Innovate and develop new models of care for our patients and their families, and ensure that the services we provide for our patients are the best.

Pride in Pennine

Our recent Care Quality Commission (CQC) Report marks the start of a new journey for all of us. A journey that I believe will result in our hospitals and community services becoming safer and more reliable – and in time, being amongst the best in the country.

The CQC inspectors that rated the Trust overall as ‘inadequate’ held up a mirror for us to see what was happening and reflected what many of you who work here had been saying for some time, that there were issues relating to staffing pressures, systems that didn’t allow the Trust Board to understand risks experienced on a ward or department, and a culture which began to tolerate inappropriate standards of behaviour.

Yet, from my five months in the Trust, I know we have staff here across our sites and community services who care deeply about the service you want to provide to patients and their families. Encouragingly, the CQC inspectors found that the Trust was a caring organisation and found staff treating patients in a compassionate, caring and sensitive way.

Improvements

Our Trust Quality Improvement Strategy, ‘Saving Lives, Improving Lives’, sets out the immediate improvement actions that we will all take over the next nine months to ensure we get the basics right, stabilising our services and creating the right conditions upon which we can continue to improve and ultimately transform care delivery across Pennine.

But this plan aims to go beyond the immediate concerns raised by the CQC report. It sets a number of key actions that we must deliver on across six main improvement themes. These actions will be monitored and measured by high trust indicators – hard measures that are meaningful to everyone, that staff can see, and be involved in. Measurement of our improvements will be fundamental to ensuring sustainability and the reliability of our care. The indicators within each main theme are current national standards we already must meet.

We will be setting clear nursing standards for each of our wards and departments with regular assessment and the publication of the results. We will also be introducing the award winning, nurse-led, bereavement service and pursuing new patient safety initiatives to reduce the number of cardiac arrests, and reducing the harm that patients can experience in hospital such as falls, pressure ulcers and infections.

Our aim is to use the Trust’s Quality Improvement strategy to launch a number of quality learning collaboratives to engage with staff to work on how we can make real improvements and how we can measure their impact on patient care.

We will therefore ensure that we will engage and involve all staff in making a real difference. As a Trust we are delivering services being rated good or outstanding by regulators, that our staff would rate as a good place to work, and a good place for their relatives to be cared for.

With your commitment and involvement, I believe we can achieve great things so that Pennine Acute Trust, along with Salford Royal, becomes one of the best and safest NHS Trusts in the country.

Sept 2016

Sir David Dalton
Chief Executive