

Ashford and St. Peter's Hospitals NHS Foundation
Trust

St Peter's Hospital

Quality Report

Trust Headquarters

St Peter's Hospital

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This report describes our judgement of the quality of care at this hospital. It is based on a combination of what we found when we inspected, information from our 'Intelligent Monitoring' system, and information given to us from patients, the public and other organisations.

Summary of findings

Letter from the Chief Inspector of Hospitals

Ashford and St Peter's NHS Foundation NHS Trust provides services across north-west Surrey to a population of 410,000 people. The trust provides district general hospital services and some specialist services such as neonatal intensive care and limb reconstruction surgery from sites at Ashford and St Peter's Hospitals.

To get to the heart of patients' experiences of care and treatment, we ask the same five questions of all services: are they safe, effective, caring, responsive to people's needs, and well-led? Where we have a legal duty to do so, we rate the performance of services against each key question as outstanding, good, requires improvement or inadequate.

When we inspected the trust in December 2014 we rated it as good overall. We rated safety as requires improvement and effective, caring, responsive and well-led as good. The result of our focussed inspection did not change the ratings from the previous inspection.

We previously found that the trust was in breach of regulations four times. These related to some lack of staff awareness of emergency procedures, the learning from patient feedback and critical incident in the critical care unit, the secure storage of confidential patient records and the safe storage of medicines. We told the trust that it must give us an action plan showing how it would bring services into line with the regulations, and we have monitored this progress of this action plan with them.

At this inspection, we found that the trust had improved.

The trust had taken action to comply with the regulations for all four breaches, although the procedures for monitoring the temperature of medicines storage needed further embedding in practice. However, we had confidence that services were now delivered in line with regulations.

We will continue to monitor the performance of this service and inspect it again as part of our ongoing inspection programme.

Professor Sir Mike Richards Chief Inspector of Hospitals

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Professor Sir Mike Richards

Chief Inspector of Hospitals

St Peter's Hospital

Detailed findings

Services we looked at

Trustwide

Detailed findings

Contents

Detailed findings from this inspection

	Page
Background to St Peter's Hospital	5
Our inspection team	5
How we carried out this inspection	5
Findings by main service	7
Action we have told the provider to take	58

Background to St Peter's Hospital

Ashford and St Peter's NHS Foundation NHS Trust was formed from the merger of two hospital sites in 1998 and achieved foundation trust status in 2010.

The trust has 636 beds, of which 553 are in-patient (overnight) beds. The trust employs around 3,500 staff and provides district general hospital services to a population of 410,000 people in north west Surrey in the boroughs of Runnymede, Spelthorne, Woking and parts of Elmbridge, Hounslow and Surrey Heath. Services are provided on two hospital sites, St Peter's Hospital and Ashford Hospital.

We inspected this trust in December 2014 and we found there were breaches of the regulations that ensure the quality and safety of services. In that inspection report we

identified areas where the provider must make take action to improve and become compliant with the relevant regulations. These related to some staff awareness of emergency procedures, the learning from patient feedback and critical incidents in the critical care unit, the secure storage of confidential patient records and the safe storage of medicines. We issued four requirement notices to the provider.

The plan submitted by the provider contained timescales by when actions should be completed. These have now passed. We inspected those specific areas where there was a breach in the regulations to ensure the necessary changes had been made and the service was now compliant with the relevant regulations.

Our inspection team

Our inspection team was led by Shaun Marten, CQC inspection manager, included another CQC inspector, and was overseen by Alan Thorne, Head of Hospital Inspection.

How we carried out this inspection

The trust provided us with extensive documentary evidence to demonstrate they had met the terms of the requirement notices and that the relevant regulations were being met. We reviewed this information in detail.

We visited wards and departments at both hospital sites to test and corroborate the documentary evidence supplied. We visited about nine wards and departments including the critical care unit and outpatient departments at both sites.

Detailed findings

We reviewed checklists and other records relating to the storage of medicines, and spoke with nurses and reception staff. In critical care we reviewed patient feedback results, and minutes of meetings. We also spoke with staff about how they learnt from incidents to prevent recurrence, and used patient feedback to develop services.

Overall, the documentary evidence supplied gave us general assurance the terms of the requirement notices had been met. We tested this evidence during our visits to the wards and departments and generally found a satisfactory level of corroboration to give us assurance that the required improvements had been made..

Urgent and emergency services

Safe	
Effective	
Caring	
Responsive	
Well-led	
Overall	

Information about the service

Summary of findings

Urgent and emergency services

Are urgent and emergency services safe?

Are urgent and emergency services effective?

(for example, treatment is effective)

Are urgent and emergency services caring?

Are urgent and emergency services responsive to people's needs?

(for example, to feedback?)

Are urgent and emergency services well-led?

Maternity (inpatient services)

Safe	
Effective	
Caring	
Responsive	
Well-led	
Overall	

Information about the service

Summary of findings

Maternity (inpatient services)

Are Maternity (inpatient services) safe?

Are Maternity (inpatient services) effective?

(for example, treatment is effective)

Are Maternity (inpatient services) caring?

Are Maternity (inpatient services) responsive to people's needs?
(for example, to feedback?)

Are Maternity (inpatient services) well-led?

Maternity (community services)

Safe	
Effective	
Caring	
Responsive	
Well-led	
Overall	

Information about the service

Summary of findings

Maternity (community services)

Are Maternity (community services) safe?

Are Maternity (community services) effective?

(for example, treatment is effective)

Are Maternity (community services) caring?

Are Maternity (community services) responsive to people's needs?
(for example, to feedback?)

Are Maternity (community services) well-led?

Surgery (gynaecology)

Safe

Effective

Caring

Responsive

Well-led

Overall

Information about the service

Summary of findings

Surgery (gynaecology)

Are Surgery (gynaecology) services safe?

Are Surgery (gynaecology) services effective?

(for example, treatment is effective)

Are Surgery (gynaecology) services caring?

Are Surgery (gynaecology) services responsive to people's needs?

(for example, to feedback?)

Are Maternity (community services) well-led?

Spinal injuries centre

Safe

Effective

Caring

Responsive

Well-led

Overall

Information about the service

Summary of findings

Spinal injuries centre

Are spinal injuries centre services safe?

Are spinal injuries centre services effective?

(for example, treatment is effective)

Are spinal injuries centre services caring?

Are spinal injuries centre services responsive to people's needs?

(for example, to feedback?)

Are spinal injuries centre services well-led?

Minor injuries unit

Safe

Effective

Caring

Responsive

Well-led

Overall

Information about the service

Summary of findings

Minor injuries unit

Are minor injuries unit services safe?

Are minor injuries unit services effective?
(for example, treatment is effective)

Are minor injuries unit services caring?

Are minor injuries unit services responsive to people's needs?
(for example, to feedback?)

Are minor injuries unit services well-led?

Medical care (including older people's care)

Safe

Effective

Caring

Responsive

Well-led

Overall

Information about the service

Summary of findings

Medical care (including older people's care)

Are medical care services safe?

Are medical care services responsive?

Are medical care services effective?

Are medical care services well-led?

Are medical care services caring?

Medical care

Safe	
Effective	
Caring	
Responsive	
Well-led	
Overall	

Information about the service

Summary of findings

Medical care

Are medical care services safe?

Are medical care services responsive?

Are medical care services effective?

Are medical care services well-led?

Are medical care services caring?

Surgery

Safe

Effective

Caring

Responsive

Well-led

Overall

Information about the service

Summary of findings

Surgery

Are surgery services safe?

Are surgery services responsive?

Are surgery services effective?

Are surgery services well-led?

Are surgery services caring?

Specialist burns and plastic services

Safe	
Effective	
Caring	
Responsive	
Well-led	
Overall	

Information about the service

Summary of findings

Specialist burns and plastic services

Are specialist burns and plastic services safe?

Are specialist burns and plastic services responsive?

Are specialist burns and plastic services effective?

Are specialist burns and plastic services well-led?

Are specialist burns and plastic services caring?

Critical care

Safe

Effective

Caring

Responsive

Well-led

Overall

Information about the service

Summary of findings

Critical care

Are critical care services safe?


Are critical care services responsive?

Are critical care services effective?

Are critical care services well-led?

Are critical care services caring?

Maternity and gynaecology

Safe	Outstanding 
Effective	
Caring	
Responsive	
Well-led	
Overall	

Information about the service

Summary of findings

Maternity and gynaecology

Are maternity and gynaecology services safe?

Outstanding



Are maternity and gynaecology services caring?

Are maternity and gynaecology services responsive?

Are maternity and gynaecology services effective?

Are maternity and gynaecology services well-led?

Neonatal services

Safe

Effective

Caring

Responsive

Well-led

Overall

Information about the service

Summary of findings

Neonatal services

Are neonatal services safe?

Are neonatal services responsive?

Are neonatal services effective?

Are neonatal services well-led?

Are neonatal services caring?

Services for children and young people

Safe

Effective

Caring

Responsive

Well-led

Overall

Information about the service

Summary of findings

Services for children and young people

Are services for children and young people safe?

Are services for children and young people responsive?

Are services for children and young people effective?

Are services for children and young people well-led?

Are services for children and young people caring?

Transitional services

Safe	
Effective	
Caring	
Responsive	
Well-led	
Overall	

Information about the service

Summary of findings

Transitional services

Are transitional services safe?

Are transitional services responsive?

Are transitional services effective?

Are transitional services well-led?

Are transitional services caring?

End of life care

Safe

Effective

Caring

Responsive

Well-led

Overall

Information about the service

Summary of findings

End of life care

Are end of life care services safe?

Are end of life care services responsive?

Are end of life care services effective?

Are end of life care services well-led?

Are end of life care services caring?

Outpatients and diagnostic imaging

Safe

Effective

Caring

Responsive

Well-led

Overall

Information about the service

Summary of findings

Outpatients and diagnostic imaging

Are outpatient and diagnostic imaging services safe?

Are outpatient and diagnostic imaging services responsive?

Are outpatient and diagnostic imaging services effective?

Are outpatient and diagnostic imaging services well-led?

Are outpatient and diagnostic imaging services caring?

Chemotherapy

Safe

Effective

Caring

Responsive

Well-led

Overall

Information about the service

Summary of findings

Chemotherapy

Are chemotherapy services safe?

Are chemotherapy services responsive?

Are chemotherapy services effective?

Are chemotherapy services well-led?

Are chemotherapy services caring?

Radiotherapy

Safe	
Effective	
Caring	
Responsive	
Well-led	
Overall	

Information about the service

Summary of findings

Radiotherapy

Are radiotherapy services safe?

Are radiotherapy services responsive?

Are radiotherapy services effective?

Are radiotherapy services well-led?

Are radiotherapy services caring?

Renal

Safe

Effective

Caring

Responsive

Well-led

Overall

Information about the service

Summary of findings

Renal

Are renal services safe?

Are renal services responsive?

Are renal services effective?

Are renal services well-led?

Are renal services caring?

Elective orthopaedic centre

Safe	
Effective	
Caring	
Responsive	
Well-led	
Overall	

Information about the service

Summary of findings

Elective orthopaedic centre

Are elective orthopaedic centre services safe?

Are elective orthopaedic centre services responsive?

Are elective orthopaedic centre services effective?

Are elective orthopaedic centre services well-led?

Are elective orthopaedic centre services caring?

Sexual health services

Safe

Effective

Caring

Responsive

Well-led

Overall

Information about the service

Summary of findings

Sexual health services

Are sexual health services safe?

Are Sexual health services responsive?

Are Sexual health services effective?

Are Sexual health services well-led?

Are Sexual health services caring?

Adult solid tumours

Safe

Effective

Caring

Responsive

Well-led

Overall

Information about the service

Summary of findings

Adult solid tumours

Are adult solid tumours services safe?

Are adult solid tumours services effective?

Are adult solid tumours services caring?

Are adult solid tumours services responsive?

Are adult solid tumours services well-led?

Haematology

Safe

Effective

Caring

Responsive

Well-led

Overall

Information about the service

Summary of findings

Haematology

Are haematology services safe?

Are haematology services responsive?

Are haematology services effective?

Are haematology services well-led?

Are haematology services caring?

Specialised rehabilitation

Safe	
Effective	
Caring	
Responsive	
Well-led	
Overall	

Information about the service

Summary of findings

Specialised rehabilitation

Are specialised rehabilitation services safe?

Are specialised rehabilitation services responsive?

Are specialised rehabilitation services effective?

Are specialised rehabilitation services well-led?

Are specialised rehabilitation services caring?

Outstanding practice and areas for improvement

Outstanding practice

Areas for improvement

Action the hospital **MUST** take to improve

Action the hospital **SHOULD** take to improve

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the fundamental standards that were not being met. The provider must send CQC a report that says what action they are going to take to meet these fundamental standards.

This section is primarily information for the provider

Enforcement actions

Action we have told the provider to take

The table below shows the fundamental standards that were not being met. The provider must send CQC a report that says what action they are going to take to meet these fundamental standards.

This section is primarily information for the provider

Enforcement actions (s.29A Warning notice)

Action we have told the provider to take

The table below shows why there is a need for significant improvements in the quality of healthcare. The provider must send CQC a report that says what action they are going to take to make the significant improvements.

Why there is a need for significant improvements

Start here...

Where these improvements need to happen

Start here...