

Questions and responses from the Governing Body meeting held on the 23 April 2013.

- 1. The Annual General Meeting of the Bradford On Avon Seniors Forum, held earlier today, was seriously concerned by the recent report on an inspection carried out by the Care Quality Commission into the quality of care offered to elderly and day surgery patients by Royal United Hospital in Bath. The CQC report found serious failings in the dignity afforded to elderly patients and a serious lack of privacy. They found that patients were disturbed at all hours of day and that staff were "too rushed to carry out patient checks". The CQC also raised concerns about the hospital's failure to insure that patients' needs for ongoing care and treatment after they were discharged were met. The Seniors' Forum, which represents the interests of senior citizens in the Bradford On Avon Community Area, has instructed me to raise this issue with you and ask what steps the CCG will be taking to ensure that in future all elderly patients needing hospital treatment will receive the standard of treatment, care, privacy and dignity which it is their right to expect. They have asked me to point out that currently elderly people living in the Bradford On Avon area are routinely sent to the RUH because it is our nearest major hospital. The Seniors Forum, therefore, requests that the CCG, as a matter of urgency, uses its full powers to ensure that either the quality of care afforded to elderly patients by the RUH is raised to acceptable standards or that elderly patients from the Bradford On Avon area be referred to another hospital, not too far distant, where there are proper standards of care.**

I wish to assure you that we are working closely with the RUH to ensure a sustained improvement in the quality of care provided to all Wiltshire and other patients. Our Director of Quality and Patient Safety meets regularly with the Acting Director of Nursing at the RUH and during these meetings will visit clinical areas. This ensures that, as commissioners, we can see for ourselves that the RUH delivers the CQC improvement plan which ensures that all patients are treated with dignity and respect and receive high quality compassionate care.

Additionally we meet more formally on a monthly basis with RUH through the Clinical Quality Review Group which has GP representation and raises any on-going or new concerns we have.

We will continue to work closely with the Trust, the Clinical Quality Commission and

Healthwatch to ensure any concerns are dealt with.

Dr Stephen Rowlands
Chair