

FOR IMMEDIATE RELEASE

South East London - 17th August 2017

Healthwatch responds to Lewisham and Greenwich NHS Trust's Care Quality Commission inspection rating of 'requires improvement'



Healthwatch are disappointed by the poor performance of Lewisham and Greenwich NHS Trust that has led to an overall assessment of 'requires improvement' from the Care Quality Commission (CQC) in their latest inspection report.

The CQC report scores the Trust as requiring improvement against five key areas:

- Safety
- Effectiveness
- Caring
- Responsiveness
- Leadership

The lack of progress from the Trust's [2014 CQC report](#), and the [2016 CQC report](#) of Queen Elizabeth Hospital's emergency department and medical services (including older people's care), is particularly frustrating. Patients in Greenwich have now been hit with the second negative inspection in the space of a few weeks, after last month's [inadequate rating of Greenwich Clinical Commissioning Group](#) by NHS England.

Rikki Garcia, Chief Executive of Healthwatch Greenwich stated:

"The decline in quality of end of life care at Queen Elizabeth Hospital, from a rating of 'requires improvement' to 'inadequate' is worrying, as is the decline in the safety rating of surgery from 'requires improvement' to 'inadequate'. Some of the area's most vulnerable patients may be at risk because of this."

Patient Safety and the weaknesses in leadership within the Trust are areas of significant concern. The report states: "Whilst there are many contributing factors as to why significant progress has not been made, we identified that a lack of decisive decision making by the executive was a significant factor." (Page 26)

However, we are pleased to see the areas of excellence identified in the report including the Trust's community services which were rated 'outstanding'. The maternity services at Queen Elizabeth Hospital received 'good' across the board, which reflects the findings of Healthwatch Greenwich and Healthwatch Bexley, from our [Enter and View visits](#) to the department earlier this year.

Folake Segun, Director of Healthwatch Lewisham and Healthwatch Bromley stated:

“We are exceptionally pleased to see services for children and young people at University Hospital Lewisham rated ‘good’ in all five areas. It’s particularly encouraging as this is an improvement from the previous inspection report, which rated the safety of these services as ‘requires improvement’.”

The Trust have provided us with details of some the work already under way to improve services, and have stated:

“We launched a major safety and quality improvement plan immediately after the CQC inspection in March and have made significant improvements for patients. This is a joint plan with our health and social care partners to make the improvements needed across the whole system to address the issues raised by the CQC.” *David Cocke, Head of Communications at the Trust.*

We hope that Lewisham and Greenwich Trust will continue to make improvements, and ensure that local people have access to the safe, effective, and well-run services they deserve. Healthwatch Bexley, Healthwatch Lewisham and Healthwatch Greenwich have already offered our support to help improve care and leadership. Healthwatch has a good working relationship with the Trust and we welcome the openness of the Trust in working with us, and recognise that a great deal of work is still needed.

We encourage patients, family, friends and carers to contact their local Healthwatch to tell us about their experiences of using health and social care services.

Editors Notes:

About Local Healthwatch:

Healthwatch Bexley, Healthwatch Greenwich and Healthwatch Lewisham are independent consumer champions for health and social care, representing the patient and public's voice in Bexley, Greenwich and Lewisham. They help to shape and improve local health and social care for local people and their communities. The local Healthwatch organisations are part of the

Healthwatch national network, established by the Government to ensure local patients and users have a greater input to shaping and designing local services.

If you are a Bexley resident please visit www.healthwatchbexley.co.uk

If you are a Greenwich resident please visit www.healthwatchgreenwich.co.uk

If you are a Lewisham resident please visit www.healthwatchlewisham.co.uk

About Healthwatch England:

Healthwatch England is the independent consumer champion for health and social care in England. The organisation has independent statutory powers, as stated in the Health and Social Care Act 2012, to ensure the consumer's voice is heard and best practice is delivered in health and social care nationally. Healthwatch is also focused on providing leadership, guidance, and support to the development of the Healthwatch network.

Healthwatch England: www.healthwatch.co.uk

Links:

2014 Lewisham and Greenwich NHS Trust CQC report:

http://www.cqc.org.uk/sites/default/files/new_reports/AAAA0575.pdf

2016 Queen Elizabeth Hospital CQC report:

http://www.cqc.org.uk/sites/default/files/new_reports/AAAF7367.pdf

2017 Healthwatch Greenwich Maternity Services Enter and View report:

http://www.healthwatchgreenwich.co.uk/sites/default/files/hwg_-_maternity_ev_report_2017_final_0.pdf

2017 Inadequate rating of Greenwich CCG by NHS England:

<http://www.healthwatchgreenwich.co.uk/news/greenwich-ccg-receives-inadequate-rating-nhs-england>

