



BY EMAIL; jo.farrar@nhs.net

Our reference: RAX
Jo Farrar
Chief Executive
Kingston Hospital NHS Foundation Trust
Galsworthy Road
Kingston Upon Thames
Surrey
KT2 7QB

Date: 22 June 2022

CQC Reference Number: RAX

Dear Mr. Farrar

Re: CQC inspection of Kingston Hospital

Following your feedback meeting with myself, Karen Keane, Carolyn Delaney and Derien Pugh on 21 June 2022, I thought it would be helpful to give you written feedback as highlighted at the inspection and given to you and your colleagues Nichola Kane, Melanie Whitfield, Helen Holland, Janet Barnes and Tracey Kelly, at the feedback meeting.

This letter does not replace the draft report and evidence log we will send to you, but simply confirms what we fed-back on 21 June 2022 and provides you with a basis to start considering what action is needed.

We would encourage you to discuss the findings of our inspection at the public session of your next board meeting. If your next board meeting takes place prior to receiving a final or draft inspection report, this correspondence should be used to inform discussions with the board.

An overview of our feedback

The feedback to you was:

Areas for Improvement

1. There was a lack of accessible formats, for different service groups to provide feedback on their experiences at the unit. E.g. Whilst there were translation services for patient appointments where necessary, there was no process to

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obtain feedback from non-English speaking patients, after their appointment. Feedback was also not obtained from children and braille users.

2. Nurses assisting with sedation procedures, did not complete ILS training. However, we noted that Dentists assisting with sedation procedures did complete ILS training.

Positive findings

1. Leaders had the knowledge, skills and experience, as well as the capacity and capability to deliver high quality and sustainable care.
2. There was good governance, risk management systems and processes in place.
3. The knowledge of staff and how they linked the patient journey, especially through the specialty areas, demonstrated effective care delivery.

A draft inspection report will be sent to you once we have completed our due processes and you will have the opportunity to check the factual accuracy of the report.

Could I take this opportunity to thank you once again for the arrangements that you made during the inspection, and for the cooperation that we experienced from you and your staff.

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

Telephone: 03000 616161

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

If you do get in touch, please make sure you quote or have the reference number (above) to hand. It may cause delay if you are not able to give it to us.

Yours sincerely



Roger James

Inspection Manager