

## Care Quality Commission, Chief Inspector of Hospitals' report on services at Medway Maritime Hospital

**Strictly embargoed until Thursday 10 July 2014, 00:01 hours**

The report published by the Care Quality Commission (CQC) today following the inspection in April 2014 is a balanced and fair reflection of where we are with our improvement journey, and is entirely consistent with what the Board had expected.

Since the Keogh review last year, significant progress has and is being made in a number of areas to improve patient safety and experience. Forty-one of the 50 improvement actions in the Trust's Keogh plan have been delivered, in addition we have 160 more nurses caring for our patients than we did 12 months ago, however there is still more to be done. This is fully recognised and being addressed by the Board who also understand the complexity of the challenges at Medway and the need to build confidence in our local communities.

Steve Hams, Chief Nurse at Medway NHS Foundation Trust said:

*"We welcome Professor Sir Mike Richard's report relating to the inspection in April and are working with staff, partners and patients to make rapid improvements – moving the Trust through recovery to stability and sustainability."*

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*The Board agreed earlier this year to focus on five priorities, around improving basic standards, patient flow, recruitment, control and clinical leadership, all of which align with the concerns highlighted in today's report and work is already underway in each area. We have also implemented some urgent actions in response to the concerns raised by the CQC, which include improving staffing levels in emergency care and increasing the size of our short stay Acute Medical Unit, alleviating congestion in the emergency department.*

*"While we recognise the need for further improvements, the report rated our critical care services and services for children and young people as 'Good', as well as 'Caring' throughout the hospital as 'Good'. In addition, the inspectors noted the significant improvements made in the overall care provided to women in our maternity and family planning services". This is testament to our excellent frontline staff who continue to deliver compassionate care to the thousands of patients who need our services each month – despite operational and financial challenges.*

**-Ends-**