

Newham Hospital CQC report

“We’re getting better”

Improvements since our last inspection:

- The overall rating for the hospital has improved from Inadequate to **Requires Improvement**
- More than a third of the individual CQC ratings for Newham Hospital are now **Good**
- Medical care – including older people’s care – has improved from Inadequate to **Good**
- Surgery has improved from Requires Improvement to **Good**
- End of life care has improved from Inadequate to **Requires Improvement**

There’s lots more to do, including:

- Ensuring we have enough qualified, skilled and experienced staff to meet the needs of our patients
- Tightening up procedures to make sure our environments are always clean and safe
- Ensuring governance systems are embedded in practice to provide a robust and systematic approach to improving quality
- Investigating incidents in a timely way, and sharing learning throughout the organisation to improve care
- Ensuring that all patients at the end of their life have documented care plans and that we do all we can to support their preferred place of death
- Providing fast and appropriate pain relief for any patients who require it

There’s lots to be proud of, including:

- Several areas of outstanding practice were highlighted
- Our overseas team work with immigration authorities and police to help patients with complex asylum or refugee status needs, meaning they can be discharged safely
- Innovative links with social services provide 24/7 cover so that patients can get back to their own homes
- An enhanced care bundle enables staff to deliver person-centred, holistic care to our most vulnerable patients, including those with dementia or learning difficulties
- There is “substantial evidence” of continual improvements to services as a result of engaging with patients and relatives
- Video chat appointments have been introduced for our young diabetes patients, cutting the number of missed appointments and receiving excellent feedback
- Our surgical patients have a shorter stay in hospital than the national average and there were no surgical site infections following knee and hip replacements
- Our patients are happy with the care they receive and told inspectors that our staff were friendly and caring
- Women in our maternity department are treated with dignity, are informed and involved in their care and treatment, and feel listened to and well supported
- Our children’s ward and neo-natal unit reported 100% harm-free care for a full year
- Children and their families are involved as partners in their care, with positive feedback from young people
- Staff caring for patients nearing the end of their lives acted with compassion, with discussions handled sensitively and in a way that helped them and their relatives understand their care, treatment and condition

“ Thanks to the dedication and hard work of our staff, the CQC has confirmed that the care we are providing to our patients is improving. Following an inspection of our services in November last year, it has now announced that our overall rating has improved. Feedback from our patients, the views of our staff and the inspectors’ visits to our hospital has led to a positive picture and an acknowledgment that we are committed to continuing our journey of improvement. ”

Alwen Williams, CEO

Read the full CQC report on our website

