

<b>TRUST BOARD IN PUBLIC</b>		<b>Date: 28<sup>th</sup> April 2016</b>	
		<b>Agenda Item: 4.1</b>	
<b>REPORT TITLE:</b>		Care Quality Commission Report on Outpatients	
<b>EXECUTIVE SPONSOR:</b>		Fiona Allsop Chief Nurse	
<b>REPORT AUTHOR (s):</b>		Care Quality Commission Inspection Team	
<b>REPORT DISCUSSED PREVIOUSLY:</b> (name of sub-committee/group & date)		Private Board Meeting Executive Committee	
<b>Action Required:</b>			
<b>Approval ( )</b>	<b>Discussion (√)</b>	<b>Assurance (√)</b>	
<b>Purpose of Report:</b>			
To ensure the Board is aware of the outcome of the recent focused follow-up inspection on Outpatients conducted in January 2016 at East Surrey Hospital and Crawley Hospital.			
<b>Summary of key issues</b>			
<p>The Care Quality Commission carried out a comprehensive inspection of the East Surrey Hospital and Crawley Hospital in May 2014. At that time the outpatient departments were rated as requiring improvement. The service was judged as was not fully compliant with Regulation 10 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 210, then in force. Consequently the CQC issued a requirement notice.</p> <p>The purpose of the focused follow-up inspection of the outpatients' service in January 2016 was to check that improvements had been made, ensuring the terms of the requirement notice had been met. No rating was given.</p> <p>The key findings from the CQC follow-up inspection is as follows: - <b>The Trust had met the conditions of the requirement notice.</b></p> <p>Significant changes had been noted and observed throughout the outpatient services and no "must do" recommendations were given.</p> <p>However, there were areas of practice where it was noted that the trust still needs to make improvements and the following 6 "should do" recommendations were made:</p> <ul style="list-style-type: none"> <li>• Ensure all staff are trained and able to use the electronic incident reporting system.</li> <li>• Develop systems to ensure the consistent checking of emergency equipment in the outpatients department.</li> <li>• Ensure there are arrangements to ensure confidential patient notes are not left unattended in the outpatients department.</li> <li>• Ensure all staff receive training regarding the Mental Capacity Act, and are clear about the practical application of this legislation in their work.</li> <li>• Consider how the monitoring of actual versus scheduled appointment times could be used to inform further development and improvement.</li> <li>• Review signage in the department to improve patient flow through the department.</li> </ul> <p>These recommendation will form part of the on-going development work taking place in the outpatients department and progress will be reported to the relevant Board sub-committee.</p>			

<b>Recommendation:</b>	
The Board is asked to note the outcome of the recent follow-up inspection on outpatients and the next steps and reporting progress to the relevant board sub-committee.	
<b>Relationship to Trust Strategic Objectives &amp; Assurance Framework:</b>	
<b>SO5:</b> Well led: Become an employer of choice and deliver financial and clinical sustainability around a clinical leadership model	
<b>Corporate Impact Assessment:</b>	
<b>Legal and regulatory impact</b>	CQC inspections are part of the regulatory framework of the NHS.
<b>Financial impact</b>	N/A
<b>Patient Experience/Engagement</b>	Patient experience and engagement in outpatients continues to improve
<b>Risk &amp; Performance Management</b>	Outlined within the report
<b>NHS Constitution/Equality &amp; Diversity/Communication</b>	The CQC reports are available on the national website.
<b>Attachment:</b>	
CQC Inspection Report on Outpatients at East Surrey Hospital & Crawley Hospital	