

27 January 2025

Care Quality Commission assessment of Urgent and Emergency Services at Bristol Royal Infirmary

Introduction:

The following briefing has been prepared for Bristol Health Overview and Scrutiny Committee to provide an overview of the Care Quality Commission (CQC) assessment of Urgent and Emergency Services at Bristol Royal Infirmary, and the 2024 National Urgent and Emergency Care survey.

1. CQC assessment of Urgent and Emergency Services

1.1 Background:

Between 11 June and 19 June 2024, the CQC assessed Urgent and Emergency Services at the Adult Emergency Department at Bristol Royal Infirmary.

This is the first assessment that the Trust has received under the CQC's new Single Assessment Framework.

The inspection team visited the department, reviewed feedback from patients, spoke to nursing and medical staff to understand their experience as well as reviewing the systems and processes in place to ensure the department is safe and effective.

The CQC published its assessment report 31 October 2024.

1.2 Summary findings:

The ratings for Urgent and Emergency Services remained unchanged and are outlined below:

- Overall: Requires improvement
- Safe: Requires improvement
- Effective: Good
- Responsive: Requires improvement
- Well-led: Good

The assessment did not include Caring, which therefore remains Outstanding. The overall ratings for Bristol Royal Infirmary and University Hospitals Bristol and Weston both remain Good.

CQC identified areas for improvement around the quality of handovers and risk assessments and the final report specified two breaches, which under the new assessment framework, result in an Action Plan Request. These breaches centred on ensuring there are enough medical staff to meet demand over weekends and increasing the number of trained fire wardens in the department.

Immediate actions were undertaken at the time of the assessment in June to address these concerns. Actions included, improving the resilience of out of hours and weekend staffing by offering additional senior decision-making resource during these periods.

There are ongoing quality improvement projects to strengthen compliance around risk assessments, as well as review and update of fire safety and monitoring to address concerns.

The CQC also found that people were positive about the care they received from staff. They highlighted a collaborative and joined-up approach to safety and the delivery evidence-based care.

They found there was a strong awareness of the risks of managing patient flow through the department and surges in demand and the reduction in ambulance handover times.

They also highlighted the support in place for staff who have experienced violence and aggression, and how staff were encouraged to learn about innovative approaches to delivering care e.g. a community emergency medicine service, where a senior doctor from the department worked alongside the ambulance service.

The full report is available on the CQC website here: [UHBW Bristol Campus HTML report for assessment LAP-01075 - Urgent and emergency services - Care Quality Commission](#)

2. 2024 National Urgent and Emergency Care Survey 2024

2.1 Background:

The NHS Patient Survey Programme (NPSP) is commissioned by the CQC and collects feedback on adult inpatient care, maternity care, children and young people's inpatient and day services, urgent and emergency care, and community mental health services.

Patients aged 16 and over who attended the 120 Emergency Departments in England during February 2024 were invited to complete a National Urgent and Emergency Care survey, providing feedback on their experiences

More than 270 people aged 16+ who attended UHBW's Emergency Departments in February 2024 responded to the survey, which was published on 21 November 2024.

2.2 Summary findings

Results ranked UHBW 12th out of 119 Trusts nationally (top 10%) for overall experience.

Bristol Royal Infirmary Emergency Department ranks 10th place out of 176 type 1 Emergency Departments nationally (top 10%) and Weston General Hospital Emergency Department ranks 35th place (top 20%).

Areas where colleagues were considered above average were:

- Providing help with a condition or symptoms while people were waiting

- Making sure there was enough time for doctors or nurses to discuss their condition and treatment.
- Helping people in our care take their medications for pre-existing conditions.
- Explaining test results in a way people can understand before they left the emergency department.
- Telling patients who to contact if they were worried about their condition or treatment after they left the emergency department.

UHBW scored about the same or better, when compared to other trusts, for all questions.

The Trust is committed to continuously improving patient experience. As well as developing areas of good practice the Trust will focus on the areas of improvement identified such as keeping patients up to date around waiting times and providing more information about new medications.

The survey report has been published on the [CQC website](#).

ENDS

Stuart Walker, Managing Director, UHBW