



Reference: AHC10000
Date: 26/04/2007

Your details

Trust self-declaration:

Organisation name:	Poole Hospital NHS Trust
Organisation code:	RD3

General statement of compliance

Please enter your general statement of compliance in the text box provided.

General statement of compliance	<p>Poole Hospital NHS Trust has completed a full assessment of its compliance against the core and development standards for the period 1st April 2006 to 31st March 2007.</p> <p>The Trust Board is confident there is assurance that there have been no significant lapses in any of the standards and therefore is submitting a fully compliant declaration.</p> <p>Comments have been received from the Independent Patient and Public Involvement Forum and from the three local Health Scrutiny Committees. These statements all support the Trust Boards assurance and declaration of full compliance. The Trust has also been supported in its declaration by the South West Strategic Health Authority.</p> <p>The Trust remains committed to providing the best possible care and treatment to all its patients in a safe and healthy environment for both patients and staff.</p>
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Statement on measures to meet the Hygiene Code

Please enter this statement in the box provided.

Statement on measures to meet the Hygiene Code	<p>Poole Hospital NHS Trust recognises that the Health Act 2006 introduced a statutory duty on NHS organisations to observe the Code of Practice on Healthcare Associated Infections. As a result the Trust has reviewed its infection control systems and arrangements and can confirm compliance with the Hygiene Code. During the year 2006-2007 there has been a significant improvement in infection control measures in the Trust and hospital acquired infections have reduced significantly.</p>
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Safety domain - core standards

Please declare your trust's compliance with each of the following standards:

Core and developmental standards declaration 2006/2007

C1a	Healthcare organisations protect patients through systems that identify and learn from all patient safety incidents and other reportable incidents, and make improvements in practice based on local and national experience and information derived from the analysis of incidents.	Compliant
C1b	Healthcare organisations protect patients through systems that ensure that patient safety notices, alerts and other communications concerning patient safety which require action are acted upon within required timescales.	Compliant
C2	Healthcare organisations protect children by following national child protection guidelines within their own activities and in their dealings with other organisations.	Compliant
C3	Healthcare organisations protect patients by following National Institute for Clinical Excellence (NICE) interventional procedures guidance.	Compliant
C4a	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that the risk of healthcare acquired infection to patients is reduced, with particular emphasis on high standards of hygiene and cleanliness, achieving year on year reductions in Methicillin-Resistant Staphylococcus Aureus (MRSA).	Compliant
C4b	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that all risks associated with the acquisition and use of medical devices are minimised.	Compliant
C4c	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that all reusable medical devices are properly decontaminated prior to use and that the risks associated with decontamination facilities and processes are well managed.	Compliant
C4d	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that medicines are handled safely and securely.	Compliant
C4e	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that the prevention, segregation, handling, transport and disposal of waste is properly managed so as to minimise the risks to the health	Compliant

Core and developmental standards declaration 2006/2007

	and safety of staff, patients, the public and the safety of the environment.	
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Safety domain - developmental standard

Please supply the following information:

Your level of progress in relation to developmental standard D1	Good
Your comments on your performance in relation to the comparative information contained in your information toolkit(s)	Poole Hospital has a very good record of engaging staff in safety issues and as a consequence a high level of reporting of incidents and near misses. In the reports from the National Patient Safety Agency the Trust is identified as having a strong safety culture and performs very well relative to other trusts. The Trust performs very well on infection control measures and has significantly reduced infection rates.
Your highest local priorities for improvement relating to developmental standard D1	A comprehensive medicines management action plan is being implemented to help improve both safety and patient outcomes. Continued implementation of infection control plan with emphasis on hand hygiene

Clinical and cost-effectiveness domain - core standards

Please declare your trust's compliance with each of the following standards:

C5a	Healthcare organisations ensure that they conform to National Institute for Clinical Excellence (NICE) technology appraisals and, where it is available, take into account nationally agreed guidance when planning and delivering treatment and care.	Compliant
C5b	Healthcare organisations ensure that clinical care and treatment are carried out under supervision and leadership.	Compliant
C5c	Healthcare organisations ensure that clinicians continuously update skills and techniques relevant to their clinical work.	Compliant
C5d	Healthcare organisations ensure that clinicians participate in regular clinical audit and reviews of clinical services.	Compliant
C6	Healthcare organisations cooperate with each other and social care organisations to ensure that patients' individual needs are properly managed	Compliant

Core and developmental standards declaration 2006/2007

	and met.	
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Clinical and cost effectiveness domain - developmental standards

Please supply the following information:

Your level of progress in relation to developmental standard D2a	Good
Your comments on your performance in relation to the comparative information contained in your information toolkits(s)	The Trust has made excellent progress in Cancer Care and performs at the highest level in peer review. In Stroke Care the Trust is performing at the at the highest level in the 10 domains covered by the National Sentinel Audit of Stroke. In Coronary Heart disease the Trust is performing well.
Your highest local priorities for improvement relating to developmental standard D2a	Developing local cardiac services in response to local need and commissioners decisions. Providing a local brachytherapy service in response to patient need and in line with NICE guidance

Governance domain - core standards

Please declare your trust's compliance with each of the following standards:

C7a and C7c	Healthcare organisations apply the principles of sound clinical and corporate governance and Healthcare organisations undertake systematic risk assessment and risk management.	Compliant
C7b	Healthcare organisations actively support all employees to promote openness, honesty, probity, accountability, and the economic, efficient and effective use of resources.	Compliant
C7e	Healthcare organisations challenge discrimination, promote equality and respect human rights.	Compliant
C8a	Healthcare organisations support their staff through having access to processes which permit them to raise, in confidence and without prejudicing their position, concerns over any aspect of service delivery, treatment or management that they consider to have a detrimental effect on patient care or on the delivery of services.	Compliant
C8b	Healthcare organisations support their staff through organisational and	Compliant

Core and developmental standards declaration 2006/2007

	personal development programmes which recognise the contribution and value of staff, and address, where appropriate, under-representation of minority groups.	
C9	Healthcare organisations have a systematic and planned approach to the management of records to ensure that, from the moment a record is created until its ultimate disposal, the organisation maintains information so that it serves the purpose it was collected for and disposes of the information appropriately when no longer required.	Compliant
C10a	Healthcare organisations undertake all appropriate employment checks and ensure that all employed or contracted professionally qualified staff are registered with the appropriate bodies.	Compliant
C10b	Healthcare organisations require that all employed professionals abide by relevant published codes of professional practice.	Compliant
C11a	Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare are appropriately recruited, trained and qualified for the work they undertake.	Compliant
C11b	Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare participate in mandatory training programmes.	Compliant
C11c	Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare participate in further professional and occupational development commensurate with their work throughout their working lives.	Compliant
C12	Healthcare organisations which either lead or participate in research have systems in place to ensure that the principles and requirements of the research governance framework are consistently applied.	Compliant

Patient focus domain - core standards

Please declare your trust's compliance with each of the following standards:

C13a	Healthcare organisations have systems in place to ensure that staff treat patients, their relatives and carers with dignity and respect.	Compliant
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Core and developmental standards declaration 2006/2007

C13b	Healthcare organisations have systems in place to ensure that appropriate consent is obtained when required, for all contacts with patients and for the use of any confidential patient information.	Compliant
C13c	Healthcare organisations have systems in place to ensure that staff treat patient information confidentially, except where authorised by legislation to the contrary.	Compliant
C14a	Healthcare organisations have systems in place to ensure that patients, their relatives and carers have suitable and accessible information about, and clear access to, procedures to register formal complaints and feedback on the quality of services.	Compliant
C14b	Healthcare organisations have systems in place to ensure that patients, their relatives and carers are not discriminated against when complaints are made.	Compliant
C14c	Healthcare organisations have systems in place to ensure that patients, their relatives and carers are assured that organisations act appropriately on any concerns and, where appropriate, make changes to ensure improvements in service delivery.	Compliant
C15a	Where food is provided, healthcare organisations have systems in place to ensure that patients are provided with a choice and that it is prepared safely and provides a balanced diet.	Compliant
C15b	Where food is provided, healthcare organisations have systems in place to ensure that patients' individual nutritional, personal and clinical dietary requirements are met, including any necessary help with feeding and access to food 24 hours a day.	Compliant
C16	Healthcare organisations make information available to patients and the public on their services, provide patients with suitable and accessible information on the care and treatment they receive and, where appropriate, inform patients on what to expect during treatment, care and after care.	Compliant

Accessible and responsive care domain - core standards

Please declare your trust's compliance with each of the following standards:

C17	The views of patients, their carers and	Compliant
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Core and developmental standards declaration 2006/2007

	others are sought and taken into account in designing, planning, delivering and improving healthcare services.	
C18	Healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably.	Compliant

Care environment and amenities domain - core standards

Please declare your trust's compliance with each of the following standards:

C20a	Healthcare services are provided in environments which promote effective care and optimise health outcomes by being a safe and secure environment which protects patients, staff, visitors and their property, and the physical assets of the organisation	Compliant
C20b	Healthcare services are provided in environments which promote effective care and optimise health outcomes by being supportive of patient privacy and confidentiality.	Compliant
C21	Healthcare services are provided in environments which promote effective care and optimise health outcomes by being well designed and well maintained with cleanliness levels in clinical and non-clinical areas that meet the national specification for clean NHS premises.	Compliant

Public health domain - core standards

Please declare your trust's compliance with each of the following standards:

C22a and C22c	Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by cooperating with each other and with local authorities and other organisations and	Compliant
	Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by making an appropriate and effective contribution to local partnership arrangements including local strategic partnerships and crime and disorder reduction partnerships.	

Core and developmental standards declaration 2006/2007

C22b	Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by ensuring that the local Director of Public Health's annual report informs their policies and practices.	Compliant
C23	Healthcare organisations have systematic and managed disease prevention and health promotion programmes which meet the requirements of the national service frameworks (NSFs) and national plans with particular regard to reducing obesity through action on nutrition and exercise, smoking, substance misuse and sexually transmitted infections.	Compliant
C24	Healthcare organisations protect the public by having a planned, prepared and, where possible, practised response to incidents and emergency situations, which could affect the provision of normal services.	Compliant

Electronic sign off - details of individual(s)

Electronic sign off - details of individual(s)

	Title	Full name	Job title
1.	Mr	PETER HARVEY	CHAIRMAN
2.	Mrs	SUE SUTHERLAND	CHIEF EXECUTIVE
3.	Mr	CHARLES CUNNINGHAM	NON EXECUTIVE DIRECTOR
4.	Ms	SUE DONALDSON	DIRECTOR OF HUMAN RESOURCES
5.	Mrs	ELIZABETH HALL	NON EXECUTIVE DIRECTOR
6.	Mr	JOHN KNOWLES	NON EXECUTIVE DIRECTOR
7.	Mrs	JEAN LANG	NON EXECUTIVE DIRECTOR
8.	Dame	YVONNE MOORES	NON EXECUTIVE DIRECTOR
9.	Dr	ROGER PACKHAM	MEDICAL DIRECTOR
10.	Mr	MARTIN SMITS	DIRECTOR OF NURSING
11.	Mr	DAVID TAYLOR	DIRECTOR OF FINANCE

Comments from specified third parties

Please enter the comments from the specified third parties below. If you are copying text from another document, it is advisable to copy the text and paste it into a new document as unformatted text before pasting this into your form.

Strategic health authority	NHS SOUTH WEST
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Core and developmental standards declaration 2006/2007

<p>comments</p>	<p>On the basis of the evidence available to the new Strategic Health Authority, there is no reason to disagree with the assessment made by the organisation in its declaration with regard to maintaining core standards.</p>
<p>Patient and public involvement forum comments</p>	<p>Independent Patient & Public Involvement Forum for Poole Hospital Comments on the Trust's Declaration for the Annual Health Check 2006-2007.</p> <p>Standard. Domain 1 Safety. C1a The performance of the Trust has been observed through Forum representation on the Risk Management and Safety Committee, the Trust Board and liaison with PALS-no adverse comment. The PPI Forum has found liaison between the Risk Management Committee and the forum very favourable (the PPIF representative was invited, by the Trust, to attend a National Patient Safety Agency conference). The PPI Forum is also pleased to note the positive outcomes of the group ie. allergy warning stickers on the front of all patients notes have been updated. Evidenced from:- Forum Minutes. Board Papers. Trust Liaison Committee Minutes.</p> <p>C4a Cleanliness inspections carried out by the Forum and Forum participation in PEAT inspection. Rapid response by the Trust to adverse reports. Significant improvements noted on follow-up inspections. MRSA and C. difficile rates noted and commented upon. Evidenced from:- Forum reports and Minutes. PEAT report. Letters to/from Trust officers. Board Papers. Trust Liaison Committee Minutes.</p> <p>C4d Following a disappointing score for Medicine Management in the 2006 Acute Portfolio report, the Trust produced an Action Plan and initiated an increase in ward based Pharmacists. Evidenced from:- Trust Liaison Committee Minutes.</p> <p>D1 Progress will be monitored through Forum membership of the Risk Management and Safety Committee.</p> <p>Domain 4 Patient Focus. C13a Mixed-sex bays in the Medical Assessment Unit continues to be a problem with 27% of patients reporting admission to a mixed-sex bay. The Forum has been working with the Trust for a considerable period to try and resolve this problem without reducing the efficiency of the Unit. The Trust has initiated measures to alleviate the situation. These are being monitored.</p> <p>Subsequent accommodation in mixed-sex areas (10%), is lower than the</p>

National average (20%).
 Evidenced from:-
 National Inpatient Survey 2006.
 Forum reports.
 Forum Minutes.
 Trust Liaison Committee Minutes.
 Letters to/from Trust officers.

Domain 4
 Patient Focus.
 C13 (cont.). General comment on this standard:-
 The Trust has implemented a Nursing Care Audit (Essence of Care).
 The Forum has access to the outcome reports and comments thereon.
 Evidenced from:-
 Audit reports.
 Trust Liaison Committee Minutes.

Domain 4
 Patient Focus
 C14 The Forum works closely with the Patient Advice & Liaison Service (PALS) and evidence from the PALS Walkway Survey has informed the Trusts improvements to access and signage.
 Evidenced from:-
 Trust Liaison Committee Minutes
 Wayfinders Group
 Forum Minutes

C15 The Trust provides an admirable catering service to patients, in terms of choice and quality.
 Evidenced from:-
 National Inpatient Survey 2006.
 CPPIH Foodwatch campaign.
 Forum reports.
 Forum Minutes.

Domain 5
 Accessible and responsive care.
 C17 The Forum has representation on and input to, the Trust Board and various committees concerned with the planning and delivery of services. Forum members attended the Trust's public presentation and consultation meetings regarding Foundation status.
 Evidenced from:-
 Trust Board Papers.
 Forum Minutes.
 Forum Work Plan.

C18 The Forum is working with the Trust to improve on-site patient transport and signage.
 Evidenced from:-
 Forum Minutes.
 Forum Work Plan.
 Wayfinders Group Minutes.
 Letters to/from Trust Officers.

Domain 6
 Care environment and amenities.
 C20/21 As comments for C4a plus the following:-
 As part of the cleanliness inspections, the Forum reports any hazards and/or deficiencies in fabric or fittings. Perceived major hazards are

	<p>reported immediately, verbally, to Facilities Management. Evidenced from:- Forum Minutes. Forum reports. Trust Liaison Committee Minutes. Letters to/from Trust officers,</p> <p>C20/21 (cont). Similarly, hazards/deficiencies noted on other visits to the Trust are reported. The Trust is responsive to these reports and has included additional items in the Ward Audit system. The Trust has implemented a smoke-free policy in buildings and grounds. Although this has been generally successful, small numbers of patients and visitors have been observed smoking in the grounds on the majority of visits by Forum members.</p> <p>Produced by the Independent PPI Forum for Poole Hospital, 19/4/07</p>
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Overview and scrutiny committee comments

Overview and scrutiny committee 1

<p>Comments</p>	<p>BOROUGH OF POOLE HEALTH SCRUTINY COMMITTEE</p> <p>Poole Health Scrutiny Committee welcomes Poole Hospital's work to reduce health care acquired infection and commends its considerable achievement in controlling infections to date. The Health Scrutiny Committee fully endorses the hospital's intention to reduce rates further and supports its intention to achieve a zero rate of infection wherever possible (C4).</p> <p>Poole Hospital works in close collaboration with Bournemouth and Poole Primary Care Trust and Poole Adult Social Services in preventing hospital admissions for older people and preventing delayed discharges from hospital. A notable strength is Poole Hospital's joint work on the Partnership for Older People Project (POPPs) in Poole (C6).</p> <p>Poole Hospital has worked proactively with its Patient and Public Involvement Forum to implement plans enabling men and women to have separate facilities to ensure their dignity and respect. As part of a wider public consultation process, Poole Hospital presented proposals for its application for Foundation Trust status, including proposed governance arrangements, to Poole Health Scrutiny Committee which will ensure residents, patients and carers have a strong voice in the Foundation Trust's future. The consultation on Foundation Trust status has sought to engage an impressively wide range of residents and stakeholders (C17).</p> <p>Poole Hospital added value to the work of Poole Health Scrutiny Committee's Health Inequalities Working Group in 2005/06 by facilitating fact-finding visits to the A&E Department. Poole Hospital has also worked with partners on the development of an alcohol harm reduction strategy as part of Poole Partnership's Local Area Agreement (C22).</p> <p>[Total: 241 words]</p>
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Overview and scrutiny committee 2

<p>Comments</p>	<p>DORSET COUNTY COUNCIL HEALTH SCUTINY COMMITTEE</p> <p>Core Standard C17 and C18 (Notified by PPI Forums;increase in charges for patients travelling to Poole Hospital for treatment;issue included in Review on Access to Health Services) The Trust has participated in a review of Access to Health Services in Rural Areas and has responded to a request for meeting to discuss the issue of an increase in charges for patients travelling from Poole Hospital for treatment. The matter was first brought to the attention of the Committee by local forums as it had a particular impact on oncology patients in rural areas of the County and therefore was a matter relating to inequity of access. The changes to the charging system had not been brought to the attention of the Committee or the PPI Forum before implementation. The Chief Executive subsequently responded in a timely manner to further requests for information.The Committee made certain recommendations as part of the conclusions of the review, part of which was that the recommendations be presented to and considered by the Trust Board and the outcome of the Board's deliberations reported back to the Committee. A formal response is expected in May 2007, allowing for current local arrangements.</p> <p>Core Standard C17 (Consultation on application for Foundation Trust Status) The Committee was asked for its views as part of the consultation process for the application, and after detailed questioning formally supported the application. The Committee was impressed by the thoroughness of the work behind the presentation.</p>
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Overview and scrutiny committee 3

<p>Comments</p>	<p>BOURNEMOUTH BOROUGH HEALTH SCRUTINY COMMITTEE</p> <p>Members recognised the work of the Trust in trying to combat highly contagious infections. In particular, they felt that the Trust had taken suitable steps in addressing outbreaks when they occur.</p> <p>Members felt that the Trust would be better served by an in-house cleaning service which the Trust also acknowledged but were encouraged to hear that this would soon be under review. Members were pleased to hear of the Trust's continued involvement in the Dorset wide Infection Control Board.</p> <p>Members were happy with the patient complaints procedures and were satisfied that this was monitored effectively and that the Trust had made concerted efforts to address any patient concerns in a timely manner.</p> <p>Members were pleased that the Trust had started introducing protected meal times in key areas but understood that it was not always possible to apply these to all areas of the hospital. Members welcomed the monitoring of the coloured tray system by the Trust's Patient and Public Involvement Forum and the way that the Trust had encouraged staff to not to take no as the first and final answer from patients who turn down meals.</p>
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