

Agenda Item 8.

Report for Healthwatch Northamptonshire on CQC Report

May 2019

For Kettering General Foundation Trust Hospital

Meeting held 21st May – CEO Simon Weldon

Simon Weldon welcomed members of staff and governors and announced that KGH was out of Special Measures

All areas were either good or needing improvement giving an overall scoring of Requires Improvement

Areas that scored good across the board were Critical Care, Maternity, Outpatients and Diagnostic Imaging.

Diagnostic Imaging attained the most improvement scoring two levels higher in Safe, Well Led and Overall Improvement, one level higher in Well Led and remaining the same Good level in Caring.

Areas that were seen to require improvement were –

- Premises – Not always fit for purpose
- Documentation – mixture of recording by hand and digitally
- Staffing Levels – Not always met
- Adequate Space for Paediatrics in the Emergency Department
- Infection Control – including Hand Hygiene
- Medication – Pain Management – Medicine Charts – Fluid balance charts
- Mandatory Training
- Checking Equipment – cleanliness and upkeep
- Urgent Care – self presenting patients. Privacy. Length of wait. Documentation
- Waiting Times for Appointments - Sharing Lessons Learned in OPD
- Governance Processes – Compliance with Mental Health Act
- Complaints – Managed in line with Trust Policies and response in a timely manner

- Although the Trust was deemed good with regard to being Well Led there were still areas for improvement e.g. IT systems do not interface, Complaints not always dealt with in a timely manner

The report has now been published and can be found on the CQC internet site

We suggest there are areas relating to this report in which HWN can continue to monitor and audit

Buildings – continue and note areas that cause concern and raise these issues with the Director of Estates

Infection Control – Continue to monitor and record Hand Hygiene. Continue to check cleanliness of ward and OPD areas and shower and toilet facilities. Continue to check cleanliness of equipment. Continue to check bedside cleanliness and tidiness.

Urgent Care – regular visits to the area to speak with patients and note waiting times and satisfaction with treatment including privacy

Outpatients Departments – check waiting times for appointments. Ask for patients' views on care and treatment.

Medication – Continue to check appropriate and safe storage of drugs. Steps taken to ensure conditions such as Parkinson's are noted and taken into account. Speak with patients about pain relief.

Staff interaction with Patients – Although Care is good there have been occasions brought to our attention and noted during our audits when the way staff address and speak with older patients is questionable (reference the Patient Story shared with HWN towards the end of last year)

Our Fifteen Steps Audit Reports include speaking with patients about their discharge from hospital e.g. have arrangements been discussed with them. Have they been kept informed about what is being arranged for them?

We also note how many patients are being discharged from hospital on the day of our visit,

We are aware the HWN have plans for a project around Discharge from Hospital

We would welcome any other suggestions from HWN about what could be followed to monitor services at KGH

Wendy Patel and Sheila White, HWN volunteers