CQC HSCA Compliance
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Telephone: 03000 616161
Fax: 03000 616171
www.cqc.org.uk

Mrs Caroline Shaw CBE
The Queen Elizabeth Hospital KIngs Lynn NHS Foundation Trust
The Queen Elizabeth Hospital
Gayton Road
Kings Lynn
PE30 4ET

14 December 2020

Your account number: RCX
Our reference: INS2-9224100943

Care Quality Commission
Health and Social Care Act 2008
Inspection report

Organisaton name: The Queen Elizabeth Hospital Kings Lynn NHS Foundation Trust
Organisation ID: RCX

Dear Caroline,

Following our recent inspection of the Queen Elizabeth Hospital, we have enclosed a copy of our report of the findings. This report includes our rating of the care provided at core service level.

We only review and update ratings at overall trust level following a trust level assessment of the well led key question and a planned inspection of core servcies. As we completed a focused inspection, and did not review all key questions in all core services, or complete a well led review we have rated at core servcie level only. This means that the overall trust rating of inadequate, from your last inspection in July 2019 remains in place, despite improvements noted across all areas inspected.

Please make this report readily available for people who use the service.

We reviewed your comments relating to any factual inaccuracies in the draft report and have made changes in the enclosed report. The changes made as a result of your comments relating to factual accuracy did not impact on the ratings contained within the final report.

When we have published this report you can see the contents and download a PDF version by clicking on this link.

www.cqc.org.uk/directory/RCX

Once published, you can see this at any time by following these steps:

- Go to the CQC website www.cqc.org.uk.
- Click the appropriate tab for your type of service.
- Type in the name of your provider or hospital – if it appears automatically, click on it to jump to your profile page or click the 'search' button.
- Click on your trust, your report will be on your profile page.

As a result of the judgement(s) made in our inspection, we have set actions we require the trust to take. These can be found at the back of the report.

Under Regulation 17(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, you must send us a written report of the action you are going to take to meet the Health and Social Care Act 2008, associated regulations and any other legislation we have identified you are in breach of. We have enclosed a template that you may wish to use.

If you have already sent us an action plan after this inspection about any of these actions, you do not need to include them in your action plan.

You must return the action plan to us no later than 28 days after receipt of this letter.

We would prefer you to send your report to us by email to:
HSCA_Compliance@cqc.org.uk

If you are unable to do so, please post it to the address below.

Please include our reference number INS2-9224100943 in any letter or email you send with the report.

You should inform us in writing when you have completed the actions in your plan. We will check to make sure that you have completed your actions and will report on our judgements.

Challenging the rating(s)

A rating review involves checking whether or not CQC followed its process for making ratings decisions, as explained in the guidance published on our website. If you think that we have not followed the process you can request a review. You cannot ask for a review of ratings on the basis that you disagree with our judgements.

You must submit your request for review, using the online form, within 15 working days of the publication of your report(s). You must say in what way we have not followed the process, and which ratings you think have been affected.

Please use the following link to access the form:
http://www.cqc.org.uk/content/requesting-review-one-or-more-cqc-ratings

Please note that a rating review does not involve a reconsideration of the evidence and ratings awarded, unless we find the process has not been followed.

You can only request a review of ratings once after each inspection. Please note that requests for reviews of ratings can lead to ratings going down as well as up, or they can remain the same.

Post-Inspection Survey

Around 4-12 weeks after you have received your final inspection report CQC will email an invitation to take part in our Post-Inspection Survey. The email will usually be sent to the registered manager or registered person (e.g. nominated individual, partner, responsible individual). This is your opportunity to share your feedback on the inspection experience so we strongly encourage you to respond. We anonymise and amalgamate these survey findings and use them to help us learn and improve what we do. Some of the findings are also used for the CQC's public performance reporting.

If you have any questions about this letter, you can contact our National Customer Service Centre using the details below:

Telephone: 03000 616161

Email: HSCA_Compliance@cqc.org.uk

Write to: CQC HSCA Compliance
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Yours sincerely

Professor Ted Baker
Chief Inspector of Hospitals

cc. Mark Heath- Head of Hospital Inspection
NHSI/E