

Improving our quality of care: 2021/22

Progressing our top four priorities in 2021/2

Improving the management of deteriorating patients
- Embracing the very latest digital technology

Improving patient experience
- Roll-out of our Embedding Kindness programme



Continued reduction in stillbirths
- Launch of our Outstanding Maternity Services (OMS) Programme

Advancing equality, diversity and inclusion
- Development of a ground-breaking three-year strategy

Our year of quality – in numbers

10,384 – patients participating in approved research

100% – success in meeting data security standards



2 – national awards for our virtual care initiative

30,409 – Friends and Family Tests received



60 – kindness awards presented

90%+ – one-to-one care in maternity

41 – different health services provided



New Priorities for 2022/23



Reducing in-patient falls



Upgrading incident reporting system

Further improving pressure ulcer prevention



Building on still birth reductions



Urgent and Emergency Care CQC survey

Our Trust was named the most improved family of hospitals, thanks to:

- **Privacy** at reception
- **Reduced** wait time to see a clinician
- **Overall length** of visit
- **Confidence** in clinicians
- **Cleanliness** of the department
- **Dignity and respect.**

