

Improving care for all

“The CQC has published its report following the inspection it carried out recently at the Royal Bournemouth Hospital.

“We accept the report and have taken its findings extremely seriously. I would like to apologise to those patients who were not treated with dignity and respect. Their care fell below the standard that we ourselves expect. I know that the Board of Directors and our staff want better for our patients.

“I would like to apologise to those patients who were not treated with dignity and respect.”

“The CQC has told us that the issues raised in its report are ‘fixable’ and I can tell you that we have already started making our improvements. Work began before the CQC inspection on increasing staffing levels. This has now accelerated and we will ensure we are looking at staffing on a shift by shift basis and matching this to patient needs.

“The issues raised in its report are ‘fixable’ and I can tell you that we have already started making our improvements.”

“It’s important that you know our hospitals are safe, when assessed on a wide range of measures - for example ‘as expected’ or ‘better than expected’ rates for mortality, falls and infection. We also have extremely good patient outcomes in cardiology, orthopaedics, radiology, maternity and my own area of colorectal surgery. There are many other examples. We also receive overall good scores in patient surveys and the Friends and Family Test. However, we need to ensure that all patients receive good care, consistently.

“In 20 years as a surgeon at this hospital I know our staff want to deliver good care, and we have many areas of excellence. The challenge now is how we get the basics right for every individual patient, every time, and deliver excellent care across all areas.”



**Basil Fozard,
Medical Director**

“The CQC inspectors have highlighted variations in the care we provide to our patients. In particular, examples of poor care on wards 3 and 26. Nursing is about providing high quality care with compassion and treating patients with dignity and respect. I apologise to those patients who have experienced poor care at the Royal Bournemouth Hospital and want to assure everyone that our focus now is on putting it right.

“We have recruited more nurses: 57 newly qualified nurses are now working on our wards, and we have been building new ward teams. Both wards 3 and 26 have new ward sisters who are committed to raising standards. We are already receiving patient feedback which says we are improving, which is encouraging.

“57 newly qualified nurses are now working on our wards, and we have been building new ward teams.”

“We are absolutely focused on building upon, and maintaining the improvements we have made. We have a large elderly population locally and, ultimately, we want to be recognised as a centre of excellence in elderly care and provide a patient experience that all patients and their families can have confidence in.

“We are continuing with our improvements to ensure there is consistency in the care we provide. We want all of our patients to receive the same high standard of care we already deliver in our excellent areas, such as critical and end of life care.

“We want all of our patients to receive the same high standard of care we already deliver in our excellent areas, such as critical and end of life care.”

“We need your help and support. Please tell us when we don’t get it right, so we can put it right quickly. Also let us know when you have had a good experience, so that we know when we are getting it right for you.”



**Paula Shobbrook,
Director of Nursing**

Our themes for improving quality



“We have put in place a number of changes in relation to staffing and care of the elderly. We are already beginning to see a number of improvements come to fruition.”

Tony Spotswood,
Chief Executive

- **Dignity, respect and basic care needs met**
 - Trust wide actions on privacy and dignity, including call bell audits, new patient gowns and better communication
 - Vitalpac and safety thermometer used by all wards to ensure quality care
- **Reducing how busy the hospital is for urgent care patients. We have:**
 - already implemented a new pathway for quick access to our Stroke Unit. This provides our patients with the best possible chance of making a good recovery
 - acute clinics are expanding so that urgent care patients are not admitted in to hospital, unless they need to be
 - elderly care consultants are taking direct calls from GPs for advice and guidance
 - agreed actions with social care and NHS community services to support patient discharges
 - the three escalation beds in the Acute Medical Unit will be removed by the end of December
- **Better ward staffing levels and skills. We have:**
 - appointed new sisters on wards 3 and 26
 - all shifts on wards 3 and 26 are filled while the remaining vacancies are recruited to
 - recruited and appointed 57 newly qualified nurses who are all now in post
 - active recruitment to achieve the updated and agreed staffing templates which have been set



More nurses are now in post.

- we are recruiting an additional 17 consultants in areas such as A&E, the Acute Medical Unit, care of the elderly and general surgery
- increasing training and skills
- **Addressing patients' needs**
 - additional wound care and pressure ulcer prevention training for ward staff
 - twice weekly pressure ulcer ward rounds by ward sisters
 - more training and redesigning elderly care wards so they are a dementia friendly environment
 - expanding the use of patient companions and meal time volunteers on care of the elderly wards
- **An open learning culture for quality improvement**
 - from January, the start of a new staff listening and engagement programme
 - Mr Basil Fozard, Colorectal Surgeon, was appointed as Medical Director in September 2013
 - creation of a Care of the Elderly Directorate to focus on this important area
 - greater learning and sharing, from incident reporting (AIRS), mortality reviews and best practice

- **Other action underway**

- improved mandatory training attendance and more dementia training
- better A&E security and, next year, expanding mental health access plus more paediatric trained nurses
- support for surgical junior doctors out of hours
- improved consent process for interventional radiology procedures
- better care record keeping
- better wait times in clinics, including new x-ray booking system

The CQC report highlights areas of good care, for example in critical end of life care and maternity. The Royal Bournemouth and Christchurch Hospitals also have:

- excellent patient outcomes and year-on-year good patient feedback compared to the rest of the NHS
- award winning radiology services - part of the care pathway of nearly every patient coming in to hospital. They are at the cutting edge of scanning technology worldwide. The

state-of-the-art CT service has become the international reference site for Toshiba

- outstanding cardiology services - excellent patient outcomes. Our cardiologists have some of the lowest adverse incident levels in the country
- JACIE accredited Bone Marrow Transplant Unit
- the first JAG accredited endoscopy service in the area
- diabetes and endocrine service with a national and international reputation in clinical diabetes and finalists in the national Quality in Care awards
- extremely low levels of infection
- above average Friends and Family Test scores - where all inpatients are asked whether they would recommend our hospitals to their friends and family
- dementia awards, including dementia nurse of the year nomination, and positive peer review findings
- award winning stroke services
- the best five year survival rates in the country following colorectal cancer surgery

You can read more about how we are responding to the CQC's report, how our elderly care wards are performing, and what our patients and staff think at www.rbch.nhs.uk/CQC



Outstanding cardiology services with excellent clinical outcomes for patients.

Tell us if we are meeting your expectations

You can expect all of our staff to treat you with the upmost dignity and respect and to keep you well informed and engaged with the care you are receiving.

If your hospital experience, or that of your relative, is not what we would expect **please talk to us direct while you are still in hospital**, so that we can make things better quickly.

We would also like to hear from you if you have ideas and suggestions on how we can improve the quality of care that we provide.

You can speak to:

- the ward sister or charge nurse
- our Patient Advice and Liason Service (PALS) (located in the main entrance of the Royal Bournemouth Hospital or contact them on **01202 704886** or email **pals@rbch.nhs.uk**)
- the consultant in charge of your care
- the patient engagement team (located in the atrium at the Royal Bournemouth Hospital)
- or you can complete a feedback form or a carers experience questionnaire

How to keep up to date with our progress

Do you want to see what it's like on wards 3 and 26 now? You can watch our short film at **www.rbch.nhs.uk** - follow the 'CQC' link from the home page. Here you can also read about our elderly care wards; who the sisters are, how we are performing and what our patients are saying. Each ward also displays its own 'ward scorecard' so you can see how they are performing the next time you visit.

We will regularly communicate information on our progress against the CQC priority actions. This will be via our website, local media, and our publications. If you would like to be kept up to date contact us at **communications@rbch.nhs.uk** or call us on **01202 704271**.



PALS Office in the main entrance of the Royal Bournemouth Hospital.