


Agenda Item 5

		THE HEALTH SCRUTINY COMMITTEE FOR LINCOLNSHIRE	
Boston Borough Council	East Lindsey District Council	City of Lincoln Council	Lincolnshire County Council
North Kesteven District Council	South Holland District Council	South Kesteven District Council	West Lindsey District Council

Open Report on behalf of Richard Wills, the Director Responsible for Democratic Services

Report to	Health Scrutiny Committee for Lincolnshire
Date:	20 April 2016
Subject:	Boston West Hospital

Summary:

This report provides information on Boston West Hospital. During 2014/15 Boston West Hospital admitted 2,980 patients, 95% of whom were NHS-funded. A further 590 patients were seen in the Hospital's outpatient department.

Carl Cottam, the General Manager of Boston West Hospital is due to attend for this item.

Actions Required:

- (1) To consider and comment on the information presented on Boston West Hospital.
- (2) To use the information presented as background information, which will make the Committee better informed to complete a draft statement on Boston West Hospital's Quality Account for 2016.

1. Background

Boston West Hospital is a private hospital operated by Ramsay Health Care UK, which undertakes a significant proportion of NHS-funded activity. The information in this report has been compiled from the Boston West Hospital Quality Account 2014/15 and the Care Quality Commission inspection report. The Hospital building is a purpose built facility which provides services for the assessment, diagnosis and

treatment of common medical conditions, and has a suite of outpatient and treatment rooms. A theatre undertakes a range of surgical procedures and endoscopic (diagnostic) investigations.

Boston West Hospital's vision is as follows: -

"As a committed team of professional individuals we aim to consistently deliver quality holistic care for all our patients across a full range of care services. We believe we are able to achieve this by continually updating our key skills and knowledge enabling us to deliver evidence based clinical practice throughout the Hospital."

The Hospital provides a wide range of services covering NHS and private day case facilities for the following specialties:

- Orthopaedic
- Ophthalmology
- General Surgery
- Pain Management
- Gynaecology
- Gastroenterology
- Urology
- Physiotherapy
- Cosmetic Surgery
- ENT

Boston West Hospital provides treatment for adult patients (excluding children below the age of 18 years), whether NHS-funded, privately insured or self-pay. A high percentage of Boston West's patients have come from the NHS sector, with patients choosing to use the facility through 'Choose and Book'. Boston West Hospital receives the standard NHS tariff for its NHS-funded patients. Boston West Hospital's services help to ease the pressure on other NHS facilities such as Pilgrim Hospital and Lincoln County Hospital. Boston West Hospital has worked closely with its NHS Clinical Commissioners, South Lincolnshire CCG, to ensure improved access for patients requiring day case surgery.

During 2014/15 Boston West Hospital, admitted a total of 2,980 patients, 95% of whom were NHS-funded. An additional 590 patients were seen per week in the Hospital's outpatient department by one of the consultants. Boston West Hospital offers consultant led care, meaning that all its patients are seen by a consultant at each step of their patient care pathway.

Care Quality Commission Inspection

The Care Quality Commission (CQC) published its most recent inspection report on Boston West Hospital on 23 October 2015. The overall rating for Boston West Hospital was good. The CQC's key findings were as follows: -

- "All clinical areas were clean. The hospital had reported no incidence of MRSA, clostridium difficile (C.diff.) or methicillin-sensitive staphylococcus aureus (MSSA) in the reporting period between January to December 2014.
- Best practice infection prevention and control practices were being followed.
- Nursing staffing was managed effectively to ensure patients received safe care with access to consultants obtained in a timely manner. Staffing levels were reviewed daily to enable team leaders in the clinical areas to flex their staffing, according to patient requirements. The hospital had not used any agency staff for the twelve months prior to our visit.
- The provider employed 1.6 whole time equivalent (WTE) consultants in the hospital; an anaesthetist and a surgeon. At least one of the employed consultants was present throughout the hospital's operating hours. A consultant anaesthetist was present in the hospital for both operating lists each day. This meant they could respond quickly in an emergency and reduce any risk to patients.
- The hospital had not reported any patient deaths between January 2014 and December 2014. There had been no transfer of care to a nearby trust for patients between January 2014 and December 2014.
- Staff followed guidance on fasting prior to surgery which was based on best practice. For healthy patients requiring a general anaesthetic this allowed them to eat up to six hours prior to surgery and to drink water up to two hours before.
- The hospital provided only day surgery, therefore meals were not provided. A selection of hot drinks and biscuits were available to patients once they had recovered from their procedure and prior to discharge.

We saw several areas of outstanding practice including:

- 100% of staff had completed all mandatory training and appraisals in 2014/15.
- The hospital had been awarded accreditation by the Joint Advisory Group (JAG) on gastrointestinal endoscopy and was the first independent hospital to achieve this.
- The hospital operated a 24 hour telephone helpline run by hospital staff, available to all patients post procedure or operation.

However, there were also areas of poor practice where the trust needs to make improvements. Importantly, the hospital should:

- ensure specialist personal protective equipment (PPE) in radiology, including lead aprons, is checked regularly.
- ensure requests to repair equipment are made, recorded and completed using standard processes and procedures."

Quality Account Process

One of the reasons for the inclusion of an item on Boston West Hospital on the Committee's agenda is to provide background information, so that the Committee will feel better informed to undertake the Quality Account process. Boston West Hospital's Quality for 2014/15 included the following priorities for 2015/16: -

"Patient Experience

"Patient experience continues to be a key focus to ensure we deliver the highest level of patient care at Boston West Hospital. Fostering an environment that enables us to learn from patient feedback is critical to the growth and development of our services.

"Our aim in 2015/16 is to improve the process for patients who do not attend the hospital for their appointment concentrating on key services. The process aims to reduce waits and provide a more streamlined process for those services with high demand, which in turn will provide patients with a better experience, looking specifically into the area of endoscopy.

"As feedback is important to us, we plan to review the way in which "HOT" alerts and informal patient feedback is addressed to ensure all feedback is addressed and lessons learned where possible to improve the services we offer our patients.

"In 2015/16 we aim to develop a Consultant Newsletter to ensure the clinicians are aware of our activity in relation to governance and quality sharing lessons learned from the wider Ramsay group and highlighting key information from clinical audit and national guidelines to promote best practice.

"Clinical Effectiveness

"Sharing our findings from governance information and learning lessons is key, in order to progress the effectiveness of the hospital. During 2015/16 we will be introducing display boards within each department which will highlight key governance activity and performance.

"We will also be sharing lessons with key clinical staff regarding adverse events and sharing lessons from the wider Ramsay group for learning.

"Patient Safety

"2014/15 has seen the theatre team build on their safety culture, with the sound implementation and ongoing review of the WHO checklist. Monthly clinical audits are completed to review clinical safety and effectiveness. The average compliance rate for these audits during 2014/15 was 98% and during 2015/16 we would like to build on these findings.

"We hope to continue this momentum and build on an already sound culture. During 2015/16 we have attached CQUIN activity to theatres which we hope will provide ongoing improvements and enhance the good work which is already evident, when looking back on the previous year."

Previous Engagement with Health Scrutiny Committee

The Health Scrutiny Committee has made statements on the draft Quality Accounts of Boston West Hospital in 2011, 2013 and 2014. On 25 January 2014, three

members of the Committee (Councillors Chris Brewis, Mrs Sue Ransome and Mrs Sue Wray) visited Boston West Hospital and they reported their findings subsequently to the Committee.

2. Conclusion

The Health Scrutiny Committee is invited to consider and comment on the information presented on Boston West Hospital. The Committee is then invited to use the information, which will make the Committee better informed to complete a draft statement on Boston West Hospital's Quality Account for 2016.

3. Consultation

This is not a consultation item.

4. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

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