

20 May 2014

Dear colleagues,

We wish to pass on our warmest thanks, and those of the Trust Board, for all your hard work and dedication to patient care which has been recognised by the recent CQC's inspection rating of 'good' overall for the Trust. The CQC observed and highlighted in their reports many examples of excellent and innovative practice.

We have asked a lot from you over the past months and weeks, not only in preparing for the CQC inspection, but through the internal peer review process and quality initiatives. You have all risen to the challenge and we could not have achieved this level of external recognition without your commitment.

However, with any detailed inspection, there are going to be areas in which we need to improve. The 51 CQC inspectors who recently inspected all of our hospital sites found our Trust to be operating at a 'good level' but raised 11 issues of concern out of 115 measures that they examined. We acknowledge that there are areas for improvement and we are not complacent - the areas of concern 'requiring improvement' are largely issues of which we are aware and committed to improving.

There are many positive aspects highlighted in the individual hospital reports, reflecting the enormous commitment and high quality care delivered by all staff. Most importantly, the inspectors observed caring and compassionate staff throughout the four hospitals. The feedback to the CQC inspection team from patients, their families, and carers and other stakeholders was overwhelmingly positive. The CQC reports include much praise which gives a clear endorsement of the hard work you all put in on a daily basis to make sure we provide high quality and compassionate care for our patients.

We would encourage you to take a look at the full reports which can be found at <http://www.cqc.org.uk/directory/rth>

We have received messages of congratulations from key health, social care and university partners, all of whom recognise the progress that we have made in our journey to become a high quality and caring provider of healthcare to patients whether from Oxfordshire or further afield.

Not all of the solutions to the issues identified in the report rest with the Trust alone and we will continue to work with our partners across the health and social care system to produce an action plan for the CQC by 12 June.

Thank you again and well done to you all,

Dame Fiona Caldicott,
Chairman

Sir Jonathan Michael
Chief Executive