

30 May 2014

## **July – September 2014 CQC Inspection Programme**

Dear overview and scrutiny manager and chair,

I'm pleased to inform you of our inspection plans for July- September 2014/15, where we will be carrying out announced inspections in the following sectors:

- Acute Hospitals
- Mental Health
- Community Health
- Ambulance Trusts

A list of the trusts is shown at the end of this letter. We will be making contact with your committee before an inspection if you are based in any of the areas covered by these services and trusts. This will give you a chance to advise us how we can best gather peoples' experiences of care, and give you the opportunity to share information you have about these services.

During July-September we will also be carrying out inspections of Adult Social Care services. Some of these will test our new approach to inspecting these services and some will use our current approach. These are all unannounced and therefore we will not be publishing the details. However we would be interested in any information you may have about adult social care services in your area. You can contact us via [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) or by phoning 03000 616161.

Finally we will also be carrying out inspections of some NHS GP Practices and GP out of hours services during the same period. We are announcing the clinical commissioning group areas where these inspections will take place shortly and will update your committee if you cover one of these CCGs.

You can send us information now about any of the announced inspections. The table below gives you the email boxes you can use. If you have information that cuts across different services, please send it to whichever mailbox you feel is most relevant and we will make sure the information gets to the right inspection team.

There are some differences in our approach to inspecting different services, but they all aim to answer five key questions about an organisation:



- Is it **safe**?
- Is it **effective**?
- Is it **caring**?
- Is it **responsive** to people's needs?
- Is it **well-led**?

All NHS acute hospitals will now be rated as outstanding; good; require improvement; or inadequate. We are developing our approach to ratings in other sectors.

We would like you to share any relevant feedback about the quality of care provided by these organisations and any of the services they provide. This includes evidence of high-quality care as well as concerns you have identified. We will use your information to help the inspection team plan the inspection and what to look for on the inspection.

We may summarise the information you send us in the data pack we produce for each organisation, unless you specifically ask us not to. The evidence will not contain personal or confidential information and we understand that any references to examples you share will be anonymised.

After the NHS inspections, CQC will hold Quality Summits to discuss the inspection findings and any improvement action needed. The local overview and scrutiny committee will be invited to the Quality Summit to take part in this discussion. We will also invite local overview and scrutiny committees to discuss the findings of our inspections of GP practices across CCG areas.

**Please note:** We will be making sure your committee continues to have a main CQC contact and be able to discuss our inspections with them. We would also encourage you to [sign up for our new e-mail alerts](#) about inspections of your local care services.

Yours sincerely

Professor Sir Mike Richards, Chief Inspector of Hospitals  
Professor Steve Fields, Chief Inspector of General Practice  
Andrea Sutcliffe, Chief Inspector of Adult Social Care

### July-September 2014 Inspection Details

Organisation	Type	Inspection Start Date	Contact details for feedback
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	Hospital	01/07/14	<p>By e-mail to: <a href="mailto:hospitalinspections@cqc.org.uk">hospitalinspections@cqc.org.uk</a>.</p> <p>Please ensure that the subject line of your e-mail is [Trust name] Q2 Acute Hospital Inspections.</p> <p>By calling 03000 616161</p>
Northern Devon NHS Healthcare Trust	Hospital	01/07/14	<p>By e-mail to: <a href="mailto:hospitalinspections@cqc.org.uk">hospitalinspections@cqc.org.uk</a>.</p> <p>Please ensure that the subject line of your e-mail is [Trust name] Q2 Acute Hospital Inspections.</p> <p>By calling 03000 616161</p>
North West Ambulance service NHS trust	Ambulance	07/07/14	<p>By e-mail to: <a href="mailto:hospitalinspections@cqc.org.uk">hospitalinspections@cqc.org.uk</a>.</p> <p>Please ensure that the subject line of your e-mail is [Trust name] Q2 Acute Hospital Inspections.</p> <p>By calling 03000 616161</p>
Chelsea and Westminster Hospital NHS Foundation Trust	Hospital	08/07/14	<p>By e-mail to: <a href="mailto:hospitalinspections@cqc.org.uk">hospitalinspections@cqc.org.uk</a>.</p> <p>Please ensure that the subject line of your e-mail is [Trust name] Q2 Acute Hospital Inspections.</p> <p>By calling 03000 616161</p>

Lancashire Teaching Hospitals NHS Foundation Trust	Hospital	08/07/14	<p>By e-mail to: <a href="mailto:hospitalinspections@cqc.org.uk">hospitalinspections@cqc.org.uk</a>.</p> <p>Please ensure that the subject line of your e-mail is [Trust name] Q2 Acute Hospital Inspections.</p> <p>By calling 03000 616161</p>
Mid Yorkshire NHS Trust	Hospital	15/07/14	<p>By e-mail to: <a href="mailto:hospitalinspections@cqc.org.uk">hospitalinspections@cqc.org.uk</a>.</p> <p>Please ensure that the subject line of your e-mail is [Trust name] Q2 Acute Hospital Inspections.</p> <p>By calling 03000 616161</p>
Wirral Community NHS Trust	Community Health Services	01/09/14	<p>By e-mail to: <a href="mailto:chinspections@cqc.org.uk">chinspections@cqc.org.uk</a></p> <p>Please ensure that the subject line of your e-mail is [Trust name] Q2 community health Inspections.</p> <p>By calling 03000 616161</p>
Kettering General Hospital NHS Foundation Trust	Hospital	02/09/14	<p>By e-mail to: <a href="mailto:hospitalinspections@cqc.org.uk">hospitalinspections@cqc.org.uk</a>.</p> <p>Please ensure that the subject line of your e-mail is [Trust name] Q2 Acute Hospital Inspections.</p> <p>By calling 03000 616161</p>
Imperial College Healthcare NHS Trust	Hospital	02/09/14	<p>By e-mail to: <a href="mailto:hospitalinspections@cqc.org.uk">hospitalinspections@cqc.org.uk</a>.</p> <p>Please ensure that the</p>

			<p>subject line of your e-mail is [Trust name] Q2 Acute Hospital Inspections.</p> <p>By calling 03000 616161</p>
Lincolnshire Community Health Services NHS Trust	Community Health Services	08/09/14	<p>By e-mail to: <a href="mailto:chinspections@cqc.org.uk">chinspections@cqc.org.uk</a></p> <p>Please ensure that the subject line of your e-mail is [Trust name] Q2 community health Inspections.</p> <p>By calling 03000 616161</p>
South Central Ambulance Service Foundation Trust	Ambulance	08/09/14	<p>By e-mail to: <a href="mailto:hospitalinspections@cqc.org.uk">hospitalinspections@cqc.org.uk</a>.</p> <p>Please ensure that the subject line of your e-mail is [Trust name] Q2 Acute Hospital Inspections.</p> <p>By calling 03000 616161</p>
St Andrews Healthcare (locations in Birmingham, Nottinghamshire, Northampton & Essex)	Mental Health	08/09/14	<p>By e-mail to: <a href="mailto:mhinspections@cqc.org.uk">mhinspections@cqc.org.uk</a>.</p> <p>Please ensure that the subject line of your e-mail is [Trust name] Q2 Mental Health Inspections.</p> <p>By calling 03000 616161</p>
University Hospital Bristol NHS Foundation Trust	Hospital	09/09/14	<p>By e-mail to: <a href="mailto:hospitalinspections@cqc.org.uk">hospitalinspections@cqc.org.uk</a>.</p> <p>Please ensure that the subject line of your e-mail is [Trust name] Q2 Acute Hospital Inspections.</p> <p>By calling 03000 616161</p>
East Sussex Healthcare NHS	Hospital	09/09/14	<p>By e-mail to: <a href="mailto:hospitalinspections@cqc.org.uk">hospitalinspections@cqc.org.uk</a>.</p>

Trust			<p><a href="http://www.cqc.org.uk">uk</a>.</p> <p>Please ensure that the subject line of your e-mail is [Trust name] Q2 Acute Hospital Inspections.</p> <p>By calling 03000 616161</p>
Norfolk Community health and care NHS Trust	Community Health Services	15/09/14	<p>By e-mail to: <a href="mailto:chinspections@cqc.org.uk">chinspections@cqc.org.uk</a></p> <p>Please ensure that the subject line of your e-mail is [Trust name] Q2 community health Inspections.</p> <p>By calling 03000 616161</p>
City Hospitals Sunderland NHS Foundation Trust	Hospital	16/09/14	<p>By e-mail to: <a href="mailto:hospitalinspections@cqc.org.uk">hospitalinspections@cqc.org.uk</a>.</p> <p>Please ensure that the subject line of your e-mail is [Trust name] Q2 Acute Hospital Inspections.</p> <p>By calling 03000 616161</p>
Hinchingbrooke Health Care NHS Trust	Hospital	16/09/14	<p>By e-mail to: <a href="mailto:hospitalinspections@cqc.org.uk">hospitalinspections@cqc.org.uk</a>.</p> <p>Please ensure that the subject line of your e-mail is [Trust name] Q2 Acute Hospital Inspections.</p> <p>By calling 03000 616161</p>
The Hillingdon Hospitals NHS Foundation Trust	Hospital	16/09/14	<p>By e-mail to: <a href="mailto:hospitalinspections@cqc.org.uk">hospitalinspections@cqc.org.uk</a>.</p> <p>Please ensure that the subject line of your e-mail is [Trust name] Q2 Acute Hospital Inspections.</p>



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