

E&NH0645

## CQC report highlights improvements, plus areas where more work needed

**Stevenage, UK – 17 July 2018** – The Care Quality Commission (CQC) has today published [its report](#) on the inspection of the Trust’s hospitals, which took place back in March 2018. The key findings were:

- Overall, the Trust was rated as *requiring improvement* – which was the anticipated outcome and is the rating received by around two thirds of acute trusts inspected by the CQC to date;
- Over 70% of the areas reviewed by the CQC thus far have been rated *good* or better;
- Urgent and emergency services at the Lister improve rating from *inadequate* in 2016 to *good* in this latest inspection
- Maternity services now rated *good* overall (*requires improvement* in 2016), with services at the Mount Vernon Cancer Centre also showing real improvements
- CQC identified changes needed to be made to the Trust’s surgery services and the urgent care centre at the New QEII – actions that are now being taken

Reflecting on the report’s findings, the Trust’s chief executive, Nick Carver, said:

“Since the Trust’s last inspection, our staff – as well as colleagues from partner organisations – have been working hard to improve the quality of services experienced by patients. When the CQC inspectors arrived in March 2018, they were welcomed openly by our staff and were able to look at whatever they needed to during their time at our hospitals.

## **2/CQC report highlights improvements, plus areas where more work needed**

Mr Carver continued:

“At this stage in the Trust’s development, the CQC’s findings are a fair assessment. I was particularly pleased that overall we continue to be rated as *good* for caring, as this is at the heart of our patients’ experience. Moreover, the improvements made by our emergency medicine colleagues saw the Lister’s emergency department improve its rating from *inadequate* in 2016 to *good* across all areas inspected. Our maternity team colleagues also made great progress, now rated *good* overall. Significant improvements were also seen at the Mount Vernon Cancer Centre.

“Our CQC inspectors found areas needing improved in the Trust’s surgery services, and also the urgent care centre at the New QEII hospital. Following our inspection, the CQC set out the improvements it required to be made – a process that is now well underway. We look forward to the CQC returning to check that its requested changes are in place.

“There is still plenty to be done, of course, as we implement the action plan that has been agreed with the CQC. Whilst committed to making improvements, we must remember that there is also a great deal to celebrate with our staff, who work so hard every day to ensure that our patients receive high quality care at all times. We very much welcome our CQC report as it helps us now to focus our efforts on ensuring that we improve our services even further for the benefit of both patients and our staff.”

-ends-

### **The East and North Hertfordshire NHS Trust**

The Trust provides a wide range of acute and tertiary care services from four hospitals, namely the: Lister in Stevenage; New QEII in Welwyn Garden City; Hertford County in Hertford; and the Mount Vernon Cancer Centre in Northwood, Middlesex

For more information about the Trust, go to the [website](#).

**For more information, please call the communications team on: 01438 285362 or 01438 285940; for out-of-hours calls, please call the duty press officer on 07920 412023.**

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