

# SUMMARY REPORT

## Caring Plymouth

10 December 2015

**Subject** Plymouth Hospitals NHS Trust: CQC Action Plan

**Prepared by** Lee Budge, Director of Corporate Business

**Approved by** Lee Budge, Director of Corporate Business

**Presented by** Lee Budge, Director of Corporate Business

### Purpose

The purpose of this report is to update Caring Plymouth on the progress that we are making in delivering the action plan which has been developed to address the issues arising from the CQC's inspection of Plymouth Hospitals NHS Trust.

**Decision**

**Approval**

**Information** ●

**Assurance** ●

### Corporate Objectives

Quality Care	Inspired People	Healthy Organisation	Innovate & Collaborate
●			

### Executive Summary

The Care Quality Commission (CQC) rates healthcare providers against five domains of care. Following an inspection in April 2015, the CQC published a report in July 2015 on the care provided by Plymouth Hospitals NHS Trust (see attached) which incorporates the following ratings:

Overall rating for this trust	Requires improvement
Are services at this trust safe?	Requires improvement ●
Are services at this trust effective?	Good ●
Are services at this trust caring?	Outstanding ☆
Are services at this trust responsive?	Inadequate ●
Are services at this trust well-led?	Good ●

The Committee will be aware that the Trust has been openly reporting significant pressure as a result of a sustained increase in the number of attendances to our Emergency Department which has led to a higher than planned level of inpatient admissions, delayed discharges and an increase in the number of medical outliers. This continues to affect our ability to meet the Accident & Emergency (A&E) 4 hour standard and Referral to Treatment (RTT) within 18 weeks targets and, as such, is reflected in our rating for responsiveness. We remain resolutely committed to providing safe, caring, responsive, effective and well-led services so that all of our patients receive the quality of care that they expect and deserve.

The Trust has developed a comprehensive action plan and supporting governance arrangements to address the findings contained within the CQC's report. Regular progress monitoring reports are submitted to the Trust's Safety and Quality Committee and externally to the CQC and the NHS Trust Development Authority.

The latest monitoring report is attached for the Committee’s information, whilst the following table summarises overall progress with the actions.

Action status	No.	%
● Completed and closed on receipt of appropriate evidence	35	22%
● Completed – evidence to be submitted and reviewed	31	20%
● On Track	77	49%
● Revised timelines for completion: PHT	11	7%
● Revised timelines for completion: CCG	3	2%
	<b>157</b>	<b>100%</b>

**Key Recommendations**

The Committee is asked to note the Trust’s response to the CQC’s recommendations.

**Next Steps**

The Trust is in the process of implementing the action plan and will continue to report progress through the established governance framework.