

TRUST BOARD

Title:	Quality Account 2019/20
Action:	For Information
Meeting:	18th November 2020

Purpose:

The primary purpose of Quality Accounts is to encourage boards and leaders of healthcare organisations to assess quality across all of the healthcare services they offer. It allows leaders, clinicians and staff to demonstrate their commitment to continuous, evidence-based quality improvement, and to explain their progress to the public.

This Quality Account outlines a wealth of quality related activity and achievements and highlights performance against our ambitious targets. Our ambitions include listening to people's views and experiences, looking at ways to include people in decisions about service improvements and seeking new ways to review and check standards of care through the experience of patients and service users.

The 2019/20 draft Quality report was presented to the Quality Improvement and Safety Committee (QISCO) in June 2020 prior to external circulation to mandated stakeholders for their comments. Feedback from QISCO and stakeholders has been incorporated into the final report attached.

Recommendation:

The Board is asked to note the Quality Account 2019/20.

	Name	Title
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