

Report of the Assistant Director Governance and ICT

Implementation of CQC Action Plan by York Teaching Hospital NHS Foundation Trust

Summary

1. This report and its annex present the Health & Adult Social Care Policy & Scrutiny Committee with details of actions taken by York Teaching Hospital NHS Trust in response to the action plan agreed with the Care Quality Commission following the inspection in March 2015.

Background

2. The Care Quality Commission (CQC) took part in a planned inspection of York Teaching Hospital NHS Trust from 17 to 20 March 2015 and undertook unannounced inspections on 30 and 31 March 2015 and 11 May 2015. The CQC reports are based on a combination of its inspection findings, information from CQC's Intelligent Monitoring system and information provided by patients, the public and other organisations.
3. Overall York Teaching Hospital NHS Foundation Trust was rated as 'Requires Improvement'. The trust was rated as Good for whether its services were caring and effective, and rated as Requires Improvement for whether its services were safe, responsive and well-led.
4. York Hospital was given an overall rating of Requires Improvement. It was rated Good in six of the eight inspection categories – medical care; surgery; maternity and gynaecology; services for children and young people; end of life care and outpatient and diagnostic imaging, and Requires Improvement in the two remaining categories – urgent and emergency services and critical care.

5. Community Health Services were rated Good both in the overall assessment and in the four inspection categories – community health services for adults; community inpatient services; community end of life care and community services for children and young people.
6. Full reports including ratings for all the trust's core services are available at: <http://www.cqc.org.uk/location/RCB00>
7. The CQC presented its findings to a Quality Summit at York Teaching Hospital on 2 October 2015. This included NHS commissioners, providers, regulators, City of York Council and other public bodies. The purpose of the Quality Summit was to develop a plan of action and recommendations based on the inspection team's findings.
8. The Hospital's Deputy Chief Executive attended a meeting of the Health & Adult Social Care Policy & Scrutiny Committee in November 2015 to report on the CQC inspection (the Chief Executive had attended the October meeting but the item was deferred because of the time taken to discuss the closure of Bootham Park Hospital). The Deputy Chief Executive confirmed that the four-hour waiting time in the Emergency Department was still a challenge and that the root cause of the hospital's quality and financial performance issues was lack of staff.
9. He stated that the Action Plan would be received by the Hospital Board and agreed to return in January 2016 to update the Committee.

Summary

10. York Teaching Hospital NHS Foundation Trust provides a range of acute hospital and specialist healthcare services to a population of approximately 530,000 people living in and around York, North Yorkshire, North East Yorkshire and Ryedale. The trust provides community-based services for people living in Selby, York, Scarborough, Whitby and Ryedale.
11. In their inspection report the CQC noted that across the trust, the inspection team found several areas where the trust must take action including:
 - The trust must ensure there are sufficient numbers of suitably skilled, qualified and experienced staff on duty at all times in line with best practice and national guidance.

12. At York and Scarborough hospital:

- The trust must ensure all patients have an initial assessment of their condition carried out by clinical staff within 15 minutes of the arrival at the Accident and Emergency Department.

Consultation

13. The information in this report and its annex has been provided by the Chief Executive of York Teaching Hospital NHS Foundation Trust. A representative from the trust will be at the meeting to answer any questions Members may have.

Analysis

14. The Committee needs to consider the information provided in Annex 1 to identify which actions in the plan have been fully implemented and whether the level of implementation of ongoing actions is sufficient to satisfy Members that these will be fully addressed.

Options

15. Members can:

- i. Note the information received in this report and;
- ii. Consider any further information they may wish to receive to satisfy themselves that appropriate actions have been taken by the trust in implementing the Action Plan.

Council Plan

16. This report and its annex are directly linked to the Protect Vulnerable People element of the Council Plan 2011-2015.

Implications

17. There are no implications associated with this report.

Risk Management

18. There are no risks associated with this report.

Recommendations

19. Members are asked to:

- i. Note the contents of this report and its annex and:
- ii. Decide whether to invite hospital representatives to a future meeting of this Committee to further explain progress against the Action Plan to improve services provided by the trust.

Reason: To keep the Committee updated on the performance of York Teaching Hospital NHS Foundation Trust

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Report
Approved



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Wards Affected:

All



For further information please contact the author of the report

Annex

Annex 1 – Update on implementation of agreed Action Plan

Glossary of abbreviations used in report and annexes

A& E- Accident and Emergency
CE- Chief Executive
CCG- Clinical Commissioning Group
CQC- Care Quality Commission
ECIP- Emergency Care Improvement Programme
ECIST- Emergency Care Intensive Support Team
ED- Emergency Department
EME- Electronics and Medical Engineering
EU- European Union
MD- Medical Director
NHS- National Health Service
NICE- National Institute for Clinical Excellence
RN- Registered Nurse