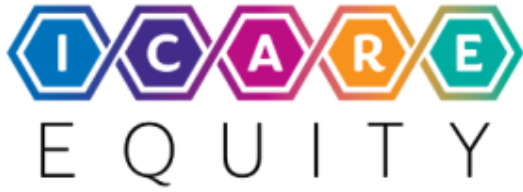


Quality Account Priorities 2025 – 2026

JOSC meeting 17 July 2026

Nicola Sands Deputy Chief Nurse





Quality Account 2025/26



The quality priorities for 2025 /26 aligned to the Trust's Corporate Objective to “Deliver outstanding safe and compassionate care in partnership with patients”. The priorities were;

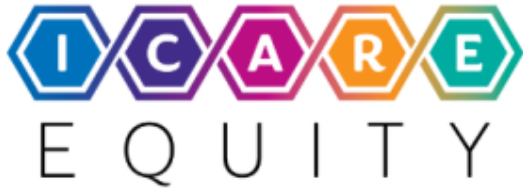
- Ensuring patients receive safe and effective care that is delivered with kindness, compassion and in collaboration with patients and carers
- Improving the Trust Environment to enhance Patient Experience
- Reducing health inequalities in our local population by ensuring that when patients need to access our services, they have clear guidance, accessible routes and supported and listened to throughout
- We will continue to develop services to meet the needs of our population



Key achievements from 2025/26



- 91% FFT positive experience (above the NHS benchmark of 85%)
- High rank for Acute and Community Trusts for staff survey performance
- Zero MRSA blood stream infections
- Significant reduction in E.Coli and Klebsiella bloodstream infections
- Strong maternity survey performance in postnatal care
- Continued growth in research participation and clinical audit performance
- Focus on safety, access, health inequalities and service transformation



Quality Priorities 2026/27

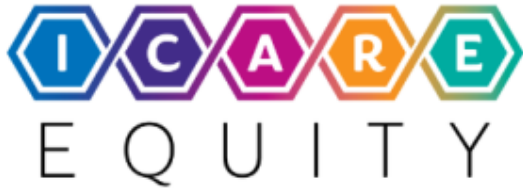


We will deliver consistently safe and effective care, delivered with kindness, compassion and in partnership with patients, carers and families.

We will improve the physical, sensory and digital environments across our services so that they support dignity, accessibility, safety and a positive patient experience.

We will reduce health inequalities by making our services easier to access, understand and navigate, particularly for groups who experience poorer outcomes or barriers to care

We will continue to develop and redesign services to meet the changing needs of our local population, supporting timely, joined-up care and avoiding unnecessary hospital attendance.

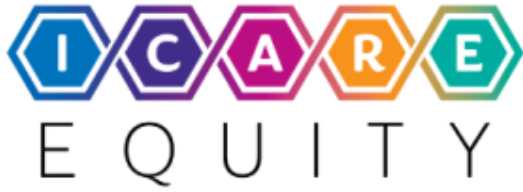


Priority 1 enablers



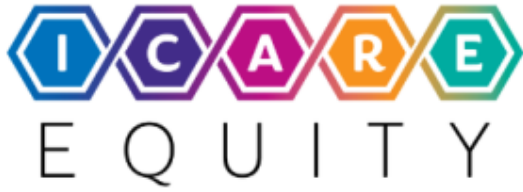
We will deliver consistently safe and effective care, delivered with kindness, compassion and in partnership with patients, carers and families.

- Align divisional Quality Improvement (QI) programmes to Quality Account priorities, ensuring projects demonstrate contribution.
- Embed structured patient engagement in key pathways.
- Implement PSIRF learning themes within continuous improvement cycles.
- Strengthen triangulation of learning from incidents, complaints and patient feedback.



Priority 2 Enablers

- **We will improve the physical, sensory and digital environments across our services so that they support dignity, accessibility, safety and a positive patient experience.**
- Deliver targeted QI programmes focused on high-risk environments (e.g. ED, maternity and outpatient areas).
 - Co-design environment improvements with patients and carers using PLACE and experience feedback.
 - Implement actions arising from PLACE assessments, patient feedback, environmental audits, food audits, safety inspections and executive walkarounds.
 - Improve the reliability and usability of digital systems supporting care delivery.
 - Deliver estates and infection prevention actions to enhance privacy, dignity and safety.

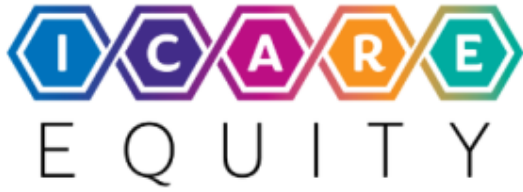


Priority 3 Enablers



We will reduce health inequalities by making our services easier to access, understand and navigate, particularly for groups who experience poorer outcomes or barriers to care

- Embed an equity focus within all QI programmes, ensuring projects demonstrate impact on reducing inequalities.
 - Expand targeted engagement with underserved and underrepresented groups.
 - Improve accessibility through better use of interpreting services and inclusive information.
 - Redesign access pathways using population health data and partnership working.



Priority 4 Enablers



We will continue to develop and redesign services to meet the changing needs of our local population, supporting timely, joined-up care and avoiding unnecessary hospital attendance

- Ensure the flow improvement programme, with a focus on EUC and ED, consistently applies QI methodologies.
 - Expand Same Day Emergency Care (SDEC) and community-based models.
 - Improve patient flow through real-time data, pathway optimisation and multidisciplinary working.
 - Embed continuous improvement within operational flow programmes.



Comments and Questions



Thank you



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