CQC Inspection: What you need to know

“With the CQC visit just around the corner, it is a good time to focus on how the inspection will affect each and every one of us - clinical and non-clinical.”

Are you ready?

CQC inspectors will be looking to find out how safe our organisation is; how effective our treatments are; how caring we are; how well we respond to peoples’ needs and how well we are led by our clinicians. The answers to these questions will help the CQC make a judgement on the quality of our services. It is important that we are all able to answer the following questions: How do you know your service is safe? How do you measure quality and what do you do to ensure you deliver an effective service? Inspectors are also very interested in how we listen and respond to patient feedback and we should all be able to talk about this and give examples.

You might be asked: “What does quality mean to you and how does this work in practice?” Make sure that you know your ward and unit in relation to our five standards, for example complaints, falls, SIs and commendations and be prepared to tell your story about how services have progressed and developed and any plans for the future. You need to be confident talking about how we deal with vulnerable adults in terms of safeguarding, consent http://intranet.sash.nhs.uk/policies/clinical-policies/ and the Mental Capacity Act (2005). CQC will also want to know how we manage risk http://intranet.sash.nhs.uk/policies/risk-management/; how we report incidents and escalate or raise concerns; they will want to understand the level of support that you are given. If you still feel that you want to know more, then please speak with your line manager, or one of your divisional team managers, who will be able to help you.

Fiona Allsop
Chief Nurse
Going ‘Back to the Floor’

Director of HR Yvonne Parker got our *back to the floor* campaign off to a swinging start earlier this month, working on the frontline as a ward hostess in AMU (above).

The initiative, which is promoting compassion in leadership, will see the executive team working in a variety of clinical areas and departments as part of a wider Trust initiative focussing on staff behaviour and cultural change.

Yvonne said: “It was a great experience. I had the opportunity to listen to ideas from the team and now have a better understanding of issues they face in their daily roles. Seeing things from a new perspective and spending time with patients has made me realise that it is often the small things that we do that can make such a big difference to staff and patients. I am looking forward to next time when I plan to shadow one of our junior doctors for a morning.”

Surrey and Sussex Proud to Care Awards 2014

A dedicated and compassionate team of doctors and nurses at East Surrey Hospital have scooped first place in the prestigious Surrey and Sussex Proud to Care Awards.

Our Acute Stroke Team won the Team Compassion Award. Their efforts were celebrated at the annual event which recognises the achievements of healthcare staff who have gone over and above the call of duty in delivering the 6Cs - Care, Compassion, Competence, Communication, Courage and Commitment.

Congratulations also go to maternity matron Denise Newman (above). She was a runner-up in the Individual Public Choice Award – an impressive result in a category with 109 people, all nominated by the public. One patient described Denise as: “Kind, compassionate, caring, supportive and loving - she has healed our family in ways in which we can never thank her enough for.”

Vicky Williams, Debbie Street, Shelly Goshawk and Dr Youssif Abousleiman from Chaldon ward

SIMON GOODWIN (Transfusion Nurse Practitioner) has been awarded this month’s Star of the Month having been nominated after the Director of HR at Sussex Community NHS Trust, Brighton General Hospital wrote such a compelling letter to his manager Mike Rayment:

“I have had the pleasure of listening to Simon’s training session this afternoon with nursing assistants and nurses here at Crawley Hospital. Sitting in the office opposite the training room, I have been inspired and truly heartened to hear the last two hours of training. The compassion, and knowledge imparted by

Simon Goodwin being presented with his award by Chairman Alan McCarthy

Simon has been exceptional. Truly, I have been really touched by what I heard. I could not hope for a more committed, focussed, positive and yet measured and thoughtful training experience for the team.” Simon expressed his delight saying: “I really am honoured to have been given this award.”
As part of a Society of Radiographers’ (SCoR) initiative, and in line with our on-going #hellomynameis campaign, our radiography department gathered to lend support and promote the message to a wider audience.

The SCoR is currently conducting research into how members interact with their patients. This was initiated after recent discussions between radiographers on social networking site Twitter, sparked debate among healthcare professionals on this issue. A representative from the SoR said: “To do this we need to better understand the issues that have been raised via Twitter, and work with members to overcome any barriers that may exist.”

The #hellomynameis campaign was launched in September 2013 by Dr Kate Granger who is terminally ill with cancer. The campaign has been supported here at SASH since December 2013.

New on-site services are providing staff and visitors access to free NHS Health Checks - one of only two Trusts in the country to offer this service. Many staff have already booked, or have completed a Health Check so far, at no cost to them or the Trust. Hinal Patel, Boots store manager, says that she is delighted to offer this service which has resulted in several people being advised to see their GP for specific problems that were not previously identified. Staff are also able to get help from Boots to stop smoking and now this same service is also available for hospital patients referred to Boots by Trust doctors. Anyone interested in accessing this service or a free health check can call Boots on x 2982. Eligibility criteria applies.

As part of our plan to reduce pay costs in 2014/15 and to increase flexibility to respond to change and service redesign, the Trust has launched a Mutually Agreed Resignation Scheme (MARS). Open to all non-clinical staff on Agenda for Change bands 1 to 8 who meet its eligibility criteria, the MAR Scheme sits alongside other measures which are already in place such as controls on recruitment and reduction of agency and bank use.

Under a MAR Scheme an individual employee, in agreement with the Trust, chooses to leave their employment in return for a payment relating to their years of NHS service. Its key purpose is to create job vacancies which can be filled by redeployment of staff from other jobs or as a suitable alternative for staff facing redundancy. MARS is not a redundancy or a voluntary redundancy as under MARS managers may appoint to the vacancy.

A dedicated page on the intranet has been created containing information on the Scheme, FAQ’s and relevant paperwork. Staff who are interested can also discuss with their line manager or HR Business Partner. The Scheme is open until 12 noon on Wednesday 14 May 2014 and applications must be received by this date.

All nurses of bands 6, 7 and 8, are invited to attend an information session to find out Trust plans for nursing staffing levels. This follows the publication of the recent paper from the National Quality Board. The sessions will take place on May 8th and May 12th at 4pm in the Lecture Theatre at ESH. CQC preparation will also be discussed.
Welcome to our new Consultant

Mr Simon Monkhouse joins us as a Consultant Upper GI & Laparoscopic Surgeon. He studied at the University of Cambridge before training in surgery in the South West of England. After completing his training he spent time in Newcastle doing a dedicated bariatric surgery fellowship. His aim is to improve the emergency care for bariatric patients at ESH. He has a particular interest in patient safety and designed a national protocol for emergency doctors to look after post-operative patients in this field.

Notices and events

All Staff meeting – May 16th – Lecture Theatre – ESH – (12-1pm)

Board meeting – May 29th – rooms 7&8 - PGEC (10.30 start)

The visitor car park will be closed over the weekend of May 11th and 22nd for structural repair.

Endoscopy opens its doors

Bowel cancer is one of the country’s biggest cancer killers but the Endoscopy team at East Surrey Hospital is hoping to demystify the diagnosis of the illness with an open day in their state of the art unit. The staff, who also provide a range of gastro-intestinal and therapeutic services, will throw open the doors on May 10th between 10am and 1pm. Visitors will be able to tour the unit, watch doctors using simulators, and get the chance to talk to a dietician, as well as colorectal and inflammatory bowel experts. There will be videos for people to watch and a wide range of information available, including details on bowel cancer screening and inflammatory bowel disease.

Consultant Gastroenterologist Gary Mackenzie said: “We are really aware of how anxious people are before their procedures. They worry they might choke, not be able to breath properly, or they are just embarrassed. “He added: “Privacy and dignity are really important to all of us. If someone has a problem the quicker they find out about it the easier the treatments are and the more likely it is to be successful.”

Volunteers needed

We are currently looking for more volunteers (who work in a non-clinical role) to help feed patients during mealtimes. Training is provided for those who are interested. For further information or to register for training, please contact wendytuliprodriguez@sash.nhs.uk

Children ‘Egg-static’ on Outwood ward

Children on Outwood ward were over the moon when sacks full of chocolate eggs were delivered in time for Easter. The generous donation came from staff at Brook St Recruitment and the Home Office in Croydon. Says Account Co-ordinator at Brook St, James Stern, “It has enabled us to hopefully bring a smile to faces that may otherwise be finding times quite tough.”

Recruitment Roadshow

A successful day in Glasgow! Nursing shortages nationwide have prompted the move to search further afield but the long trip seems to have paid off. Our team from ESH (right) tempted 20 new nurses to head down south and work here at SASH. Says HR Business Partner Lisa Thomson, “The trip was definitely worthwhile and we look forward to meeting our new nurses soon”.

From left to right (back) Elaine Hextall, Stacey Freeman, Sue Carr, Louise Ronay and Lisa Thomson (front).