

CQC Inspection 2018 Preparations

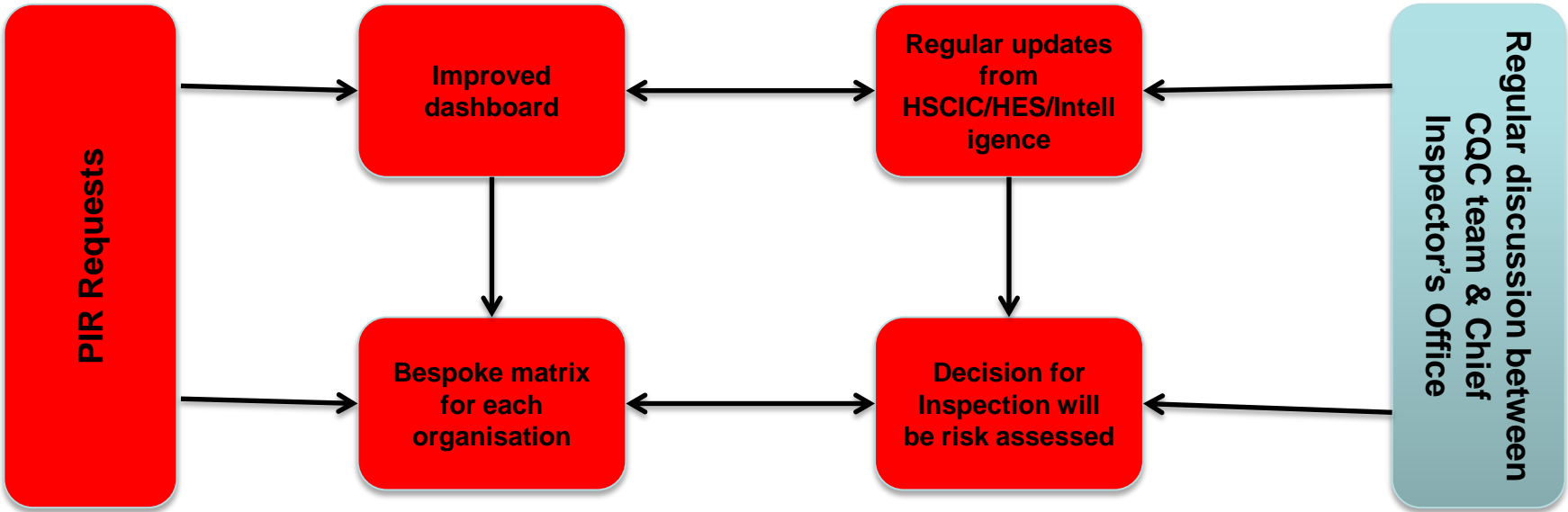
**Elaine Jeffers, Deputy Director of Governance &
Quality Improvement**

Do a good job everyday

Everyday could be the day!!

We are a learning organisation and together, we are on a journey. We believe we provide safe, personalised care to our patients. We are aware of the areas we need to improve and we have not reached the end of our journey. We believe the care today is better than the care provided in the past, and care in the future will be better still.

Regulation Methodology



Greater focus on listening to the public

Preparations to date

- Trial run of the PIR submission (July 2017)
- Presentations of the CQC Methodology and preparations to multiple staff groups:
- Board of Directors
- Senior leadership team
- Manager's Leadership Development Programme
- Managers Induction
- Senior Nurses Forum
- Sister's meeting
- Band 6 nurses meeting
- Medical Managers
- Quality Committee
- Council of Governors
- Admin Forum
- Clinical Staff Forum – Newark Hospital
- AHP Forums
- Dermatology Service (in light of recent NEVER Event)
- HR Team Brief
- Estates and Facilities Team Brief

Preparations to date cont

- Weekly staff briefings
- Completion of the formal PIR January 2018
- Email to SLT (02/03/18) highlighting key points to consider
- NHSI supported practice questioning sessions – clinical staff – 15th/20th March
- NHSI supported practice questioning sessions – Executive Team 28th March
- ‘Dump your junk’ visits to all clinical areas (Suzanne Banks and team) w/c 03/04/18
- Environment check (housekeeping) non clinical areas Ben Widdowson, Elaine Jeffers, Matron w/c 03/04/18
- Briefing for reception staff (points of entry) Elaine Jeffers, Kerry Beadling-Barron w/c 03/04/18
- Staff drop in sessions KMH, Newark Hospital, MCH – w/c 03/04/18
- Logistics of the visit (room bookings, catering, IT requirements, access to documentation on site for the teams)
- CQC Engagement meetings – visited – Radiology, Women & Children’s Division, Acute Medicine, Critical care

Core Service visits

- Urgent & Emergency Services - likely
- Medical Care, including Older Persons Care - likely
- End of Life Care - likely
- Diagnostics - likely
- Outpatients - likely
- Maternity - likely
- Surgery – may still be visited
- Critical Care - may still be visited
- Gynaecology - may still be visited
- Children & Young People - may still be visited

Core Service Self-Assessment

- Disruption to original programme due to continued operational pressures
- Surgery Core Service Self-Assessment completed
- Maternity Core Service Self-Assessment completed
- Medicine, including older people planned for w/c 26th March
- Rest of Core Service Self-Assessments to be expedited
- Dementia/MH/MCA/DOLs undertaken
- EoL to be picked up as part of Medicine Assessment
- Outpatients for consideration
- Diagnostics for consideration
- Urgent & Emergency Care for consideration

Any questions?