these areas is not in doubt, we do accept these findings and whilst disappointing, are not a surprise and we have already made significant changes to introduce improvements in these areas.

A detailed action plan is in place to further address those areas for improvement within the report and we will continue to work closely with our colleagues within the local healthcare system to effect the changes that will enable all of our services to provide our patients with the perfect care and experience that they deserve.

The full report can be found on the CQC website on this link: <http://www.cqc.org.uk/provider/RHU>

Our outcomes in the national staff survey had been very positive this year reflecting the passion and commitment of our staff:

- We had 3,728 responses, which is 54% of all of our staff responding. This places us in the top 20% of acute Trusts nationally.
- The responses received from staff showed a very positive shift in comments.
- We leapt to the top 20% in 10 key findings when compared to all acute Trusts nationally.
- Our Listening into Action work has made a real difference and the methodology has become embedded and importantly we have met our CQUIN target.

Our staff also continue to receive much national acclaim. I am proud that our Diabetes team were shortlisted in the BMJ Clinical Leadership Team of the Year Awards for their work called Diabetes care with STYLE (Safe Transition to Young adult Life).

Our Research and Innovation Team were also shortlisted for the BMJ Award for patient safety and their MISSION COPD project. MISSION is a quality improvement project that identifies patients with high-risk or undiagnosed chronic obstructive pulmonary disease (COPD) from GP practices, with rapid evaluation in primary care,

followed by comprehensive, specialist multi-disciplinary assessment in hospital. It will deliver interventions to NICE quality standards throughout the patient pathway.

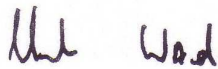
The team also celebrated a second huge success winning part of a new £1.5million innovation programme funding pot called Innovating for Improvement. This aims to improve health care delivery and/or the way people manage their own health care by testing and developing innovative ideas and approaches and putting them into practice. The selected projects will be led by clinical teams and will develop their innovative ideas and approaches, put them into practice and gather evidence about how their innovation improves quality. Each team will receive up to £75,000 of funding to support the implementation and measurement of their project. This is well-deserved recognition for our hard working team and firmly puts our research contribution on the national map.

We're also thrilled that we have been officially recognised as one of the best places to work in a prestigious NHS awards ceremony. The Best Places to Work 2015 Awards, which is run by the Health Service Journal, Nursing Times and NHS Employers, recognised the hospital trust among the top 40 Acute Trusts nationwide. We recognise that it is our people who make the difference to patients and it is no coincidence that one of the best places to work also received an outstanding rating from the CQC for the level of care provided through our services

Positive feedback from our patients is never taken for granted. I take great pride in sharing examples of well-earned feedback and praise for our staff across the organisation and each year we also share our examples of professionalism and pride in the annual staff awards. This provides the opportunity to nominate a member of staff, or a team, for the 'Patient's Choice' award, a new category within our annual Best People Awards. The 2015 Patient's Choice award is for members of the public to thank a Portsmouth Hospitals employee or team who have made a real difference to their, or a relative's, healthcare. We encourage on-line nominations on our website www.porthosp.nhs.uk.

Finally, save the date in your diaries as we have announced our annual hospital Open Day, which will be held on Saturday 3 October 2015. These have been hugely successful in the last few years and give our local population a great opportunity to see behind the scenes, tour departments and meet our lovely staff. We hope to see many of you there and the event will be widely advertised in the coming months.

Kind regards

A handwritten signature in purple ink, appearing to read 'Ursula Ward'.

Ursula Ward MSc MA
Chief Executive