

## CQC 2018 Ratings

After a huge amount of preparation, the actual visits from the CQC and us working through the draft reports, I am thrilled today to confirm at Public Board our 2018 CQC ratings.

As you know inspectors from the CQC visited King’s Mill Hospital, Newark Hospital, Mansfield Community Hospital and Ashfield Health Village in April 2018 and asked if the services were:

- Safe
- Effective
- Caring
- Responsive
- Well led

Each domain was then rated Outstanding, Good, Requires Improvement or Inadequate with an Overall rating also provided.

I am delighted the CQC rated us as Good overall and Outstanding for caring. This is fantastic news and I believe we have received the ratings we deserve as the CQC has recognised the high level of care our staff and patients strive to give our patients every day.

We wanted to show the CQC that:

- The quality of care we provide to our patients has improved
- We are improving from a cultural and engagement perspective
- We are aware we are on a journey and there is lots more we need to do

I am proud to say that we achieved that and more. Attached to this paper is a version of the slides that the executive team and I presented to staff last week and the overall ratings are below:

	Safe	Effective	Caring	Responsive	Well led	Overall
King’s Mill Hospital	Requires Improvement	Good	Good	Good	Good	Good
Mansfield Community Hospital	Good	Good	Outstanding	Good	Good	Good
Newark Hospital	Good	Requires Improvement	Good	Good	Requires Improvement	Requires Improvement
Overall	Requires Improvement	Good	Outstanding	Good	Good	Good

The headlines are:

- We have four core services with areas of Outstanding:
  - Caring MCH

- Caring Maternity at KMH
  - Well led Urgent and Emergency Care at KMH
  - Well led Outpatients at KMH
- Every area at Newark which was reviewed either improved or kept Good which is a fantastic result. However as not all the areas were inspected, ratings from previous inspections from 2014 and 2015 were included and mean the overall rating for Newark remains Requires Improvement. Despite this, the CQC noticed lots of progress at Newark in those areas and we are now focused on improving its overall rating to Good in 2019.
  - Whilst the RI for safety is disappointing, it is the best we could have achieved given the services not visited since 2014 and 2015. Of the TEN areas visited for safety in 2018, all TEN were rated Good.
  - The CQC provided us with 47 ratings for services in 2018; 42 were Good, four were Outstanding and only one was Requires Improvement.
  - The overall rating improved, as did four of the five domains. The fifth (safety) maintained its rating for the reasons explained above.

I am extremely grateful to the wonderful staff and volunteers at Sherwood who have all contributed to this rating. This rating indicates further progress has been made at Sherwood and I was particularly pleased the CQC said “Staff respected patients’ privacy and dignity at all times and always showed compassion and kindness... Throughout the inspection we found a demonstrable culture of high quality, sustainable care which was delivered across specialties, divisions, Trust locations and staff groups.”

## CQC visit 2019

Work has already begun for our 2019 visit. We need to be “CQC ready” from 1 April 2019 which is only 214 days away. The 2018 visit was the first time Sherwood has been inspected under the new CQC process, which differs from the previous methodology. Previously all services would be visited on a three year cycle, whereas in the new process, the CQC visit a reduced number of services and the visits take place annually. It is likely these services, amongst others, will be visited in 2019:

King's Mill Hospital	Safe	Effective	Caring	Responsive	Well led	Overall
Surgery						
Critical Care						
Services for children and young people						
Newark Hospital	Safe	Effective	Caring	Responsive	Well led	Overall
Surgery						
End of life care						
Diagnostic imaging						

Based on the 2018 ratings and those from 2019, we could be the first Trust to move from Inadequate to RI, to Good to Outstanding, or we could stay at Good or we could slip back. I know where we all want to be next year, but to deliver this, the work to make Sherwood a safer place to receive care and a more inclusive place to work must continue. The CQC will want to see further progress from us in 2019.

Our message to all staff is a simple one; whether you are clinical or non-clinical, spoke to the CQC or didn't, work in a service that was visited or work in a service that wasn't, have been here for 40 years or 40 days, everyone played a role in the 2018 visit. Colleagues who work in the above services or support the above services have a particular opportunity to shine in 2019 and I think it is important to recognise that it is likely 50% of the services visited next year are based at Newark, but irrespective of our roles and the sites we work on, we all have a big role to play in our next visit.

It is likely some services visited in 2018 will be revisited in 2019 so the CQC can check they got their ratings right, so everything we have been able to evidence up until this point, must become the norm. No division has yet got more than one Outstanding, and at least four, but possibly all five of our divisions will have services rated in 2019 and have the chance to have two services with areas of Outstanding. I wonder who will be the first.....

To support the above services through their 2019 visits we will be organising information sharing exercises and visits with Trusts who had the same services visited in 2018 and did well.

Good Overall and Outstanding for Caring is brilliant for us and for Sherwood's reputation. It means we remain in control of our future, our influence increases and other Trusts will look to try and learn from us. More important than that though is that Good Overall and Outstanding for Caring benefits our patients. Good and Outstanding hospitals provide the best patient care and it has now been officially recognised that we provide some of the best patient care within the East Midlands and beyond.

It is evident we need to improve further and whilst we are pleased with this report this information confirms our journey has not finished. We must not let complacency slip in. We will use the report in conjunction with the other information we regularly look at and we will work with the CQC and NHS Improvement to become an ever better provider of patient care. I believe we have already made progress since the visit in April 2018 and I look forward to demonstrating this to the CQC in 2019.