

From: COMMUNICATIONS, Countess (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST)

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To: COCH-All-Staff <coc-tr.COCH-All-Staff@I&S>

Subject: For all staff: Your weekly bulletin 19.02.24



Weekly bulletin

Monday 19 February 2024



Foreword

Jane Tomkinson OBE, Chief Executive Officer

Dear colleagues,

Last week we received our latest rating from the Care Quality Commission (CQC), and I was pleased that so many of you – nearly 350 – joined the three extraordinary Team Brief calls that I held ahead of the report being published. I also held additional sessions to brief our Governors, Non-Executive Directors and the Executive Team.

Our overall rating was *requires improvement* and we were also rated as *good* for caring across all the services that were inspected which is really positive and shows the difference you make to our patients and their care. Importantly, we also received an improved rating for well-led, moving up to *requires improvement* from *inadequate*.

The CQC recognised that whilst we have a way to go to improve, we have already made some excellent progress since our last CQC inspection in 2022.

Since I joined the Trust, I have seen huge commitment, real drive and a clear determination from colleagues who want to improve our services.

There is some outstanding work taking place across the Trust and I want us to all be proud of what we have done so far and what we are continuing to do to improve care for patients.

You can read more about our rating on the intranet [here](#) or on the [CQC website](#). If you have any questions or improvement ideas that relate to the inspection report or rating, please get in touch by emailing countess.feedback@I&S

Freedom to Speak Up: My pledges to you

The CQC acknowledged the work we have done to relaunch and strengthen our Freedom To Speak Up service. Some of you will have already heard my personal FTSU pledges and I wanted to include them here to share them more widely. I want you to know that you will be listened to and supported if you raise any concerns. My pledges are:

1. I actively encourage colleagues to speak out if they have concerns about the care or treatment of a patient, colleague or themselves.