

Committed To Excellence

Working Together

Facing The Future



Frimley Health
NHS Foundation Trust

HASC

9 July 2019

Hospital sites

- **Frimley Park Hospital, near Camberley**
- **Heatherwood Hospital, Ascot**
- **Wexham Park Hospital, Slough**
- **Fleet Hospital and community services**
- **Satellite sites for outpatient and other services**



November and December 2018 inspection

First ever trust-wide inspection of Frimley Health

November inspection of:

- Surgical services
- Maternity
- Community inpatient services (Fleet Hospital)

December:

- Leadership (well-led domain)
- Use of resources (management and value for money)

Ratings for Frimley Park Hospital

	Safe	Effective	Caring	Responsive	Well-led	Overall
Urgent and emergency services	Outstanding Sept 2014	Not rated	Good Sept 2014	Outstanding Sept 2014	Outstanding Sept 2014	Outstanding Sept 2014
Medical care (including older people's care)	Good Sept 2014	Good Sept 2014	Outstanding Sept 2014	Outstanding Sept 2014	Outstanding Sept 2014	Outstanding Sept 2014
Surgery	Good ↔ Mar 2019	Good ↔ Mar 2019	Good ↔ Mar 2019	Good ↓ Mar 2019	Good ↓ Mar 2019	Good ↓ Mar 2019
Critical care	Outstanding Sept 2014	Good Sept 2014	Outstanding Sept 2014	Good Sept 2014	Outstanding Sept 2014	Outstanding Sept 2014
Maternity	Requires improvement ↓ Mar 2019	Good ↔ Mar 2019	Good ↔ Mar 2019	Good ↔ Mar 2019	Good ↔ Mar 2019	Good ↔ Mar 2019
Services for children and young people	Requires improvement Sept 2014	Good Sept 2014	Outstanding Aug 2014	Good Sept 2014	Good Sept 2014	Good Sept 2014
End of life care	Good Sept 2014	Outstanding Sept 2014	Outstanding Sept 2014	Outstanding Sept 2014	Outstanding Sept 2014	Outstanding Sept 2014
Outpatients	Good Sept 2014	Not rated	Outstanding Sept 2014	Outstanding Sept 2014	Outstanding Sept 2014	Outstanding Sept 2014
Overall*	Good ↔ Mar 2019	Good ↔ Mar 2019	Outstanding ↔ Mar 2019	Outstanding ↔ Mar 2019	Outstanding ↔ Mar 2019	Outstanding ↔ Mar 2019

Ratings for Wexham Park Hospital

	Safe	Effective	Caring	Responsive	Well-led	Overall
Urgent and emergency services	Good Feb 2016	Good Feb 2016	Good Feb 2016	Outstanding Feb 2016	Outstanding Feb 2016	Outstanding Feb 2016
Medical care (including older people's care)	Good Feb 2016	Good Feb 2016	Good Feb 2016	Good Feb 2016	Good Feb 2016	Good Feb 2016
Surgery	Good →← Mar 2019	Good →← Mar 2019	Good →← Mar 2019	Good →← Mar 2019	Good ↓ Mar 2019	Good →← Mar 2019
Critical care	Good Feb 2016	Good Feb 2016	Outstanding Feb 2015	Good Feb 2016	Outstanding Feb 2016	Outstanding Feb 2016
Maternity	Requires improvement ↓ Mar 2019	Good →← Mar 2019	Good →← Mar 2019	Good →← Mar 2019	Good →← Mar 2019	Good →← Mar 2018
Services for children and young people	Good Feb 2016	Good Feb 2016	Good Feb 2016	Good Feb 2016	Good Feb 2016	Good Feb 2016
End of life care	Good Feb 2016	Good Feb 2016	Good Feb 2016	Good Feb 2016	Good Feb 2016	Good Feb 2016
Outpatients	Good Feb 2016	Not rated	Good Feb 2016	Good Feb 2016	Good Feb 2016	Good Feb 2016
Overall*	Good →← Mar 2019	Good →← Mar 2019	Good →← Mar 2019	Good →← Mar 2019	Outstanding →← Mar 2019	Good →← Mar 2019

What FHFT Must Improve:

The CQC identified two actions that the Trust must take:

- Maternity: Improve staff to birth ratios.
- Increase compliance with mandatory training standard.

Examples of ‘outstanding’ and ‘good’ practice

Dr Nigel Acheson, CQC’s deputy chief inspector of hospitals for the south: **“Our inspectors found a strong patient-centred culture with staff committed to keeping their patients safe, and encouraging them to be independent.”**

‘outstanding’

- ‘The Bubble’ relaxation room in maternity
- Collaboration in care planning for community inpatients