

Chairman
Health Overview and Scrutiny Committee
Kent County Council

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Our Ref: SB/AF/jc

27 August 2014

From the Chief Executive: Stuart Bain

Dear Chair

East Kent Hospitals University NHS Foundation Trust: CQC Inspection Report

Thank you for the invitation to attend the Health Overview and Scrutiny Committee on 10 October to give an update on the CQC Action Plan which I can confirm I am able to attend.

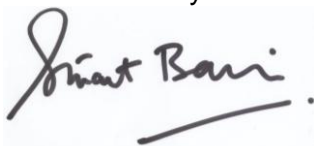
I am pleased that the report praises the caring nature of the hospital staff saying and this was reflected at all three hospitals: the William Harvey Hospital in Ashford, the Queen Elizabeth The Queen Mother Hospital in Margate and the Kent and Canterbury Hospital in Canterbury; the report also rated our critical care services as good.

However the report also contained many criticisms of the Trust for example the report concluded that there were insufficient numbers of appropriately trained staff across all three hospitals that staff engagement was poor and that patients experienced of long waiting times for appointments. In addition it required the Trust to make improvements to its environment.

Many of the areas of concern had been presented to the CQC Inspection Team at the beginning of the inspection with our plans to address them; such as, the £2.9m investment in staffing and the investment in improving outpatients.

Since the receipt of the report we have been engaging with staff to actively involve them in the development of the action plan which has to be submitted to the CQC by 23 September. We will also be setting up meetings with our key stakeholders, such as the CCGs, as some of the actions to improve services, such as A&E waiting times and access to follow-up appointments, require their support and influence. I am hopeful that the CQC will have had time to review and accept the action plan in time for us to share it with you at the meeting.

Yours sincerely



Stuart Bain
Chief Executive