

Whipps Cross Hospital CQC report summary 2019

“ Following a series of inspections, we are delighted to confirm that **Barts Health NHS Trust has been taken out of special measures.** ”

Requires Improvement

This inspection, carried out in September and October 2018, covered urgent and emergency services, medical care (including older people's care), surgery, critical care, outpatients and diagnostic services. Inspectors found improvements across our services and we now have over half of our individual ratings scored as 'good'. Our overall hospital rating remains 'requires improvement'.

Lots of improvements to be proud of, including:

In 2015, 29 (over half) of our individual ratings were scored inadequate. Not only have we eliminated all inadequate ratings, but now 32 of our individual ratings are scored 'good'.

Medical care (including older people's care) and critical care join services for children and young people and maternity and gynaecology as being rated 'good' overall.

We no longer have any 'inadequate' ratings within any of our services.

Medical care (including older people's care) is rated 'good' in every domain inspected.

Every service across the hospital is rated 'good' in the Caring domain.

Our hospital is now rated 'good' overall in the Effective domain.

Several examples of outstanding practice highlighted, including:

- Critical care commended for positive and inclusive leadership skills resulting in the successful transition to an integrated intensive care unit and high dependency unit with a reduction in nurse vacancies.
- Our frailty pathway reflected best practice in older people's services and had significantly improved the care and experience resulting in fewer bed moves, more dedicated social care and therapies staffing and access to recreation in the hospital.
- Our frail elderly unit had gone over a year without a pressure ulcer.
- We have significantly improved information standards and accessibility for patients, including a specialist website that enables patients with physical disabilities to plan their visit in advance based on step-free access needs and our own website which can be translated instantly into 100 different languages.
- A nurse on Cedar Ward improved the use of the situation, background, assessment, recommendation (SBAR) tool used to identify possible patient deterioration.
- Staff within the pre-assessment unit researched the needs of patients living with a learning disability to provide more tailored support when undergoing surgery.
- We introduced a ground-breaking walk-in clinic for survivors of female genital mutilation (FGM).
- Allied health professionals were working with a gender identity clinic to deliver transgender support work; an innovative drive to extend therapies services to a community that lacked structured support.

There's more to do, so on our way to outstanding we'll be focussing on:

- Making sure the significant improvements we have seen in culture and reducing bullying are maintained and extended across our departments.
- Improving waiting times for patients, particularly those waiting for consultant-led care within the national standard of 18 weeks, and those waiting for urgent and emergency care.
- Making sure there are no avoidable delays during patients' stay in our hospital, by reducing cancelled operations and delayed discharges.
- Offering consistent development and training opportunities for our staff.
- Continuing to improve permanent staffing levels.
- Consistently checking equipment so repairs can be carried out as quickly as possible.
- Continuing our programme of fire safety improvements.
- Improving how we collect feedback from patients, particularly via the Friends and Family test.

“ The whole Whipps Cross family should be proud of this report. We already have half of our ratings at 'good' and many examples of outstanding practice. We can now push on with confidence towards 'good' and 'outstanding' overall. Thank you to our staff, our patients and our partners. ”

Alan Gurney, Managing Director, Whipps Cross Hospital

