



**University Hospital Southampton
NHS Foundation Trust**

**June 2019
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CQC's 5 key questions 4 core services



- Safe?** Are people protected from abuse and avoidable harm?
- Effective?** Does people's care and treatment achieve good outcomes and promote a good quality of life, and is it evidence-based where possible?
- Caring?** Do staff involve and treat people with compassion, kindness, dignity and respect?
- Responsive?** Are services organised so that they meet people's needs?
- Well-led?** Does the leadership, management and governance of the organisation assure the delivery of high-quality patient-centred care, support learning and innovation and promote an open and fair culture
- Core services:** Urgent and emergency care/Medical Care
Maternity services/Outpatient services

Overall rating : **Good**



Rating for acute services/acute trust

	Safe	Effective	Caring	Responsive	Well-led	Overall
Southampton General Hospital	Good ↑ Apr 2019	Outstanding ↑ Apr 2019	Outstanding ↔ Apr 2019	Requires improvement ↔ Apr 2019	Requires improvement ↓ Apr 2019	Requires improvement ↔ Apr 2019
Princess Anne Hospital	Requires improvement Apr 2019	Good Apr 2019	Good Apr 2019	Good Apr 2019	Good Apr 2019	Good Apr 2019
New Forest Birthing Centre	Good Apr 2019	Good Apr 2019	Good Apr 2019	Good Apr 2019	Good Apr 2019	Good Apr 2019
South Hants Hospital	Requires improvement Apr 2019	N/A	Good Apr 2019	Requires improvement Apr 2019	Requires improvement Apr 2019	Requires improvement Apr 2019
Overall trust	Requires improvement ↔ Apr 2019	Outstanding ↑ Apr 2018	Good ↓ Apr 2019	Requires improvement ↔ Apr 2018	Good ↓ Apr 2019	Good ↓ Apr 2019

Ratings for the trust are from combining ratings for hospitals. Our decisions on overall ratings take into account the relative size of services. We use our professional judgement to reach fair and balanced ratings.

Ratings for Southampton General Hospital

	Safe	Effective	Caring	Responsive	Well-led	Overall
Urgent and emergency services	Good ↔ Apr 2019	Outstanding ↑ Apr 2019	Outstanding ↑ Apr 2019	Good ↑ Apr 2019	Good ↔ Apr 2019	Good ↔ Apr 2019
Medical care (including older people's care)	Good ↑ Apr 2019	Good ↔ Apr 2019	Outstanding ↑ Apr 2019	Outstanding ↑ Apr 2019	Requires improvement ↔ Apr 2019	Good ↔ Apr 2019
Surgery	Good Jun 2017	Good Jun 2017	Good Jun 2017	Good Jun 2017	Good Jun 2017	Good Jun 2017
Critical care	Good Jun 2017	Good Jun 2017	Outstanding Jun 2017	Good Jun 2017	Outstanding Jun 2017	Outstanding Jun 2017
Services for children and young people	Good Apr 2015	Good Apr 2015	Outstanding Apr 2015	Requires improvement Apr 2015	Good Apr 2015	Good Apr 2015
End of life care	Good Jun 2017	Outstanding Jun 2017	Good Jun 2017	Good Jun 2017	Good Jun 2017	Good Jun 2017
Outpatients	Requires improvement Apr 2019	N/A	Good Apr 2019	Requires improvement Apr 2019	Requires improvement Apr 2019	Requires improvement Apr 2019
Overall*	Good ↔ Apr 2019	Outstanding ↑ Apr 2019	Outstanding ↔ Apr 2019	Requires improvement ↔ Apr 2019	Requires improvement ↓ Apr 2019	Requires improvement ↓ Apr 2019

Ratings for Royal South Hants Hospital

	Safe	Effective	Caring	Responsive	Well-led	Overall
Outpatients	Requires improvement Apr 2019	N/A	Good Apr 2019	Requires improvement Apr 2019	Requires improvement Apr 2019	Requires improvement Apr 2019
Overall*	Requires improvement Apr 2019	N/A	Good Apr 2019	Requires improvement Apr 2019	Requires improvement Apr 2019	Requires improvement Apr 2019

Ratings for Princess Anne Hospital

	Safe	Effective	Caring	Responsive	Well-led	Overall
Maternity	Requires improvement Apr 2019	Good Apr 2019	Good Apr 2019	Good Apr 2019	Good Apr 2019	Good Apr 2019
Overall*	Requires improvement Apr 2019	Good Apr 2019	Good Apr 2019	Good Apr 2019	Good Apr 2019	Good Apr 2019

New Forest Birthing Centre



Ratings for New Forest Birthing Centre

	Safe	Effective	Caring	Responsive	Well-led	Overall
Maternity	Good Apr 2019	Good Apr 2019	Good Apr 2019	Good Apr 2019	Good Apr 2019	Good Apr 2019
Overall*	Good Apr 2019	Good Apr 2019	Good Apr 2019	Good Apr 2019	Good Apr 2019	Good Apr 2019

Safe ● Requires improvement

There were areas of good practice however

- Emergency equipment was not always maintained.
- Infection control risks as the standard of cleanliness was variable.
- Environment/facilities in places was in disrepair.
- There were weaknesses in the security of the maternity service.
- Systems and procedures to monitor and manage risks to patients had failed which had led to patient harm.
- Mandatory training in safety systems, processes and practices not always completed.
- Clinical oversight of Emergency and outpatient waiting areas was limited.

Effective ● **Outstanding**

- Care and treatment based on national guidance in line with best practice and national guidance. E.g. Vulnerable support team, integrated medical examiner group to review all deaths.
- Clinical audits were completed and changes to practice made and then revisited to ensure positive clinical outcomes were achieved.
- There was a multi-disciplinary frailty service. Their role was focussed around improving the urgent care pathway for older people and those living with frailty.
- The development of seven-day services such as for medical care.
- Planning and consideration had been given to meeting the needs of the local population.
- The trust was actively engaged in research across a wide spectrum of clinical conditions.

Overall key findings



Caring ● Good

- All services involved patients and those close to them in decisions about their care and treatment.
- Staff cared for patients and service users with compassion.
- Staff provided emotional support to patients to minimise their distress.
- In Maternity services bereaved parents were supported by specialist teams and referred to counselling services as needed

Overall key findings



Responsive ● **Requires improvement**

There were areas of good practice however

- In the ED the recommended time patients should wait from time of arrival to receiving treatment of no more than one hour was not met for any of the 12-month period from September 2017 to August 2018.
- In the ED the standard that 95% of patients should be admitted, transferred or discharged within four hours of arrival in the emergency department was not met October 2017 to September 2018 and performed worse than the England average for seven months during the 12-month period.
- Outpatient services waiting times from referral to treatment and follow up appointments were not in line with good practice. E.g. Ophthalmology
- Patients experienced delays in some outpatient clinics. Waiting times in some clinics were not monitored or communicated to the patients. Patients waited often on cramped conditions.

Well Led ● Good

- The board and senior leadership team had set a clear vision and values that were at the heart of all the work within the organisation.
- The leadership team was cohesive, a visible presence, respected by peers and colleagues.
- The staff survey results showed trust staff engagement had remained consistently high compared to the NHS average.
- The trust was committed to improving services by learning from when things go well and when they go wrong, promoting training, research and innovation.
- The priorities of different health professions were considered and discussions at governance meetings appeared well rounded.

What we have told the provider to do



We have set requirement notices as we identified 3 regulations with breaches that Must improve:

Regulation 12 Safe care and treatment

Regulation 15 Environment and equipment

Regulation 17 Good governance

These related to maternity services, medical care and outpatients.

Across the core services we have set recommendations for improvement as Shoulds.