

Strategic priorities



Best place to work



Famous for quality and clinical care

**Image:**  
Kate Hoffmann  
Matron; Spire  
Bristol Hospital



# Good to Outstanding

We want all our hospitals to be rated 'Outstanding' by the CQC (or the required equivalent); regulatory recognition of the excellent care that we deliver to patients across the country every day of the year. Our 20 hospitals and two clinics currently rated as 'Good' are on a journey to 'Outstanding'.

Spire Bristol Hospital received its CQC report in April 2017, rating it Good or Outstanding across all domains, and Good overall. Led by Hospital Matron and Head of Clinical Services, Kate Hoffmann, the team in Bristol is now working on an action plan to be Outstanding across the board.

Kate credits the support that is available to all our hospitals: "The central team has really helped us in understanding the CQC's approval and the evidence they look for – simplifying the audits, spreadsheets and data we need to supply.

"And their support can directly improve our patient service – the legal team recently provided us with specialist legal consent forms we needed for the family of a patient with learning disabilities. Meaning that the patient, the family and our clinical team were all assured and happy, and a full and proper consent process was undertaken.



We're able to develop our own initiatives to improve patient care."

Rated 'Outstanding'

## 3 hospitals

Five additional hospitals have one 'Outstanding' domain with all other domains rated 'Good'

"We, in turn, share our expertise with other hospitals – matrons, heads of department – we all help. I've worked in centrally controlled organisations and it doesn't necessarily work in complex hospital environments. At Spire Healthcare we're a team – the centre supports us to deliver outstanding care in each of our hospitals.

"This means we're able to develop our own initiatives to improve patient care. We were one of the first private hospital's in the country to have a critical care outreach team – and our concierge service, where every patient is greeted and guided through their stay individually, has won one of Spire Healthcare's Inspiring People Awards. David will even carry your bags and help you to your car – that's outstanding!"

### Looking after you



### Central support for all our hospitals

In the last year we have doubled the size of the central team dedicated to supporting our hospitals in their drive to be Outstanding across the board. Team members offer mentoring, hands-on assistance, CQC mirror inspections, reports and action plans, and specialist clinical support where necessary.

Alison Dickinson, Chief Nursing Officer, comments: "To date we have concentrated on ensuring that all our hospitals have the leadership and specialist resources they need – that clinical leads are in place in specialist areas like resuscitation, pre-op assessment, medicine management, cancer – that incidents are fully reported, investigated and learnt from. In other words, making sure that Spire Healthcare's Clinical Standards are in place, understood and met.

"Each hospital that was rated Requires Improvement will undergo a clinical review as a priority in the first quarter of 2018. Over the next two years we will be focused on helping our hospitals to become Outstanding across all aspects of our care."