

Council of Governors Meeting: Monday 30 April 2018
CoG2018.09

Title	Care Quality Commission Reports
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Purpose	For discussion.
History	New paper.

Care Quality Commission Reports

1. Background

- 1.1. On 27 March 2018 the Care Quality Commission (CQC) published three reports about aspects of the services provided by Oxford University Hospitals NHS Foundation Trust. These related to:
 - Maternity (focusing on the JR site)
 - The Oxford Centre for Enablement (OCE) at the NOC
 - The Well-led domain (leadership and governance of the Trust)
- 1.2. These reports related to three separate inspections carried out by the CQC in November 2017.
- 1.3. The full reports are available on the CQC website and are also attached for information as appendices to this paper. Governors were notified of the publication of the reports on the day they were issued through the Governors Web Forum.

2. Care Quality Commission Reports

- 2.1. In the CQC's press release about the reports, Mary Cridge (Head of Hospital Inspection for the CQC in South Central and West) said:

"We found Oxford University Hospitals NHS Foundation Trust was led by an experienced leadership team with the skills, abilities and commitment to provide high-quality services. They were approachable, visible and supportive to their staff and actively empowered individuals to help drive improvement in their own areas.

"The leadership were aware of many of the areas raised with them as a result of our inspection and had already put measures in place to combat issues highlighted. However, many of the plans were new in formation making it too early to judge their impact.

"We have fed back our findings to the trust and the leadership knows what it must do to bring about improvements in the areas identified. We will return at a later date to check on what progress has been made."

- 2.2. Subsequent to the inspections being carried out in November 2017 and taking into account initial feedback provided by the CQC's inspectors, the Trust was already working on key actions to tackle areas for improvement which were identified in order to improve services for patients.
- 2.3. Formal action plans to address the issues highlighted in the reports are currently in development and are due for submission to the CQC on 26 April 2018.
- 2.4. Governors will have had the opportunity to consider the reports and receive an update on development of the action plans at the joint seminar to be held with the Trust Board and Council of Governors on 25 April.

3. Recommendations

- 3.1. The Council of Governors is asked to **note** the attached reports and the process which is underway to prepare action plans in response for submission to the Care Quality Commission.

Paper prepared by Neil Scotchmer
Deputy Head of Corporate Governance

April 2018