

Healthcare Commission Standards for Better Health Medway Maritime Hospital Evidence Catalogue

Reference	Evidence	Comments
DOMAIN 1 ~ SAFETY		
C1	<ul style="list-style-type: none"> • Risk management policy and strategy • Trust risk management report 2005 • CNST level 1.2.1 & 1.2.3, 1.2.6 • IRIS reporting system • SUI reporting protocol/policy • Adverse incident policy • National staff survey • Process for SAB alerts in place • Transfer of care concern report • Complications discussions and mortality & morbidity meetings • Clinical alert forms • Change register • Compliance action plans • Complaints management policy • Minutes of meetings • RIDDOR • National Staff survey • MRHA notices • Chief executive bulletins • Drugs & therapeutics committee • Route cause analysis training 	CNST standards where quoted indicate the Trust is working toward the standard for January 2006 assessment
C2	<ul style="list-style-type: none"> • Procedure for care of individuals who are violent and abusive • Procedure in the event of child/infant abduction • CBR policy & procedure • Child protection lead in post • Child protection policy • Child protection lead • Annual update of child protection training for staff • At Risk Register accessible 24hours • CHI child protection audit/self assessment • Healthcare commission child protection performance indicator • Community paediatrics policy for Black Dot • NAI policy • Child in need/child protection policy (ext) • Healthcare Commission Acute Hospital Portfolio • Children's nurse in A&E 	
C3	<ul style="list-style-type: none"> • NICE Guidance Policy • Development of new procedures intervention & treatments policy • Maintaining high professional standards policy • Development of new procedure, inventions and treatments (Dr Stewart) • Resus policy • Induction policy • Booklet given to all locums and bank staff • Longer term locum formal induction programme exists 	

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DOMAIN 1 ~ SAFETY		
C4	<ul style="list-style-type: none"> • Infection Control Annual report 04/05 • Medicines Management Policy • Waste management working group • HSE enforcement data • HCC PI rates template on rates per 1,000 bed days reporting on 20% reduction on reduction with predicted rates • SHA reporting quarterly • Peat report June 2005 score GOOD • Data collected weekly at ward level and reported every 8 weeks to the Director of Nursing NMAS data collection on intranet • Ward based cleaning rota's • Hospital cleanliness by I/C team • Infection control audit • Monthly housekeeping visual check with ward manager reported back to lead nurse and head of midwifery • In Community all areas follow a cleaning schedule • Matrons charter • Implementing saving lives tool kit 2005 • Action plans for cleaner hospitals • Uniform policy • A&E uniform policy • Winning ways • Hand washing policy • Dash board monthly reporting • Medicines management policy on antibiotics • Decontamination policy • Trauma pathway • Restricted visiting policy • No flowers policy • Quarterly audit sharps bin • MHRA verification of registration • Healthcare Commission complaints data (equipment, disposables) • Equipment advisory group • CNST - medicines management policy/medicines management report • Healthcare Commission young persons patient survey - medicines: purpose/side effects/usage • Internal Assurance: Trust-wide drug policy available on intranet. • Staff undergo assessment before administering drugs - evidence in personal files in dept. • Health and Safety Executive (HSE) enforcement data (no outstanding issues) 	Waste not segregated on all sites.
Additional Safety evidence	<ul style="list-style-type: none"> • Security Policy • Prevention of violence to staff • Procedure for the care of individuals who are violent or abusive • Procedure in the event of child/infant abduction • High security risk prisoner protection guidelines • Health & safety policy • Display screen equipment policy review • Policy for the management of stress at work • Safer moving & handling policy • Protocol for moving and handling the heavier patient • Moving & handling standards • Strategy for fire safety • Policy for the prevention and control of arson • Policy and procedures of bomb threats 	

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Reference	Evidence	Comments
DOMAIN 2 ~ CLINICAL AND COST EFFECTIVENESS		
C5	<ul style="list-style-type: none"> • LDP planning • National staff survey • Nursing Establishments • Vacancy and turnover rates reported quarterly to SHA • Clinicians Audit Pathway • External Assurance - CNST • NICE Guidelines dissemination policy • Mat & Gynae - Action plan: Routine Anti D to be introduced • markers of uptake of NICE technology appraisals implantable cardioverter defibrillators for arrhythmias; streptokinase for hospital Thrombolysis • NICE guidelines decontamination policy in place and reviewed six monthly • Internal Assurance: NICE Guidelines dissemination policy • Children's National Service Framework • LDP Bids • Departmental Audit plans • CNST general standards - clinical care • Royal College of Physicians - sentinel stroke audit; MINAP audit; • Healthcare Commission data on national clinical audit programmes • Leadership/induction/return to work programmes • Healthcare Commission complaints data (safe and effective clinical practice, healthcare outcomes, failure to follow agreed procedures, clinical treatment care pre and post treatment) • Hospital procedure rates - surgical volume; day case • HES admission rates for effective/ineffective secondary care procedures • DH cancer action team data • HES/Cancer Registry data on operations for rectal cancer • UK Children's Dental Health Survey - number of decayed/missing/filled teeth in children • Healthcare Commission data on national clinical audit programmes • EIDO training for consent • Annual audit plan (Directorate) • Clinicians audit pathway • Change register held at Directorate level • Equipment training package (Local & Corporate) 	
C6	<ul style="list-style-type: none"> • Discharge policy • HES delayed discharge data • Sentinel Stroke Audit • CHD survey • CNST 7.1.1 • Oncology guidelines/shared care management • NSF for Children • Child in Need/Child Protection procedure • Service users groups (PPIF, OSC etc) • Integrated care pathway(s) • Hopise team working • Gen Paeds: Health Visitor Liaison Person • OFNU: Community Liaison Sister • Community: Multi-agency working, minutes of CHIN & TAC meetings (Paediatrics) • Transfer of Care Policy • Transfer of care audit • Older peoples board - stroke • discharge planning group 	

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DOMAIN 2 ~ CLINICAL AND COST EFFECTIVENESS		
	<ul style="list-style-type: none"> • Collaborative practice group • Adult protection multi-agency policy • Child protection multi-agency policy • Ethnic and Diversity policy/group • CNST general standards - discharge policies/procedures • CSCI inspection reports • CSCI - delayed transfer of care • Healthcare Commission complaints data (relationships, service integration, partnerships, corporate - external, clinical - external, research - external, information, out of area treatment) • Royal College of Physicians - sentinel stroke audit: rehabilitation and home care • Healthcare Commission patient survey questions on discharge and transfer of information • Healthcare Commission CHD national service framework acute survey questions on communication of discharge information to primary care • Minutes of joint meetings with social care organizations • Windmill Clinic minutes 	

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Reference	Evidence	Comments
DOMAIN 3 ~ GOVERNANCE		
C7	<ul style="list-style-type: none"> • Medway Maritime Hospital Governance Report 2004/05 • Medway Maritime Hospital Annual Report 2003/04 • Directorate governance coordinators • Medway NHS Trust clinical governance strategy • Governance Strategy Group terms of reference • Integrated governance structure • Corporate and directorate structures • South coast audit • Statement of internal control 2004/05 • Code of conduct for NHS managers • Professional bodies legislation • Risk Management Policy • Statement of internal control 2004/05 • Equal opportunities policy • Medway ethnic diversity figures • NHS staff survey questions on staff/management communication, team working • Strategic health authority (SHA) return - clinical governance composite indicator • Recent CHI/Healthcare Commission CGR summary scores • NHS staff survey questions on incident occurrence/reporting/action/blame culture • NHS staff survey questions on management of organisation • Healthcare Commission PIs in financial management • NHS plan ratings - management capacity/financial stability • CNST - risk management policy, implementation and forum/risk management assessment policies and processes/incident reporting/action as a result of reporting/training and induction • Audit Commission - ALERT programme - audit body role in identifying risks • Healthcare Commission complaints data (leaders, structures, accountabilities and responsibilities, corporate - internal, clinical - internal, governance and structures and accountabilities/focus, capability) • IWL - board level responsibilities and leadership (human resources strategy and management standards - practice plus) • SUI reporting • Drug Errors • IRIS • Orange Alerts • Nursing workforce within the NMC • Doctors workforce within the BMA • 2 week time cards - cross checking • Bullying & harassment policy • Performance indicators • GMC referral policy • Risk assessment training • NMAS & Dashboard 	

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DOMAIN 3 ~ GOVERNANCE		
C8	<ul style="list-style-type: none"> • Serious untoward incident policy • Raising a concern (whistle blowing) policy • Assurance Framework • Quality alert forms • Recruitment policy • Learning and development review 2004/05 • Feedback to staff on IRIS reports - CG minutes • Staff training on incident reporting • Improving working lives ~ practice plus status • Knowledge, skills framework • NHS staff survey questions on raising concerns/reporting incidents/team environment/objectives/appraisal/PDP • IWL - evidence of accessible training and development packages for staff (training and development standards - practice plus) • NHS staff survey questions on appraisals and performance reviews/support received for their work/work life balance • Healthcare Commission PIs in human resource management/junior doctors' hours • Recent CHI/Healthcare Commission CGR summary scores on staffing and staff management • Healthcare Commission complaints data (staff support) • Directorate education and training plan • Heads of nursing development days • Matron development days • E/F grade development programme • G grade development programme • Competency framework • LEO training for nursing and management staff • NHS staff survey questions on equal opportunities • Healthcare Commission PIs in completeness of ethnic coding in workforce datasets • IWL - evidence of building a diverse workforce to reflect the local community, evidence of working towards priorities and targets in The Vital Connection (equality and diversity standard - practice plus) 	
C9	<ul style="list-style-type: none"> • Records Management policies • Information governance toolkit (NHSIA) assessment • HES data quality indicator • CNST - Health Records (standard 4) • Information Governance policy • PREMIS • Information Governance training on Trust induction programme 	
C10	<ul style="list-style-type: none"> • CRB policy • IWL Practice + status • CNST - verification of registration and ongoing monitoring • PREMIS • Nursing staff re-registration 3yrly - responsibility Heads of Nursing • Midwifery - as above - use own database in department • Reports from professional and registration bodies (for example royal colleges) • Human Resources policy • Job descript Managing poor performance & Managing sickness and absence 	

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DOMAIN 3 ~ GOVERNANCE		
C11	<ul style="list-style-type: none"> • Prompt System & Intrepid data base • Prompt • CNST standard staff induction • ERIC • NHS staff policy • recent CHI/Healthcare Commission CGR summary scores on staffing and staff management, and training and education • staff turnover and vacancy rates • activity for critical staff groups • Ward inductions for temporary staff • Locum handbooks for short term staff • Mandatory training programmes • Knowledge skills framework • Life-long learning • Directorate induction plans • IWL - evidence of reviewing and changing working arrangements for staff, treating staff with dignity and respect (training and ? NHS staff survey questions on training and development/PDP • NHS Plan Dataset - workforce planning • Induction and training/competent locum staff • recent CHI/Healthcare Commission CGR summary scores education and training • development standards - practice plus) • LDP bids for additional staff • NHS staff survey questions on training and development/PDP • PDP's / Appraisals • Training records, PROMPT, personal files • Specialty specific training held at local level • Study leave programmes • F1, F2 training programmes • CNST standard 5 	
C12	<ul style="list-style-type: none"> • Information from DH research and development report • DH Better Metrics: research and development information on peer review publications; research and development funding • Trust Ethics Committee • Research & development policy • Research & Development officer post 	

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Reference	Evidence	Comments
DOMAIN 4 ~ PATIENT FOCUS		
C13	<ul style="list-style-type: none"> • Government legislation adhered to: Discrimination & Human rights act • Privacy & dignity policy • Marsden manual • Mortuary & post-mortem arrangement • Assurance Framework • Staff training • Knowledge for skills framework • Essence of Care Audit • Adult protection policy • Adult protection training • Doctors Induction programme • CNST standard for consent • Data protection policy • NHS staff survey questions on awareness training • Healthcare Commission A&E survey questions on dignity and respect • Healthcare Commission adult inpatient survey questions on dignity and respect • Healthcare Commission young persons patient survey questions on dignity and respect • DH Estates and Facilities: PEAT - privacy and dignity; staff • Healthcare Commission complaints data (respect and dignity/patients privacy and dignity/mortuary and post mortem arrangements/attitude of staff/disability/cultural/religious/gender/sexual orientation/other) • Complaints management within the directorate • Liverpool care pathway • Modern Matrons charter/diaries • Nursing & Midwifery charter • Chaperoning policy (RCN guidelines) • Patient advocate liaison service • Single sex policy • PICKER reports • Confidentiality code of conduct • Caldicott • Access to translators • Pre-assessment guidelines • Guidelines for spiritual and pastoral care of patients and relatives • Information Governance policy 	
C14	<ul style="list-style-type: none"> • Patient information leaflets • Patient communication forum • Hospital information leaflets • Picker reports • PPI • Essence of Care • Patient care pathways/nursing strategy • Department of Health complaints returns - responses in 20 working days/unresolved complaints • DH Estates and Facilities: ERIC - facilities complaints • Pals • Satisfaction surveys • Hospital posters • Complaints policy • Health records policy • Fax policy 	

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DOMAIN 4 ~ PATIENT FOCUS		
	<ul style="list-style-type: none"> • Adult protection policy • Change policy 	
C15	<ul style="list-style-type: none"> • Healthcare Commission young persons patient survey questions on food rating/access to food and drink • DH Estates and Facilities: PEAT - food scores • DH Estates and Facilities: ERIC - access to food/meals not eaten • Healthcare Commission performance indicator in better hospital food • Healthcare Commission complaints data (hotel services - food) • Audit Commission: Acute Hospital Portfolio - catering review (2001) • Essence of care • Gloucester patient profile • Better food group • Specialist/cultural menu available • 24 hour food available • Protected mealtimes • Nutritional nurses and dietician • Red tray system • Food handling training programme • NVQ training • Core nursing standards • Marsden manual 	
C16	<ul style="list-style-type: none"> • Healthcare Commission performance indicator in better information, more choice • CNST - patient information • Healthcare Commission complaints data (patient and public involvement, involvement and choice, communication/information to patients, patient involvement in own care including planning and delivery, carer/family involvement in care including planning and delivery) • Healthcare Commission adult inpatient survey questions on information provided on medication, treatment and condition / involvement in treatment • GPP • Policy for producing patient information • Healthcare Commission performance indicator in better information, more choice • NHSLA - CNST - patient information • Local delivery Plan Returns (LDPR) • Healthcare Commission complaints data (patient and public involvement, involvement and choice, communication/information to patients, patient involvement in own care including planning and delivery, carer/family involvement in care including planning and delivery) • Healthcare Commission adult inpatient survey questions on information provided on medication, treatment and condition / involvement in treatment • GPP • Essence of Care • In-house patient satisfaction surveys • Nursing Strategy's • Pre-assessment clinic • Trust annual report • NICE information available • FOI act • Patient access policy 	

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DOMAIN 4 ~ PATIENT FOCUS		
	<ul style="list-style-type: none">• Media policy• EIDOS leaflet (translated within 24 hours)	

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Reference	Evidence	Comments
DOMAIN 5 ACCESSIBLE AND RESPONSIVE CARE		
C17	<ul style="list-style-type: none"> • NHS staff survey questions on relationship with community • Recent CHI/Healthcare Commission CGR Scores on PPI • Healthcare Commission complaints data (involvement of patient and the public) • Department of Health - PSA targets (involvement in decisions about health) • Directorate Patient satisfaction surveys • Advice/Helpline for Rheumatology Patients • Patient information leaflets • Post discharge contact names for advice • NHS staff survey questions on relationship with community • Recent CHI/Healthcare Commission CGR Scores on PPI • NHS plan • Healthcare Commission complaints data (involvement of patient and the public) • Department of Health - PSA targets (involvement in decisions about health) • Patient involvement in relocation of Keats ward • Patient involvement in Cardiac Catheterisation Suite • PPI Action Plan • Patient experience group • Section 11 of the Health & Social care act 	
C18	<ul style="list-style-type: none"> • Sex Discrimination Act 1975, the Disability Discrimination Act 1995 and the Race Relations Act 1976 • Healthcare Commission complaints data (access and waiting, appointments delay/cancellation both inpatient and not inpatient, transport, referral delay, no access for individual patient) • DH Estates and Facilities: PEAT - physical access to services • Markers of service uptake by ethnic group • Admissions policy • Waiting list policy • Trust discrimination policy • Patient choice • Patient access policy • PPF • Choose & Book development • Directory of Services • Acute Hospital Portfolio 	<p>NB Patient choice: It is the PCT who offers 'choice' and the Medway Maritime will accept patients who choose Medway.</p>
C19	<ul style="list-style-type: none"> • Measured through National Targets 	

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Reference	Evidence	Comments
DOMAIN 6 ~ CARE ENVIRONMENT AND AMENITIES		
C20	<ul style="list-style-type: none"> • Improving Working Lives - healthy workplace • DH estates and facilities (ERIC)- estates development strategy; proportion of relevant staff receiving fire safety training, health and safety training; fires and false fire alarms; RIDDOR incidents per occupied area • DH estates and facilities (PEAT) maintenance of trust environment • Healthcare Commission PI - ERIC functional suitability of estate • NHS staff survey questions on uptake of health and safety training; incidents which are harmful to patients or staff; harassment, bullying and physical violence towards staff • HSE - number of enforcement notices; number of convictions; RIDDOR number of deaths/major injuries to employees/patients resulting from accident; number of reportable infections suffered by employees; number of dangerous occurrences; three day injuries • DH/ROCR Annual certification of fire safety management • Healthcare Commission complaints data - condition of premises • Healthcare Commission - acute hospital portfolio - use of IT for estates management; regular reporting • Mandatory training • IRIS reporting • Security management • COSHH registers • Health and safety assessments • Bomb policy • Occupational health data • Zero tolerance policy • Counter fraud policy & audit • Standing financial instructions • Protection of patient property policy • Treatment of prisoners in hospital policy • PEAT • DH estates and facilities (PEAT) trust security services; maintenance of trust environment • DH estates and facilities (ERIC) Security and deliberate violent incidents to staff or patients; security incidents requiring police attendance • Data protection policy • Counter Fraud and Security Management Service - implementation of security arrangements; violence and aggression incidents; competence in security management; training accreditation for security • Customer care training • DH/ROCR - patients removed due to act or threat of violence • Healthcare Commission young persons patient survey - safe and secure place • Healthcare Commission adult inpatient survey - bothered by noise at night • Healthcare Commission A&E patient survey - bothered/threatened by other patients • Healthcare Commission Acute Hospital Portfolio - security speed of response; security induction 	
C21	<ul style="list-style-type: none"> • DH estates and facilities (ERIC) proportion of facilities management services costs made up of estates maintenance; backlog maintenance • Healthcare Commission complaints data - buildings and facility, management of healthcare environment, hotel services, accessibility of environment 	

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DOMAIN 6 ~ CARE ENVIRONMENT AND AMENITIES		
	<ul style="list-style-type: none"> • DH estates and facilities (PEAT) environment (decoration, furnishings, lighting, design and layout) • Healthcare Commission - Acute Hospital Portfolio - Change in maintenance backlog; speed of maintenance response; consultation for facilities management; planned maintenance; cleaners vacancy rate; cleaners understanding of job; reliability of cleaning service • Healthcare Commission young persons patient survey - cleanliness of hospital room and toilets/bathrooms; ward decoration; toys/entertainment • Healthcare Commission outpatients survey - cleanliness of ward and toilets • Healthcare Commission adult inpatient survey - cleanliness of ward, toilets/ bathrooms • Healthcare Commission A&E patient survey - cleanliness of department and toilets • Matrons charter • Waste policy • Reducing bacteraemia • Clean hands and beat the bug • Clean hospitals charter • NMAS • Infection control policy and audit • Ward audit • Cleaning rotas • Guidance of contracting for cleaning 	

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DOMAIN 7 PUBLIC HEALTH		
C22	<ul style="list-style-type: none"> • Order peoples forum • PPIF • Smoking policy • Nutrition • Stroke – SCART team • Physio partnership • Same day treatment centre • Woodlands development • Elective surgery offsite • OSC • Mental health • Falls group • South East Network for Clinical Effectiveness • Patient choice 	
C23	<ul style="list-style-type: none"> • Strategies in place to cover the disease prevention and health promotion requirements of NSFs and national and local plans • Data analysis supports a systematic approach to understanding local health and healthcare needs, utilised by departments such as cancer services • Genito-urinary medicine clinics • Smoking policy • Staff smoking cessation programme • Occupational health services, including weight loss, eye tests 	
C24	<ul style="list-style-type: none"> • Major incident plan/policy • Operation switch gear • Escalation plan • Bomb policy • Infectious disease guideline 	