

Council of Governors Public

18 June 2025

Paper title:	Final Quality Account 2023-24	Agenda Item 16.0
Presented by:	Phillipa Hubbard, Director of Nursing, Professions and Care Standards, Deputy Chief Executive, DIPC	
Prepared by:	Paula Reilly, Senior Risk and Clinical Audit Manager	
Committees where content has been discussed previously	SLT March 2025 QSC April and June 2025	
Purpose of the paper Please check <u>ONE</u> box only:	<input checked="" type="checkbox"/> For approval <input type="checkbox"/> For information <input type="checkbox"/> For discussion	

Relationship to the Strategic priorities and Board Assurance Framework (BAF)		
The work contained with this report contributes to the delivery of the following themes within the BAF		
Being the Best Place to Work	Looking after our people	√
	Belonging to our organisation	
	New ways of working and delivering care	
	Growing for the future	√
Delivering Best Quality Services	Improving Access and Flow	
	Learning for Improvement	√
	Improving the experience of people who use our services	√
Making Best Use of Resources	Financial sustainability	
	Our environment and workplace	√
	Giving back to our communities	√
Being the Best Partner	Partnership	√
Good governance	Governance, accountability & oversight	√

Purpose of the report

This paper presents the final version of the Trust's Quality Account following comments from Stakeholders, for approval.

Executive Summary

All NHS Trusts are required to produce and publish a Quality Account once per year, in accordance with national guidance. The Quality Account is a document that tells people who we are as an organisation, it looks back over the year to show how we have improved the quality of our services and looks forward describing what our plans are for the coming year.

This Quality Account is for people that use our services, carers, and members of the public. We also share it with our stakeholders for comment, following which it is made available to the public.

The main elements of a Quality Account are:

- How we performed last year (2024/25), our prioritised activity and quality improvement work
- Information we are required to provide by law, this is reported in a strictly specified way so that we can be compared to other NHS Trusts.
- Our plans for next year (2025/26), why we have chosen these priorities, and how we will go about it.
- We also include examples of some of the celebrated areas work of that our services have undertaken to improve the quality of care for patients.

The final version of this year's Quality Account is enclosed for approval. The document has been produced in collaboration with our services and leadership teams. This version includes all year-end figures and comments received from stakeholders following a 30 day consultation period.

The regulations state that Quality Accounts must be published by June 30 each year following the end of the reporting period. The Quality Account must be uploaded to a page on the Trust website and the link subsequently sent via a specified email address at NHS providers.

Do the recommendations in this paper have any impact upon the requirements of the protected groups identified by the Equality Act?

☐ **Yes** (please set out in your paper what action has been taken to address this)

☒ **No**

Recommendation(s)
<p>The Council of Governors is asked to:</p> <ul style="list-style-type: none"> • Members submitted feedback on the draft via email in May 2025 • Members are asked to note the content of the final report • Note the approve the final version of the 2024/25 Quality Account was taken at Public Board of Directors on 5 June 2025.

Links to the Strategic Organisational Risk register (SORR)	<p>The work contained with this report links to the following corporate risks as identified in the SORR:</p> <p>N/A</p>						
Care Quality Commission domains Please check <u>ALL</u> that apply	<table> <tr> <td><input checked="" type="checkbox"/> Safe</td><td><input checked="" type="checkbox"/> Caring</td></tr> <tr> <td><input checked="" type="checkbox"/> Effective</td><td><input checked="" type="checkbox"/> Well-Led</td></tr> <tr> <td><input checked="" type="checkbox"/> Responsive</td><td></td></tr> </table>	<input checked="" type="checkbox"/> Safe	<input checked="" type="checkbox"/> Caring	<input checked="" type="checkbox"/> Effective	<input checked="" type="checkbox"/> Well-Led	<input checked="" type="checkbox"/> Responsive	
<input checked="" type="checkbox"/> Safe	<input checked="" type="checkbox"/> Caring						
<input checked="" type="checkbox"/> Effective	<input checked="" type="checkbox"/> Well-Led						
<input checked="" type="checkbox"/> Responsive							
Compliance & regulatory implications	<p>The following compliance and regulatory implications have been identified as a result of the work outlined in this report:</p> <ul style="list-style-type: none"> • Requirement for NHS Trusts to produce an annual Quality Account which includes the mandated sections; and to publish the account by 30 June 2025. 						