

The Royal Bournemouth Hospital

Wednesday 18 December, 2013

Castle Lane East
Bournemouth
Dorset
United Kingdom
BH7 7DW

Direct line: 01202 726157
www.rbch.nhs.uk

Dear colleague

The CQC has today, Wednesday 18 December, published a report following its recent inspection of the Royal Bournemouth Hospital.

The report summarises that in all services across the hospital, most staff were committed to the Trust and eager to give good care to patients. It also found that patients were complimentary about the care they received and the professionalism of staff within surgical services.

During its inspection the CQC asked itself five questions of our hospital:

- Are services safe?
- Are services effective?
- Are services caring?
- Are services responsive to people's needs?
- Are services well-led?

Whilst the report describes some areas of good practice, including surgery, end of life care, critical care, maternity and children's services, it concludes that in some areas, mainly A&E and medicine, including older people's care, this was not always the case, reflecting the fact that the hospital was at times too busy. The report also refers to basic nursing care on two of our wards citing feedback from five patients who had received a poor experience.

We accept the report and have taken its findings extremely seriously. We apologise sincerely to those patients who have received poor care in our hospitals. It is evident that there are areas where we are not providing acceptable levels of care. Given the excellent services that we do have, there is no one more dissatisfied than us in the variations of care that were reported by the CQC.

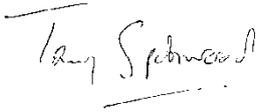
You will be both pleased to know and reassured that we have already taken action to improve. We wholly support the essential standards of providing high quality care with dignity and respect. Which is why, prior to the CQC inspection, we had already put in place a number of changes, particularly around staffing on our wards, which are beginning to come to fruition.

Details of where we are already taking steps and are improving can be found in the attached information sheet. If you would like hard copies of the attached please contact the Communications Team on 01202 704271.

We need your continued help and support. Please tell us when we don't get it right, so that we can put it right quickly. Also let us know when we are doing well so that we can share our learning.

If you have any queries about the report or how we are responding please do not hesitate to contact us.

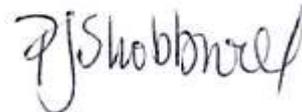
Yours sincerely



Tony Spotswood
Chief Executive



Basil Fozard
Medical Director



Paula Shobbrook
Director of Nursing