

# Words Worth Reading Ltd

January 2014 ISSUE 54

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Hello, and welcome to the January edition of the Words Worth Reading Ltd newsletter. A very happy new year to you all! We are all attempting to avoid chocolate, cake, caffeine and anything sugar-loaded here in the office this month – very miserable indeed! So instead of fixating on food, we're ploughing our efforts into Information Governance compliance, policy documentation and publisher packs!

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## **Latest hospital inspections find variables in quality**

The CQC have published the next four reports detailing their findings from their new way of inspecting hospitals in England. The reports show variations in the quality of care.

Good care was found at Salford Royal and Royal Surrey County Hospitals NHS Foundation Trusts, and areas of concern at Royal Bournemouth and Christchurch NHS Foundation Trust and Barking, Havering and Redbridge University Hospitals NHS Trust.

The reports are clear about where the hospitals in question need to make improvements. The CQC's inspectors will return to the trusts to follow up on their findings from these inspections and to report on their progress in making improvements.

### **About the inspections**

The inspection teams included doctors, nurses, hospital managers, trained members of the public, inspectors and analysts. They carried out a mixture of announced and unannounced inspections, held focus groups with staff, and held a public listening event. The reports are based on a combination of inspection findings, information from our Intelligent Monitoring system, and information from patients, the public and other organisations.

Professor Sir Mike Richards, Chief Inspector of Hospitals, said: "We have now published reports on eight trusts following our new-style inspections. The larger teams and the involvement of more clinical specialists and members of the public is giving us a good picture of what care looks like across these large and complex organisations. When we go in, we are looking to see if services are safe, effective, caring, responsive to people's needs and well-led."



## Spotted on Twitter



@pulsetoday #Smoking ban in cars with #children welcomed by @TheBMA



@guardian  
What does your daily commute look like? Share your pictures and stories  
[gu.com/p/3mjjv/tw](http://gu.com/p/3mjjv/tw)



@Oxfam The global geography of #inequality: interesting @NatGeo interactive map <http://ow.ly/tvA9y>  
ht @WFUNA

## Inspecting and regulating GP and Out of Hours services

Professor Steve Field, the CQC's Chief Inspector of General Practice, has set out his new approach of inspecting and regulating all GPs and out-of-hours services.

- Better, more systematic use of people's views and experiences, including suggestions and complaints.
- New expert inspection teams including trained inspectors, clinical input led by GPs and nurses, practice managers and GP Registrars.
- A rolling programme of inspections carried out systematically in each clinical commissioning group (CCG) area across England.
- Inspections of GP out-of-hours services to be incorporated into CCG area programmes.
- A focus on how general practice is provided to key patient groups, including vulnerable older people and mothers, babies and children.
- Tougher action in response to unacceptable care, including where necessary closing down unsafe practices.
- Ratings of all practices to help drive improvement and support people's choice of surgery.
- Better use of data and analysis to help the CQC to identify risk and target their efforts.
- Clear standards and guidance to underpin the five key questions the CQC ask of services: are they safe, effective, caring, responsive and well-led?
- Close collaborative working CCGs and Local Area Teams of NHS England to avoid duplication of activity.

This new approach to inspections of GPs and GP out-of-hours will start in April 2014.

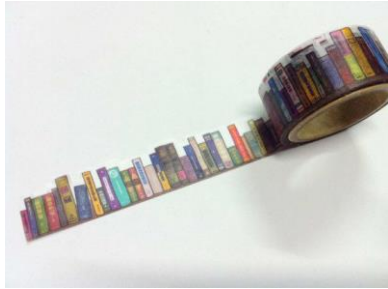
Our remote external auditing service for the Information Governance Toolkit is a huge success! There is still time to order this service before the 31<sup>st</sup> March 14 submission deadline. If you have completed your organisation's IGT, you will have to demonstrate in-year evidence of maintaining Level 2 compliance, and our latest service can help you do just that.



## In other news...

- We've expanded our policy writing service to incorporate tradesman, construction, sales and manufacturing!
- Comic Relief and the Department of Health have recently undertaken a research programme looking at institutional care and identifying the steps that can be taken to avoid the mistreatment of staff, service users and residents. The report demonstrates the need for a culture of care and respect.

## Things that we like this month



Loving this masking tape!

LightLife on Etsy



This 'quote of the month' on pinterest

<http://www.pinterest.com>



A personalised touch to valentine's day 😊

<http://www.thesuedesofa.com>

## Contact us:

If you wish to find out more about the services we offer or want to get in touch with us about anything then please do not hesitate to contact us in any of the following ways:

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