



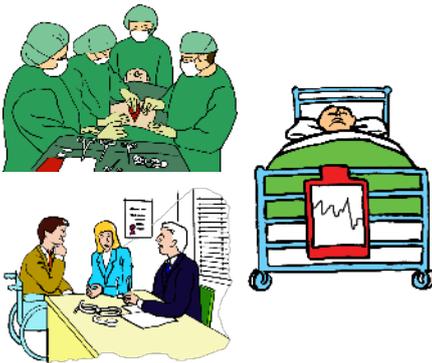
# What can you expect from a good hospital?



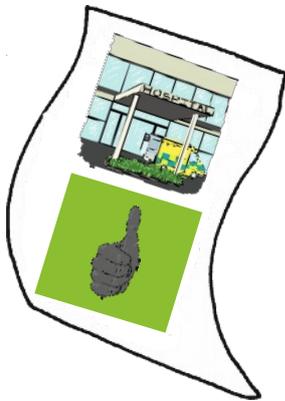
Easy read version of:  
**‘What can you expect from a good hospital?’**  
March 2016



This booklet tells you what you (or a member of your family or a friend) can expect when we say a hospital in England is good.



When we talk about hospitals we mean clinics and outpatients, as well as surgery or when you have to stay in hospital.



We give each hospital a poster that says how good we think they are. When you cannot see the poster you can ask them to put it up.



We check health care and **social care** services that give care to people in:



- care homes



- hospitals

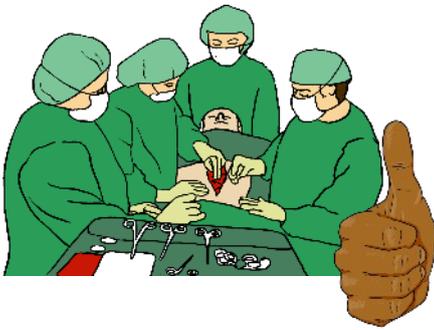


- health centres



Our job is to check if every care service is:

- safe



- **effective** (meaning it does a good job)



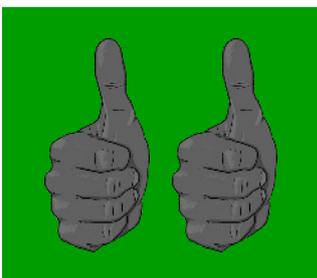
- **caring**



- **responsive** (meaning it meets your needs)



- **well-led** (meaning it is managed well).



We then give the service scores of:

- **outstanding** (meaning really good)



- good
- **requires improvement** (meaning it needs to get better)
- **inadequate** (meaning it is poor).

This booklet tells you what to expect when we rate a hospital as 'good' in the things we check.

### A good hospital is **safe** because:

- there are always enough staff on duty. They know how to care for you



- staff check that you are safe and well. If they see your health is getting worse they do things to make it better



- when things go wrong staff deal with it quickly. They check how it happened and learn how to do things better



- staff keep adults, children and young people who are **vulnerable** safe



- staff ask for advice if they need it



- staff make sure information about your health and care is right and up to date. They keep it safely to make sure it is private



- staff plan what to do in an emergency or when it is very busy



- the hospital is kept clean and germ-free so you do not catch an illness easily.

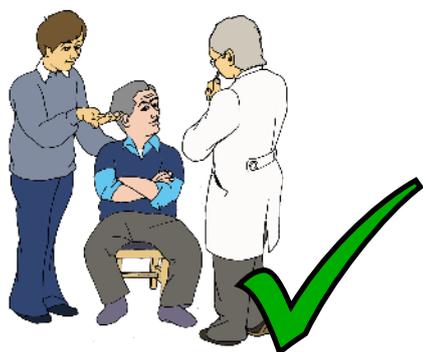


## A good hospital is **effective** because:

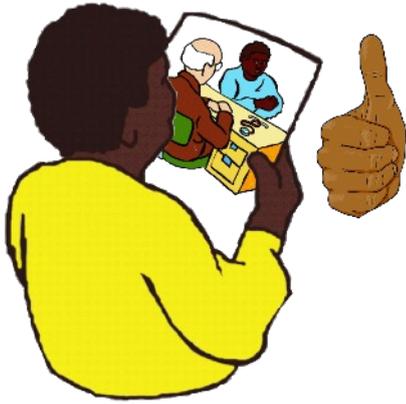
- staff know what you need to stay healthy. This includes having enough to eat and drink



- staff have the training, skills and experience to give you the best treatments



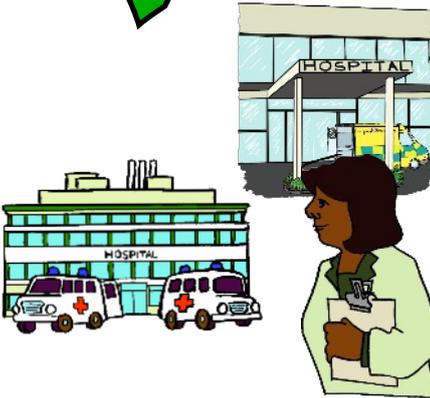
- staff have information about your health to give you the right care and help you to understand your treatment



- staff always ask you to say yes or no to your care or treatment. This is called **consent**. Staff support you to decide about your treatment



- different teams of staff work well together to give you the right care



- the hospital checks how well it is doing against other hospitals and sees it is doing well.

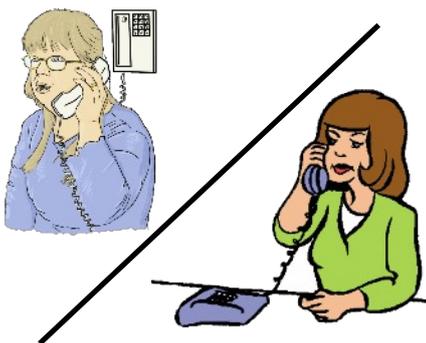
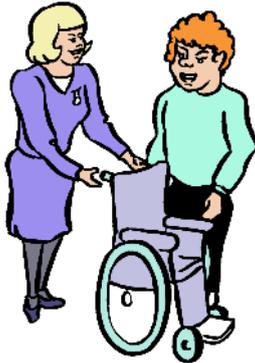


## A good hospital is **caring** because:

- staff know you well and care about you



- staff talk to you and involve you in decisions about your care



- staff explain your care, treatment and health condition to you in ways you can understand

- staff are kind when you need help and think about what you might need

- you can be private when you want to be

- staff help you to keep in touch with your family and friends. They help you all cope with how you feel about your care and treatment

- staff help you manage your own health and stay independent.

## A good hospital is **responsive** because:



- staff think about what different people need

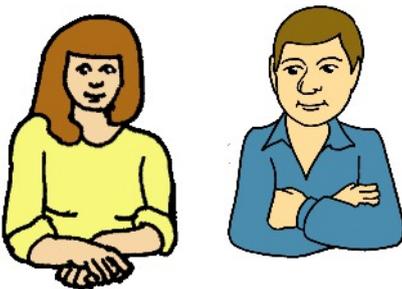


- staff think about any needs you have because of:

— your age



— your disability



— whether you are a man or a woman



— your race



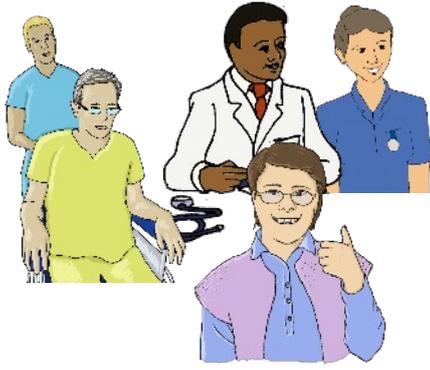
— your religion or belief

— whether you are **lesbian, gay, bisexual** or **heterosexual**.

- it is easy to book or change an appointment at the hospital at a time that suits you

- staff try to make sure you do not have to wait a long time or have things cancelled. They tell you about any changes that could affect you

- it is easy to complain. Staff take your complaint seriously and tell you what they will do to make things better.



## A good hospital is **well-led** because:

- everyone who works there thinks good and safe care is important
- the hospital is honest about how well they are doing
- staff listen to what you think. They use what you say to make the service better
- managers ask staff if they have any worries about the hospital. They look at these things and do something about them.

# What to do if there is something that worries you about your hospital



## Tell the hospital

If they cannot sort it out straight away you can make a complaint.

The law says every hospital must have a good way to deal with complaints.

## For an NHS hospital

You can find out about your rights at:  
[www.nhs.uk/NHSConstitution](http://www.nhs.uk/NHSConstitution).



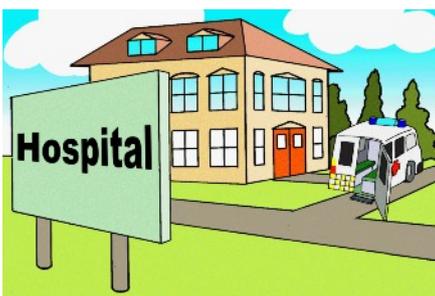
If you are still not happy with what happens with your complaint, you can contact the Parliamentary and Health Service Ombudsman:



Phone  
**0345 015 4033**



or go to  
**[www.ombudsman.org.uk](http://www.ombudsman.org.uk)**



**For a hospital that is not run by the NHS**



If you are not happy with how your hospital deals with your complaint, you can contact the Independent Sector Complaints Adjudication Service:



Phone  
**020 3713 1746**



or go to  
**[www.iscas.org.uk](http://www.iscas.org.uk)**

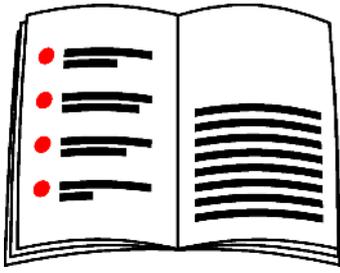


## **Tell us**

We want to hear about what happens to people. Local groups like Healthwatch also tell us what care is like for people. This helps us know what to check and where.



We also want to know about good care in a hospital.



See page 23 for the best way to tell us what has happened to you.



Please understand that although we want to hear about what happens to people, we are not able to sort out people's personal complaints.

# How we do our checks



We talk to people who use the service we are checking, and to staff. We also look at ways they do things at the hospital.



We have experts who help us with our checks. Some of these are called Experts by Experience. They are people who use or have used the sorts of services we are checking.



All hospitals must follow certain rules. When a hospital does not follow them, they must tell us what they will do to be better.



We can also:

- fine them money

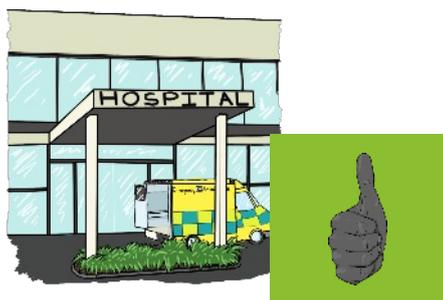


- stop new patients going into the hospital if we think it is not safe



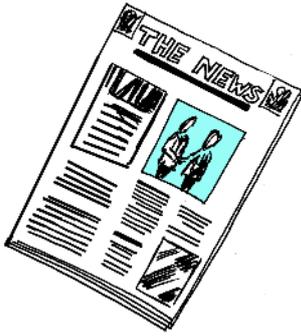
- close the hospital when it is very bad.

# How to find out what we are doing



We have a website where you can:

- see how good we say your hospital is
- read our last report about your hospital
- read anything we have asked them to do to make their service better
- tell us how they treat you.



You can also:

- ask us to send you reports when we check services
- get our newsletter every month
- join our internet group to help us do our job better.

# Contact us



By phone  
**0300 061 6161**



By email  
**enquiries@cqc.org.uk**



On our website  
**www.cqc.org.uk**



By post  
**Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA**



On Twitter  
**@CareQualityComm**



On Facebook  
**www.facebook.com/CareQualityCommission**

# Hard words

**bisexual** - a person who fancies and loves both men and women.

**effective** - does a good job.

**gay man** - a man who fancies and loves other men.

**heterosexual** - a woman who fancies and loves men, a man who fancies and loves women.

**requires improvement** - needs to get better.

**inadequate** - poor / bad

**lesbian** - a woman who fancies and loves other women.

**outstanding** - really good.

**responsive** - meets your needs.

**social care** - when people have support to live at home, in a care home, in day centres and other places.

**vulnerable** - people who might be more at risk from abuse. Such as people who have a learning disability or are older.

**well-led** - managed well by good leaders and managers.



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