



The Regulation and
Quality Improvement
Authority

Statement

27 January 2025

RQIA Publishes Findings of SEHSCT Outpatients Inspection

Today, the Regulation and Quality Improvement Authority (RQIA) has published the findings of its announced inspection of outpatient departments at the South Eastern Health and Social Care Trust, conducted from September to November 2024.

This inspection was carried out as part of a wider programme directed by the Department of Health following RQIA's Review of Governance of Outpatients Services in the Belfast Trust. The Department of Health considered the recommendations from this review relevant to all HSC trusts and required the remaining trusts to implement the recommendations. This inspection examined arrangements at the South Eastern Trust to ensure the quality and safety of care delivered in its outpatient services.

RQIA found appropriate systems and processes in place at the South Eastern Trust for the oversight, monitoring and delivery of the quality of care to service users. The inspection makes two recommendations for improvement in relation to: adult safeguarding training; and the development of a prescribing /recommending to prescribe policy. RQIA considers that the findings from this inspection should support the trust in continuing to improve governance systems at its outpatient departments

Overall, patient feedback was very positive in relation to: care delivery; communication prior to, during and after attending outpatient clinics; and patients reported that they felt safe. Staff feedback was also positive citing they had good leadership, governance and support from their managers across outpatient departments. RQIA found evidence of good working relationships and good morale across all grades and disciplines of staff and directorates. There was also evidence of a culture of collective leadership throughout the trust's outpatient departments.

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