

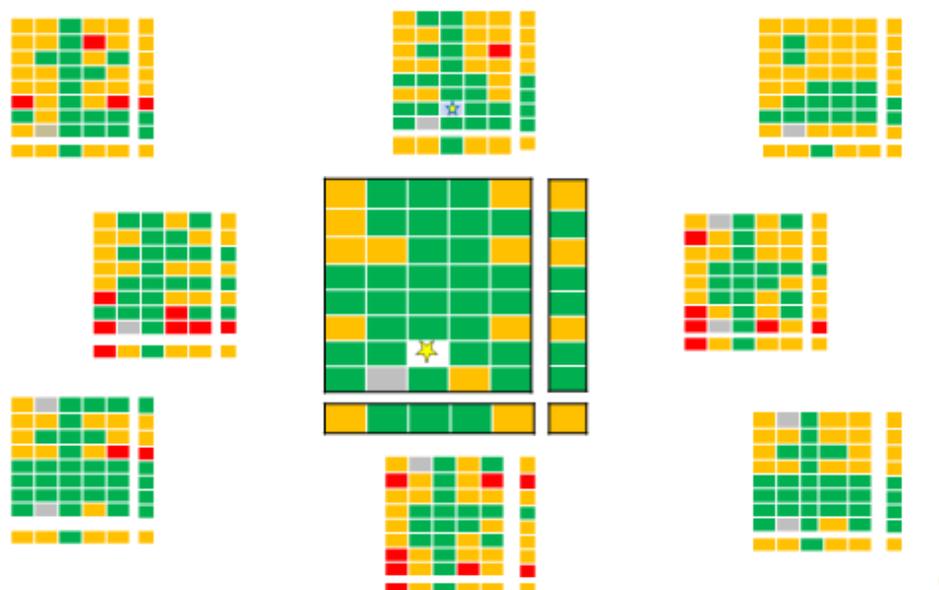
**Report of the Director of Human Resources,
Performance & Communications,
to the Overview and Scrutiny Committee (OSC)
on Tuesday 5th April 2016**

**Barnsley Hospital NHS Foundation Trust (BHNFT) Care Quality Commission
(CQC) Inspection Feedback – Cover Report**

1.0 Introduction and Background

- 1.1 The attached report 'Item 4b' outlines a summary of the findings from the Care Quality Commission (CQC) inspection of Barnsley Hospital NHS Foundation Trust (BHNFT). The hospital provides a range of critical services to a population of approximately 236,000. According to the index of multiple deprivation, compared with other local authority areas, Barnsley is in the 20% most deprived areas in the country with life expectancy, smoking related deaths and levels of obesity being worse than the national average.
- 1.2 As part of the CQC's routine comprehensive inspection programme, an announced inspection took place from 14th-17th July 2015; this was followed by an unannounced inspection on 26th July 2015 which specifically considered the emergency department and medical wards at weekends.
- 1.3 To understand patients' experience of care, the CQC always ask the following 5 questions of every service and provider: Is it safe?; Is it effective?; Is it caring?; It is responsive to people's needs?; and is it well lead?. The inspection team included a variety of CQC representatives and specialists including a pharmacist, consultant surgeons, a medical consultant, a consultant paediatrician, a consultant intensivist, a student nurse, midwives, executive directors, a safeguarding lead, senior nurses as well as two experts by experience who used the type of services being inspected.
- 1.4 For BHNFT, being safe and well-led were rated as 'requires improvement' and being effective, caring and responsive were rated as 'good'. Overall, the trust was rated as 'requires improvement' and some areas of outstanding practice and innovation were noted. Due to particular clinical and governance concerns and two breaches of license at the time of the inspection, this limits the overall trust rating to 'requires improvement' despite there overall being more areas rated as 'good' than 'requires improvement'. Between the completion of the inspection and publication of the reports, corrective action has been taken to address the areas of concern and one of the license breaches was removed in September 2015.
- 1.5 The services inspected were the Emergency Department, Medical Care, Surgical Care & Theatres, Critical Care, Maternity & Gynaecology, Children & Young People's Care, End of Life Care, and Outpatients & Diagnostics. The full overview of the ratings is shown on page 26 of the attached report. The aspect of the 'caring' rating within the trust was consistently rated as 'good', with End of Life Care being highlighted as an area of outstanding practice.

- 1.6 The picture below shows the Barnsley Hospital overall ratings diagram (central) alongside other local trusts, demonstrating the overall positive findings of the inspection and no areas being rated as 'inadequate'.



- 1.7 At the time of inspection, leadership at the trust had been subject to significant change over the last 20 months. A number of actions had been put in place for improvements, for example strategies to improve staff engagement, however these were not yet reflected in the staff survey results.
- 1.8 Since the inspection the hospital has implemented a number of improvement actions in line with the CQC recommendations which are ongoing. Additional support is also required from key stakeholders to ensure services meet the healthcare needs of the local population.

2.0 Invited witnesses

- 2.1 At today's meeting, a number of representatives have been invited to answer questions from the OSC regarding the inspection of BHNFT, improvement plans in place and future plans:
- Heather McNaire, Director of Nursing and Quality, BHNFT
 - Richard Jenkins, Medical Director, BHNFT
 - Karen Kelly, Director of Operations, BHNFT
 - Steve Wragg, Chair of BHNFT
 - Carrienne Stones, Healthwatch Barnsley Manager
 - Brigid Reid, Chief Nurse, Barnsley CCG
 - Martine Tune, Deputy Chief Nurse/Head of Patient Safety Barnsley CCG
 - Penny Greenwood, Head of Public Health, BMBC
 - Clare Foster, Public Health Registrar, BMBC/Barnsley CCG
 - Rachel Dickinson, Executive Director – People, BMBC
 - Cllr Jim Andrews, Deputy Leader & Cabinet Spokesperson for Public Health
 - Cllr Margaret Bruff, Cabinet Spokesperson - People (Safeguarding)

3.0 Possible areas for discussion

3.1 Members may wish to ask questions around the following areas:

- How effective are performance management arrangements? How will you ensure corrective actions are implemented and continue to ensure service improvement?
- How will you ensure good practice evident within the trust is shared amongst other departments?
- What is in place to ensure effective partnership working with key stakeholders to maximise patient outcomes?
- What is done to learn from best practice in other organisations and how is this implemented within departments?
- What plans are in place to improve patient involvement in services and how will you ensure this influences service design and delivery?
- How effective is the leadership and management within the organisation? To what extent are staff confident in this and engaged in improvement work?
- What are the key future challenges for Barnsley Hospital NHS Foundation Trust?
- How confident are you that the right decisions are being made to ensure services are safe, effective, caring, responsive and well-lead?
- What impact does the work of other NHS service providers have on Barnsley Hospital and what plans are in place to manage this?
- How can Members support the work of Barnsley Hospital to improve outcomes for our local residents?

4.0 Background Papers and Links

- Copy 4b (attached) – CQC Summary Inspection Report of BHNFT
- Overview of CQC Inspections for Barnsley Hospital NHS Foundation Trust (BHNFT): <http://www.cqc.org.uk/location/RFFAA>
- Full CQC Inspection Report of BHNFT (13th January 2016): http://www.cqc.org.uk/sites/default/files/new_reports/AAAD7728.pdf

5.0 Glossary

BHNFT – Barnsley Hospital NHS Foundation Trust
CQC – Care Quality Commission

6.0 Officer Contact

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