



Inspection visit by the Care Quality Commission (CQC)

I have been asked to forward this email on behalf of CQC, who will be carrying out an inspection of our services at South Tees Hospitals NHS Foundation Trust on 9th December 2014 until 12th December 2014.

To members of staff at South Tees Hospitals NHS Foundation Trust

CQC is the independent regulator of all health and social care services in England.

We are carrying out an inspection at South Tees Hospitals NHS Foundation Trust on 9th December 2014 until 12th December 2014.

During the inspection we gather information in a number of ways. For example, we:

- Speak with people who use services.
- Hold focus groups with separate groups of staff.
- Hold drop in sessions for staff and for people who use services.
- Work with the Patients Association to carry out an analysis of the complaints handling process.
- Interview individual directors as well as staff of all levels.
- Check that the right systems and processes are in place.

We then analyse the information we gather to make judgements about the following questions:

- Are they safe?
- Are they effective?

- Are they caring?
- Are they responsive to people's needs?
- Are they well-led?

We would like to hear about your experience of working at South Tees Hospitals NHS Foundation Trust including any particular areas of concern as well as what is working well. You can do this either online before or during the inspection, or by meeting with a member of the inspection team during the inspection.

Before the inspection

If you would like to pass on information to the inspection team, please contact our National Customer Service Centre at the email address HospitalInspections@cqc.org.uk, and give reference number *RTR*.

Alternatively, you can use our 'Share your experience' form online at <http://www.cqc.org.uk/public/sharing-your-experience>. This information will be shared directly with the inspection team.

During the inspection

We are holding focus groups for staff at the following times. Please be assured that these focus groups are open invitation and any member of staff who wishes to attend can do so. However please do attend the right session for your staff group. If you are unable to attend at the time specified but wish to speak to us, please contact us by one of the other ways described in this letter.

We are holding drop-in sessions where you can speak to our inspection team informally as detailed below:

Role	Date	Time	Location at James Cook University Hospital	Location at Friarage Hospital
Allied health professionals	09/12/2014	14.30-15.30	Room 9, Academic Centre	Academic Meeting, Academic Centre Room
FT Governors	09/12/2014	14:30-15:30	Cleveland Room, Academic Centre	NA
Student nurses and healthcare assistants	09/12/2014	15:30-16:30	Room 9, Academic Centre	Academic Meeting, Academic Centre Room
Consultants	10/12/2014	08:00-09:00	Room 9, Academic Centre	MDT Room, Academic Centre
Registered Nurses band 7/8	10/12/2014	10.00-11.00	Room 9, Academic Centre	MDT Room, Academic Centre
Administrative/other staff	10/12/2014	13:00-14:00	Room 9, Academic Centre	Academic Meeting Room, Academic Centre
Registered Nurses band 5/6	10/12/2014	14.00-15.00	Room 9, Academic Centre	Academic Meeting Room, Academic Centre
Non executive Directors	11/12/2014	10:00-11:00	Room 9, Academic Centre	NA

Drop in session	11/12/2014	12:00-13:00	Room 9, Academic Centre	MDT Room, Academic Centre
Junior doctors	11/12/2014	13:00-14:00	Room 9, Academic Centre	MDT Room, Academic Centre

Community Focus Groups			
Role	Date	Time	Room
Health visitors	Wednesday 10 December 2014	12.30 -13.30	West Acklam centre, Birtley Avenue, Acklam, Middlesbrough TS5 8LH
School Nurses	Wednesday 10 December 2014	12.30 -13.30	Low Grange Health Village, Normanby Road, South Bank, Middlesbrough TS6 6TD
AHP Focus group	Thursday 11 December 2014	12.30 -13.30	West Acklam centre, Birtley Avenue, Acklam, Middlesbrough TS5 8LH
District nurses	Wednesday 10 December 2014	12.30 -13.30	Unity House, Elizabeth Terrace, North Ormesby, Middlesbrough, TS3 6EN
District nurses	Wednesday 10 December 2014	12.30 -13.30	MDT Room Friarage Hospital Northallerton North Yorkshire DL6 1JG

CQC values the views of staff, people who use services, their families and carers. After the inspection we will publish a report on our website. Information will be treated confidentially – names and personal details will **not** appear in the report.

If you would like to contribute, you can also give us information about the service at any time, as we monitor all information continuously. There is further information on our website at www.cqc.org.uk.

Yours sincerely

Julie Walton

CQC Head of Hospital Inspection