



Dear colleagues,

I'm writing on route to a week's holiday in Portugal. I'm looking forward to winding down and switching off for a little while, as I know I need to reflect on all that has happened in the past few months and think through how we manage the challenges that we still face.

Firstly, the Care Quality Commission (CQC)... They came, they went and they've published. I hope you know by now they brought us mixed news. Overall we have achieved the rating of 'Requires Improvement' (RI), which is what we self-assessed our rating to be, so it was pleasing overall that the CQC agreed with us.

It was great to hear how well we have progressed in Community Services, NHS 111, out-of-Hours Emergency Care and End of Life Care, where we achieved 'Good'. This is really impressive, especially for those services that have gone from 'Inadequate' at the last inspection to 'Good' in a year. It's a tremendous achievement, and the rest of our Trust has a lot to learn from these successful areas.

Ambulance colleagues, I know like me were disappointed that we didn't achieve 'Good', we were so close and the Ambulance rating was the only rating we formally challenged. We really tried to show with evidence why we thought they had achieved a better rating. I'm sure we will get 'Good' in this service next time.

We are not celebrating getting to RI as we expect better. To be rated RI means that we still have lots of problems that we must focus urgently on, as our community deserves more. RI is, however, an important milestone in our Getting to Good Journey and it does show that our improvements are starting to have an impact.

For those of you in areas that have not yet improved your rating, I am sorry that your hard efforts haven't yet been impactful enough to see your ratings change. My executive colleagues will also be taking time to reflect on how we use our resources to tackle the next phase of our improvement, and we all need to stay committed to working together to improve.

I also wanted to update you in the coming months there will be a number of sessions aimed at sharing with you the Isle of Wight Health and Care plan. We have worked with our Council and Clinical Commissioning colleagues to develop a 3-year-plan to help us work together to improve and sustain our services. In essence the plan has three pillars:

Investing in community services	Working more closely together	Services that are effective and efficient
<p>We need to shift from bed-based services to deliver more care for people in the community setting</p> <p>And we need to promote healthier, independent living</p> <p>But if someone does require bed-based care they stay in hospital only as long as necessary</p>	<p>Working with our partners on the Island to get the best possible services for our community</p> <p>Working with the NHS across the Solent to make sure we can deliver as much healthcare on the Island as possible</p>	<p>This means challenging ourselves to provide high quality services that measure up to similar organisations across the NHS</p>

We will share more details about the sessions soon. Please come along and share your views.

[Find out more and download your copy of the plan by clicking here.](#)

The rest of this Conversation is devoted to a patient who kindly took the time to send me a beautiful card and lovely hand written note about their experiences of receiving care at St Mary's, I thought it fitting to end with this as while we are focused on the areas we need to improve for many of our community we do get things right, and I'm sure this lady's kind words will inspire you to continue doing the good things you do.

Kind regards and see you in two weeks,
Maggie

Maggie Oldham
Chief Executive
Isle of Wight NHS Trust

Dear Mrs Oldham,

I'm just dropping you a letter of great big "Thank You's" to St Mary's Hospital and all the various departments I've needed to attend since I was immediately referred by my doctor's surgery.

Not only was the immediate care for the two night's admission successful in bringing matters under control but absolutely everyone in the unit (MAAU) was so kind, friendly and helpful that I very soon felt confident that I was in very good hands in a rather frightening situation that had hit me completely out of the blue.

Since discharge I've attended various other appointments, ECG at Cardiology, Cystoscopy at Urology, a further CT scan for kidneys etc after a rush to A&E one bank holiday Saturday.

The clinicians/consultant at my final results told me, "you can go and enjoy the rest of your day as your scan results are normal with nothing to worry about".

Not only did I feel I could enjoy the rest of my day but also my future...

The main things I would like to stress is that in every one of these departments without exception, I've been met with kindness, swift attention, friendliness and a genuine sense of feeling that I've been looked after every step of the way and still continuing to do so; this is also very true of my Dr at the doctor's surgery.

wanted to take the time to let you know how very grateful I am with all my heart to everyone involved and there is any way at all your can convey that to each and everyone somehow then I'd love and appreciate it so so much.

THANK YOU again and I hope this will outweigh the odd unhappier messages that you receive now & then. Certainly, my brothers would wonder why anyone would ever find fault but of course not all things can be perfect but here on the Island we are so blessed with much to be thankful for when it comes to the NHS and all who are working to hard to keep us all on this Planet while possible!

Very best wishes to you all Mrs Oldham & all who have helped me. Yours
Sincerely, ...