

Dear patient / carer

Outcome of the CQC report

You may be aware that the Care Quality Commission (CQC) inspected our hospitals some four months ago and this report is now public. Following its inspection, the CQC has confirmed Worcestershire Acute Hospitals NHS Trust has been rated good and outstanding for patient care, it also highlights an overall rating of inadequate. The CQC report detailed areas of outstanding practice across the hospital sites including critical care, palliative care and the elderly care delivered on Avon 4 ward at the Worcestershire Royal Hospital. The overall rating for the Trust however is inadequate which is driven by additional work required in specific service that we provide and we are by no means complacent.

We are grateful to the CQC inspectors for their comprehensive report. It clearly recognises the challenges we are facing and the high level of care delivered by our staff across all areas of our services.

We know that from the feedback our patients give us in the patient feedback survey, 95% say that they would recommend the service to their family and friends. Also the feedback from patients during the inspection demonstrated the excellent and compassionate care delivered on a daily basis.

Everyone working at our hospitals will be disappointed that overall we are rated as inadequate, and that we will be put into special measures, especially following the efforts all our teams have made to improve our services in the last four months. The added support will we get from organisations in specific areas, as confirmed by the Trust Development Authority (our regulators) as part of special measures, is welcomed and we look forward to the additional expertise this will bring.

So what does that mean for you?

We will continue to put patient safety at the forefront of all the decisions we make. The outcome of the CQC report will not impact on the treatment that you will receive whilst you are in our care. In fact, since the inspection in July we have undertaken a comprehensive Patient Care Improvement Plan to ensure that we continually improve the services we provide.

You can get further details on the report by visiting our website on www.worcsacute.nhs.uk

If you have any concerns or issues then please contact our Patient Advice and Liaison Service on 0300 123 1732 or email patientservices.dept@worcsacute.nhs.uk

I would like to thank you for your loyalty and support and assure you that we are committed to making these improvements so that we can continue to offer caring services to all our local people.

Kind regards



Chris Tidman
Interim Chief Executive

Patients | Respect | Improve and innovate | Dependable | Empower

Taking **PRIDE** in our healthcare services