

**From:** Care Quality Commission <CQC@public.govdelivery.com>  
**Sent:** 26 June 2018 17:07  
**To:** James, Kerri  
**Subject:** [MARKETING] NHS 111 services playing a blinder



The independent regulator of health  
and social care in England

## Newsletter

Our monthly update for Local Healthwatch

June 2018

### What does an improving GP practice look like?

We've published a great resource you can use to help drive improvements at GP practices in your area. It's a report called [Driving improvement: Case studies from 10 GP practices](#).

We interviewed a wide range of staff at ten GP practices originally rated as inadequate or requires improvement. We wanted to know what common traits did these services have that helped them improve to either good or outstanding at their next inspection.

We found the biggest thing all of these practices had in common, was understanding everyone had a role to play in improving services. This included staff: clinical, nursing, administrative, and managerial, as well as patients. Could you help your local GP hear the patient voice and what improvements they want to see? Why not use the report as a talking point with your local practices? Let us know how it goes at [engagementandinvolvement@cqc.org.uk](mailto:engagementandinvolvement@cqc.org.uk)



### What does an improving adult social care service look like?



Earlier this month, we published another great resource to help drive improvement in adult social care services. We interviewed nine adult social care services across the country that have managed to turn around their inspection quality rating from inadequate to good.

[Driving improvement: Case studies from adult social care services](#) provides honest insight from a wide range of people. This includes people using the services, as well as their families and carers, and staff and other professionals. They describe how it felt to be rated as inadequate, what impact this had, the challenges they had to overcome and how they got back on track. Can you help your local adult social care service hear the patient voice? Use the report to start a conversation and tell us about it at [engagementandinvolvement@cqc.org.uk](mailto:engagementandinvolvement@cqc.org.uk)

## Experts by Experience - invitation to tender now live

We have published an invitation to tender for a new contract to deliver Expert by Experience services, starting in 2019.

Experts by Experience are people who have personal experience of using or caring for someone who uses services we regulate. During inspections, they speak to people using services and their family or organisations that support them. They may also observe how the service is delivered and speak to staff. Their findings are used to support the inspectors' judgments on services and may be included in inspection reports.



We are seeking a contractor to continue the delivery of the Experts by Experience programme enabling us to have members of the public from diverse backgrounds to take part in inspections and other aspects of our work.

The invitation to tender is now live and more details can be found on [our website](#)

If your organisation is interested in applying [read more here](#).



Join us on social media at the end of week as we celebrate #NHS70 by sharing 70 #DrivingImprovement case studies from across health and social care

- Twitter: @carequalitycomm
- Hashtags: #NHS70 #DrivingImprovement

## CQC agrees that adult social care funding is in trouble

An annual budget survey published by the Association for the Directors of Adult Social Services (ADASS) confirms what CQC believe, that the adult social care sector is in financial trouble.

**Andrea Sutcliffe, our Chief Inspector of Adult Social Care, said:** “Over the last two years the Care Quality Commission has raised concerns in its state of care report that the adult social care sector is precarious, with mounting pressures continuing to push the sector towards a tipping point. The ADASS budget survey reinforces our concerns and lays bare the financial pressures directors are facing which we know can have a direct and detrimental impact on the quality of care and support people receive.

“While most people do experience good care, the fragility of adult social care is real – and through CQC’s [targeted reviews](#) focussing on how older people move through health and social care services at a local level – we are seeing the impact of this across the whole health and care system.”

To view the full CQC response to the budget survey, [click here](#).

## Urgent care services benefit patients and the wider healthcare system



We have released a new report that says urgent care delivered in walk-in centres, NHS 111 services, and GP out-of-hours services doesn't just benefit patients but the wider healthcare system by easing pressure on other services.

Challenges faced by the providers of urgent care include:

- pressures around staffing
- unsocial working hours
- high reliance on self-employed clinicians
- difficulties in accessing people's medical records

The majority of urgent care services are rated as good or outstanding. However voluntary groups have told us they are concerned there is not enough information about which services to contact and when, and that people need guidance to stop the reliance on emergency departments.

**Professor Steve Field, our Chief Inspector of General Practice,** said:

“Well-resourced and integrated urgent care not only provides safe, high quality care to people, but can also ease pressure on other areas of the NHS – particularly emergency departments during the winter period and other times of peak demand. These benefits should not be overlooked.”

Read the report [here](#).

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## Independent investigation says we acted quickly and effectively to ensure people were safe at Colne Road

We commissioned Sir Paul Jenkins KCB QC (Hon) to help us to understand whether our regulation of 14 Colne Road could have been more timely and effective. In his report, Sir Paul also investigated a claim made in The Times newspaper that we “covered up” an alleged serious offence at the home in 2015.

The [report](#) finds that there was ‘no evidence whatsoever that there was any “cover-up”. There was a strong, clear focus at CQC on ensuring that people were safe; and to do so in ways which were most expeditious and effective.’

We cancelled 14 Colne Road's registration in January last year and with the completion of the criminal investigation we are now prosecuting Hillgreen Care Ltd for two offences under the Health and Social Care Act.

You can read more about the investigation and the prosecution on our website [here](#).

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## We've published two more local system reviews – Wiltshire and Hampshire

Our local system reviews look at how older people move through the health and social care system in a geographical area, focusing on how well different services work together. We're doing this to try and help systems understand how people can have a more seamless service when being cared for by different organisations in the same area.

Our review of Wiltshire found that although all the organisations were committed to the people using services in this area, they didn't always work well together. Find out what else we told the [Wiltshire system by clicking here](#).

Our review of Hampshire said there was a system-wide commitment to serve the people of Hampshire and services should be encouraged to work more effectively together. The review highlights a number of areas where improvements are needed. Read more on the Hampshire system review [here](#).

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## We've published our 2017 inpatient survey results

Our 2017 inpatient survey reveals what over 70,000 adults are saying about their stay in hospital. We surveyed people who stayed in hospital for at least one night during July last year.

Amongst other things, we asked people to give their opinions on:

- the care they received
- how well staff communicated with them
- whether their privacy was respected
- if they were supported enough to eat and drink
- and how well their discharge from hospital was handled

We'll use what people have told us to keep an eye on the quality of hospital services, and find out what is important to people using these services. The results will also help us to spot changes in quality so we know where to target our inspections as well as help providers know where they need to improve.

Find out what people had to say by clicking [here](#). You can also view the [A-Z list](#) of inpatient survey results by NHS trust.

Keep up to date on Twitter too #InpatientExperience

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## It Starts With You



### Can you help more people have their say on health and care?

We're supporting the 'It Starts With You' Healthwatch campaign.

The more people share their ideas and experiences about NHS and social care, the more services can understand what works, what doesn't and what people want from care in the future.

Healthwatch are running #ItStartsWithYou. The campaign aims to show people how their voice can help make care better and to encourage more people to share their views. Join the growing number of people sharing their ideas for better care with [#Healthwatch](#).

Why not head over to twitter to get involved.

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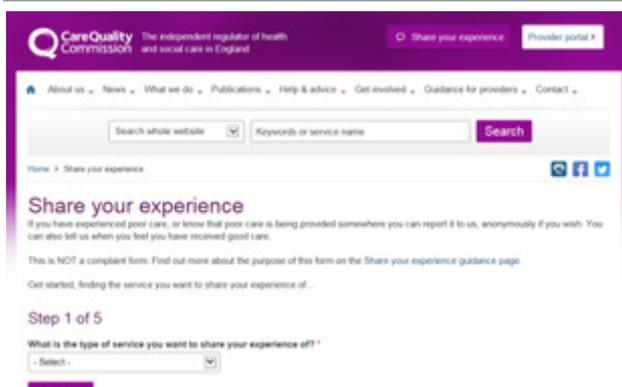
## Ask Listen Do



The NHS England project includes the development of resources to support good practice in organisations across health, education and social care. It also includes guidance for people, families and carers so that they feel empowered and confident to speak up.

[Information and resources for organisations and practitioners](#)

[Information and resources for people with a learning disability, autistic people, families and carers](#)



## What are you hearing?

We want to hear what you're hearing!

You can provide vital local information that helps CQC decide where to inspect.

You can send us your enter and view reports, surveys, comments from the public and any other feedback you gather.

This intelligence can help detect changes in quality at a service, either good or bad. You don't need to wait until we're inspecting a service to provide this information to us either, you can send us what you're hearing at any time.

[You can do this via the share your experience form on our website.](#)

You can also call our national customer service centre on 03000 616161 or provide it to your local inspection team.

## Get notified when reports publish on services in your area

Every week we send out a list of reports we've published in different areas. The list includes adult social care services, GP practices and hospital services. The list shows the services we've published inspections for, their latest rating and links to the reports on our website. If you would like to be added to this distribution list you can email: [DLS&IRegionalCommunications@cqc.org.uk](mailto:DLS&IRegionalCommunications@cqc.org.uk).

If you're only interested in certain services, did you know you can sign up to receive an email each time we publish a report about them? You can visit their page on our website and click on the button highlighted below.

# Westwood Road Health Centre Good

Also known as Westwood Road Surgery

**The provider of this service changed - see old profile**

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## Overview and CQC Inspections

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<b>Overall Good</b> Read overall summary	Safe	Good	CQC inspections & ratings of specific services
	Effective	Good	
	Caring	Good	
	Responsive	Good	
	Well-led	Good	
			Older people <span>Good </span>
			People with long term conditions <span>Good </span>
			Families, children and young people <span>Good </span>

### Get notified when we send out press releases in your area

You can also sign up to receive press releases about local inspection findings in your area. If you would like to be added onto the distribution list for these releases you can email [DLS&IRegionalCommunications@cqc.org.uk](mailto:DLS&IRegionalCommunications@cqc.org.uk).

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We monitor, inspect and regulate services to make sure they meet standards of quality and safety and we publish what we find, including performance ratings to help people choose care.

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