

Name of Site	Countess of Chester NHS Foundation Trust					
Please put in your self rating for each site and service. Create multiple tabs for multiple sites.						
	Safe	Effective	Caring	Responsive	Well-led	Comments
Urgent and emergency services	Requires Improvement	Requires Improvement	Good	Good	Good	The ED department is experiencing capacity issues due to discharge delays within the trust and exit block within the department. The Trust is planning redevelopment of the area to support increased activity & streams of work
Medical care (including older people's care)	Requires Improvement	Requires Improvement	Outstanding	Good	Good	Lack of responsive provision in social care and wider health system is impacting upon the number of inpatients awaiting discharge. 'A' rated Stroke service The Trust is improving care for patients with Sepsis and GI Bleed rota changes.
Surgery	Requires Improvement	Requires Improvement	Good	Good	Good	3 never events for 'wrong site surgery' declared Jan - May 2015; work ongoing to reduce incidents associated with the use of safer surgery checklists. High performing colorectal service Improvements being made to RTT position. Work to reduce cancellations Significant improvement in Cancer 62 day performance
Critical care	Good	Good	Outstanding	Good	Good	Some recruitment challenges but plan in place Work ongoing to improve flow Purpose-built unit opened in 2014 High levels of carer/family satisfaction
Maternity and gynaecology	Good	Good	Outstanding	Outstanding	Good	1 never event declared in October 2015 due to retained tampon following vaginal delivery Strong clinical engagement with safety and quality Robust process for incident review and learning
Services for children and young people	Good	Good	Outstanding	Outstanding	Good	National staffing standard issues (for Neonatal Unit nursing staff) are reflected locally Trust is fundraising for a new Neonatal Unit Strong clinical engagement with safety and quality. The facing the future standards are a challenge to staffing which the trust is working to address Robust process for incident review and learning
End of life care	Good	Requires Improvement	Good	Requires Improvement	Good	The Trust has made a number of improvements and having invested in the service, there is now a dedicated support post for the acute admission areas (Emergency Department and Acute Medical Unit) There are a number of actions that are being progressed to support collaborative working with the community (and other stakeholders) and 7 day working
Outpatients and diagnostic imaging	Requires Improvement	Good	Good	Requires Improvement	Requires Improvement	Regulation 28 (Interventional Radiology) with robust action plan in place with evidenced improvements in care Action plan in place to mitigate risk associated with diagnostic delays Outpatient capacity in certain specialties under pressure.