South East Coast Ambulance Service NHS
NHS Trust

**Date of Report: Tuesday 18th May 2010**
**Agenda Item: 60/10**

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| **Report to** | : | **Trust Board** |
| **Date of Meeting** | : | Friday 28th May 2010 |
| **Subject** | : | Quality Account Update |
| **Report from** | : | Andy Newton – Director of Professional Standards and Innovation |
| **Purpose** | : | For acknowledgement |

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| **Summary** | : | NHS Trusts are required to publish a Quality Account by 31st June 2010. The purpose of this document is to update the Board on progress in publishing the Quality Account and seek approval on the Initiatives (priority areas) that the Trust will set and monitor as part of this process.<br>The elements of the Trusts strategic objectives that this meets are:<br>SO3: Improve satisfaction and experience for stakeholders<br>SO4: Improve access and outcomes to match international best practice |
| **Risk and Assurance** | : | The Trust is required to publish a Quality Account as part of The 'Health Bill' that was ratified in April 2010. Risks associated with this are:<br>1. *Risk* - Organisational Reputation by not publishing Quality Account on time<br>*Mitigation* – Project plan being performance managed at directorate level, prioritisation by team and commitment of resources needed |
| **Financial Implication** | : | The cost implications to this are those associated with the need to publish the Quality Account in number of formats so that its accessibility is assured. The full costs are yet to be fully determined and fall upon the Professional Standards and Innovations Directorate, PSI, and to a lesser extend other Directorates, who are required to submit accurate and timely information for inclusion in the document. |
| **Equality Impact Review** | : | It may prove necessary to publish the Quality Account in a range of formats to ensure that accessibility is assured for a range of stakeholder groups. |

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| Date issued | : | 18/5/10 |
| Review by | : | Andy Newton 18.05.10 |
| Originator | : | Author: Karen Lillington on behalf of Andy Newton – Assistant Director Professional Standards and Innovation |