

Newham Hospital

CQC report summary 2019

Requires Improvement

Newham University Hospital has made some significant improvements since the last report of 2016.

Following the Care Quality Commission's inspection of our urgent and emergency services, medical care (including older people's care), maternity, critical care, services for children and young people, end of life care, outpatients and diagnostic services in September 2018, the hospital's overall rating remains at 'requires improvement.'

The safe, effective, responsive and well-led domains are also at 'requires improvement.' The caring domain is rated as 'good' overall.

Our urgent and emergency, surgery and children and young people's services achieved an overall rating of 'good,' while medical care (including older people's services), critical care, end of life care, outpatients and diagnostic imaging were rated as 'requires improvement.'

Our maternity service was rated 'inadequate' in September 2018 and was issued a warning notice in October 2018.

We responded immediately by putting in place a five week improvement plan and bringing in significant leadership alterations. The CQC acknowledged in this report that since carrying out a further inspection it was confident that we had made the necessary changes to ensure that the service we are offering to our women and babies is safe.

Improvements since our last inspection:

Over half of Newham Hospital's ratings are 'good'. This is a remarkable transformation since our last report in 2016, when one third of ratings were 'good.' We've come a long way since 2015 and should all be proud of the hospital that Newham is today.

After four years of being in quality special measures, The Trust has officially been taken out. The contribution that every single person at Newham Hospital has made to this achievement cannot be underestimated. Today we go forward with the building blocks firmly in place to get us to 'good' and 'outstanding'.

There have been numerous improvements to our critical care service since 2015, including more medical and nursing staff, a reduction in the number of cancelled elective operations, and better governance. Safety performance in our critical care service is also good, with data from the NHS safety Thermometer for August 2018 showing 100 per cent harm free care.

Three out of five of the CQC domains for The Trust are rated as 'good' - caring, effective and well-led - a clear indication that we can achieve our goal of being a high performing group of hospitals.

Our diagnostic imaging service performs better than the England average for the percentage of patients who receive their diagnostic imaging tests within six weeks.

Our children and young people's service has gone from 'requires improvement' overall to 'good' in every single category; an amazing achievement. Our fantastic Rainbow Centre is an outstanding area of practice; offering our young patients a child-friendly environment to be cared for in and a working environment that has motivated and reinvigorated our staff. Our team there clearly goes above and beyond for our young patients every day and should be applauded.

There's lots to be proud of, including...

- The CQC recognised 11 areas of outstanding practice at Newham Hospital.
- Our Diabetes team has won awards for increasing patient attendance rates and preventing inpatient admissions. Because of this, the Trust has been selected to be part of the National Diabetes Inpatient Audit Collaborative Quality Improvement Project, a £3.5m programme to expand availability of online patient appointments.

continued on next page...

There's lots more to do, including...

- We must sustain the improvements already made in our maternity service, including improving our record keeping and hand hygiene standards and clinical cleaning protocols.
- We must be confident that we are protecting our patients' confidentiality by storing electronic and paper records securely.
- We must make sure that our emergency equipment undergoes appropriate checks.

continued on next page...

There's lots to be proud of, including...

- Our emergency department performs better than the England average for the four hour target and is the best performing emergency department in the Trust. This is no mean feat considering the amount of patients we get through our doors each day.
- The proportion of women who have their baby under midwifery-led care is 25 per cent, which is above the national average and ensures that our women have a less invasive birth and recover quicker.
- We're taking sepsis seriously by establishing a local multidisciplinary sepsis team, which is responsible for sepsis promotion and education, monitoring sepsis outcomes, and delivering sepsis-specific improvement projects.
- Our children's and young people's service has developed a training package called 'We Can Talk' to equip clinicians with the skills to support our young patients in mental health crisis when they are receiving urgent medical treatment.

There's lots more to do, including...

- We must make sure we're completing clinical risks assessments, including National Early Warning Scores (NEWS), and are correctly recording these in our patient records.
- We must put in place a process to investigate serious incidents in a timely manner and learn from our mistakes.
- We must reduce the amount of our critical care patients who are being discharged out of hours.
- We must make sure that our non-English speaking patients have access to an interpreter if they need one.

“ Today marks an important step in Newham Hospital's improvement journey. We've come a long way and there is a lot to be proud of, including the fantastic care recognised that we are giving to our young patients.

We acknowledge that there is still a lot for us to do, and I am sorry for the times when our care has not been at the high standard our patients rightly expect. However, I feel confident that we've got the right structure in place to tackle these concerns. I'm looking forward to building on the improvements we have already made and cementing our reputation as a brilliant hospital for our local residents.

”

Tony Halton, Managing Director, Newham Hospital



Access a link to the full CQC report on our website