

If calling please ask for:
Katharine Thorley

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0161 918 4957

Our ref: **Quality Account 2015/16**
Your ref: **Quality Account 2015/16**

9th February 2016

Trust Headquarters
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Dear Sir / Madam

As you will be aware all NHS Trusts are required to produce an annual Quality Account which serves to provide the public, staff and stakeholders with information on the quality of the services that they provide.

Work is underway to produce our Quality Account for the year 2015/16 and as part of the process we would like to engage with you to gain your views on its content.

Quality Accounts must be produced in line with a nationally pre-determined format which divides the content into three separate sections. Quality Accounts are both retrospective and forward looking. The first two sections look back on the previous year's performance regarding quality of services, describing where we are doing well and where improvement is needed. The third section is forward looking and describes priorities for improvement over the coming financial year, and how these improvements will be achieved and measured.

We would like to gain your views to inform the quality improvement priorities for the forthcoming year. We have been seeking views from our staff, patients, public and stakeholders to inform our Quality Strategy and this feedback will contribute to the priorities in the Quality Accounts. This is another opportunity to contribute to our priorities for next year.

We anticipate that the priorities in this section of the Quality Account will build on the priorities identified in the Quality Strategy and also the 'Raising the bar on Quality at Pennine' the 10 point plan to improve quality.

These priorities were agreed with extensive input from staff, our Commissioners and other stakeholders in recent months but to ensure that we have not missed anything else that is important to you, we would welcome your views on any additional quality improvement priorities for 2016/17 that you would like to see in our Quality Account.

In addition, we would of course like to hear about any suggestions you may have generally regarding our Quality Account's content or format.

If you would like to provide a response to this letter, you can do so by writing to me at the address above or email katharine.thorley@pat.nhs.uk

Please note that the deadline for responses is Tuesday 23rd February 2016.

Yours sincerely



Gill Harris
Chief Nurse