



South Tees Hospitals
NHS Foundation Trust

Middlesbrough Health Scrutiny Panel

DATE: 18 December 2019

Care Quality Commission report July 2019


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Care Quality Commission inspection




Overall	Safe	Effective	Caring	Responsive	Well-led
Requires improvement ↓ Jul 2019	Requires improvement ↓ Jul 2019	Requires improvement ↓ Jul 2019	Good ↔ Jul 2019	Good ↔ Jul 2019	Requires improvement ↓ Jul 2019


Summary of the areas the CQC told us we needed to make changes




- Trust should ensure that nurse staffing is in line with guidelines for the provision of intensive care units (GPICS) recommendations.




- Not all leaders at Board/senior level had the necessary experience, knowledge, capacity, to lead effectively.



- The model for medical leadership had led to a splintered approach with a lack of clarity in accountabilities and a lack of a collective view of the medical priorities for the organisation.



- Large number of senior clinicians raised concerns during our inspection process about the lack of clinical engagement in service changes within the trust, and the trust's response to this was not open and receptive.



- Provide assurance that nursing staff in critical care are trained in equipment and have the appropriate knowledge and skills to provide level two and three care.

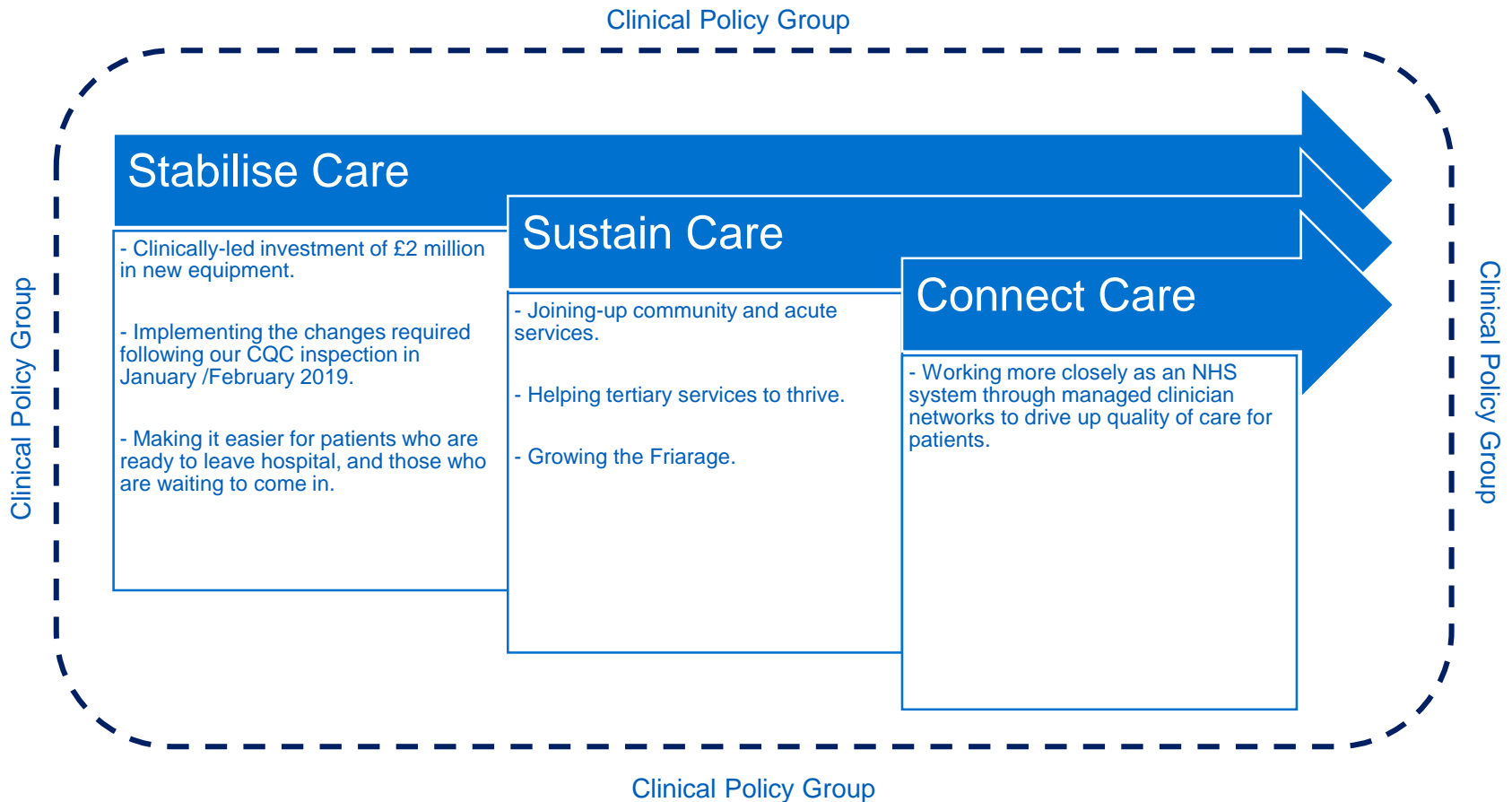
The journey to get back to our best

2

What we have already done



Getting Back to Our Best – Our Plan



The here and now

Winter

3

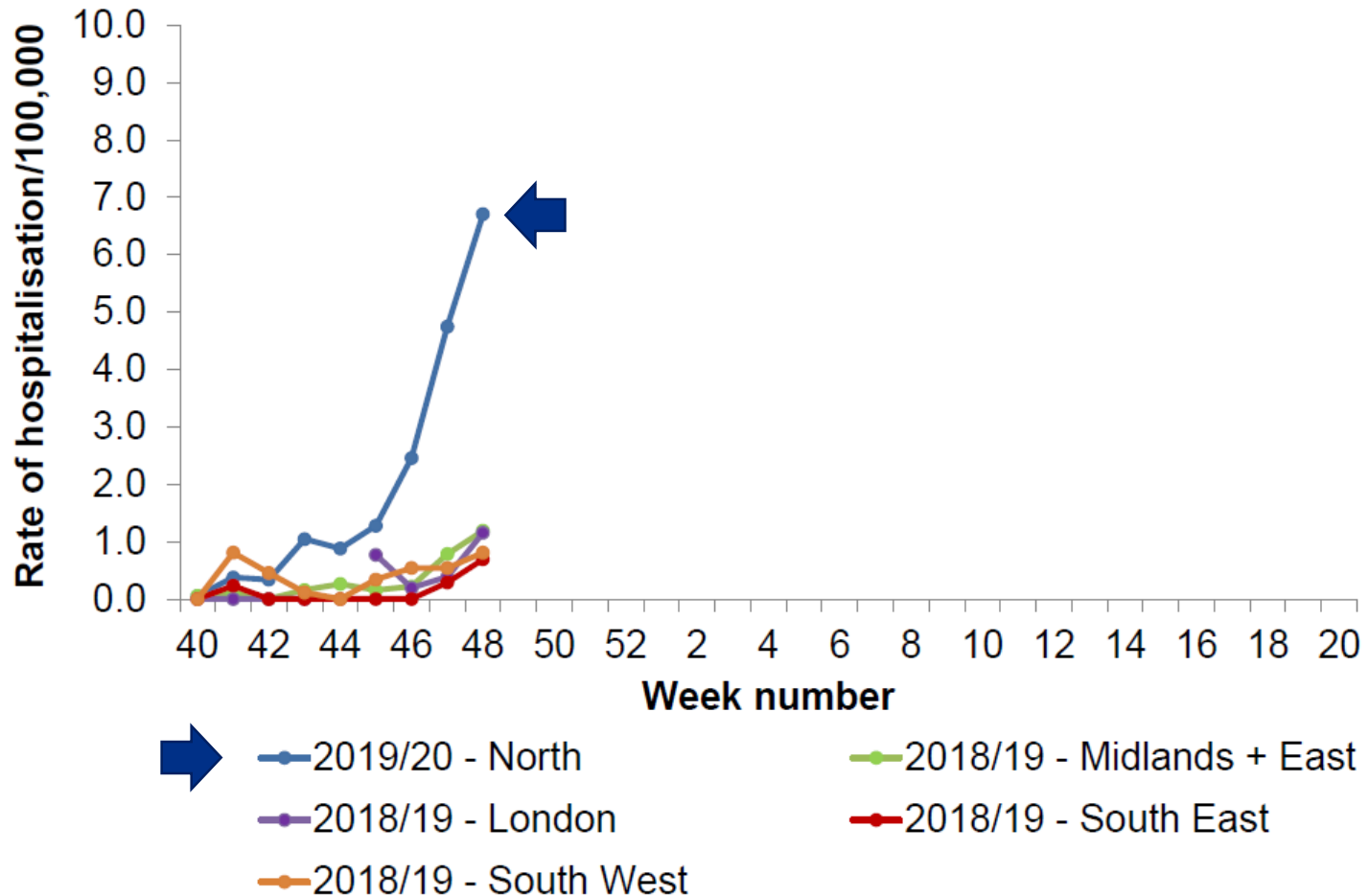


Flu





Weekly hospitalised influenza admission rate per 100,000 trust catchment population by PHE region, since week 40 2019





Number of acute respiratory outbreaks by PHE Centre

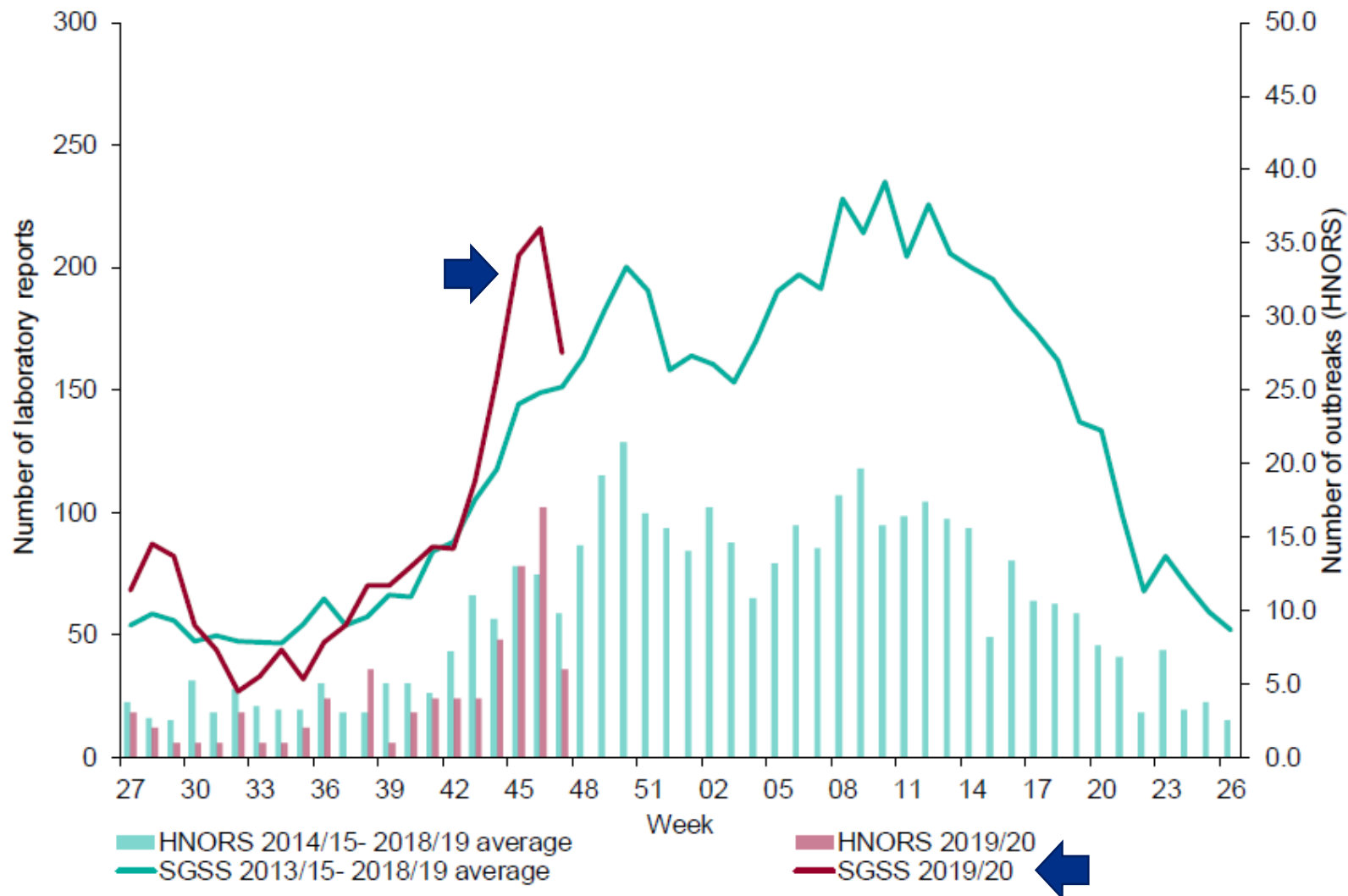
	Outbreaks reported in week 48	Cumulative number of outbreaks since week 40
PHE North East	25	155
PHE North West	30	116
PHE Yorkshire and Humber	19	63
PHE East Midlands	14	57
PHE West Midlands	18	48
PHE East of England	3	67
PHE London	2	13
PHE South East	9	39
PHE South West	34	98





Norovirus

Figure 2: Laboratory (England and Wales) and hospital outbreak reports (England) by week of occurrence 2019/20 compared to the five season average (2014/15-2018/19)





Performance





87.86%

A&E



82.57%

18-week target



77.47%

62-day cancer



62

C-Diff cases

Consistency & coordination of care



Treatment with respect and dignity



Involvement



Good Doctors



Good Nurses



Noise at night



Kindness and compassion



Cleanliness



Hand Hygiene



Medicines



Pain control



In October 2019 patients gave us an overall rating of...

9.04 out of 10



**HELP US
HELP YOU**

STAY WELL THIS WINTER



Think you need medical help right now? Call 111

You can help us help you get the right medical attention urgently.

Our fully trained advisors are available 24 hours a day and can put you straight through to healthcare professionals.

HELP US HELP YOU
KNOW WHAT TO DO

Heidi Nielsen, Nurse

CALL 111



Don't wait until you feel worse, ask us first.

You can help us help you if you start to feel unwell with a winter illness.

Even if it's just a cough or cold, consult your pharmacist before it gets more serious.

HELP US HELP YOU
STAY WELL THIS WINTER

nhs.uk/staywell

Prahmeet Shah, Pharmacist

Thank you

