



Quality Account

2024 - 2025

**A report about the quality of our
services**

About us



We are **Manchester University NHS Foundation Trust**.

We run hospitals in and around Manchester like



- North Manchester General Hospital
- Manchester Royal Infirmary
- Wythenshawe Hospital
- Royal Manchester Children's Hospital
- Manchester Royal Eye Hospital



We share our Quality Account every year and ask for feedback.

We look at what people tells us and make changes if we need to.

This is our Quality Account for 2024 – 2025.



Our quality account



A **Quality Account** is a report about the quality of NHS health care.

Every NHS organisation must write a Quality Account every year.

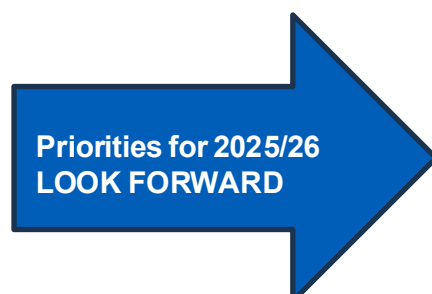
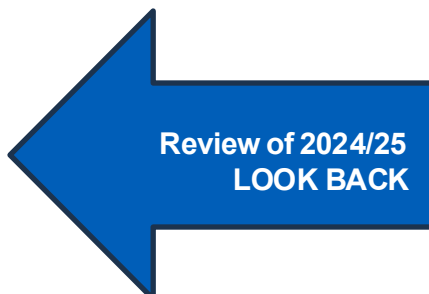


You can look at our Quality Accounts on the NHS Choices website

www.nhs.uk

The Quality Account looks at

- the work we have done
- the work we want to do in the future



Quality and Safety Strategy



We made a **Quality and Safety Strategy**.

This strategy is a plan. It says what is most important to us and our work.

The strategy helps us to focus on our care being

- ✓ **Safe**
- ✓ **Effective**
- ✓ **Responsive**

We want to know more about

- What our patients experience
- The quality and safety of our leaders

We want to involve our patients and staff in our plans.

We chose **7 aims** to make this happen.



3. Our aims



1. Our care is safe
2. Our care is effective
3. Our care is kind – we treat everyone with dignity and respect
4. Our care is responsive
5. Our care is led in the best way
6. We make our data make a difference and we will check on getting better
7. Our care is high quality so we can keep any risk to people as low as we can



3. Our priorities in 2024 - 2025



Our main priorities in 2024 – 2025 were to

- 1) Make sure every patient gets the same quality of care.

For example, in an emergency, when they have a baby, or when they have an operation.



- 2) Make sure all operations and other medical procedures are safe.



- 3) Involve people in making decisions about their care.



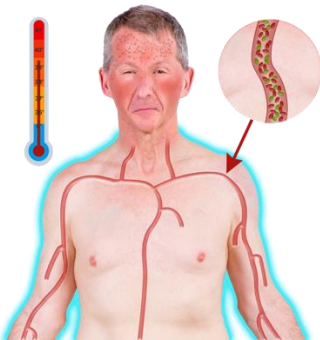
4) Use medicines in a safe and effective way.

5) Make sure everyone is equally well cared-for when they leave our services.



For example, when someone goes home from hospital.

6) Make sure that we think about **inequality** when we improve quality and safety.



7) Make sure people don't get an infection in hospital.

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3. Our priorities in 2025 - 2026



We wrote our **Trust Strategy in 2024 – 2025.**

This strategy sets out our main aims for **2024 – 2029.**

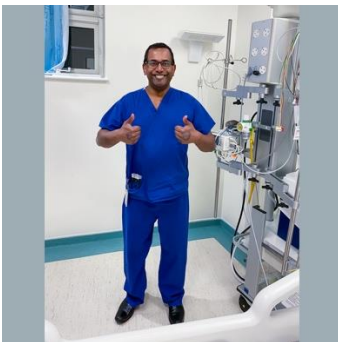
Our main aim is to give care that is

- ✓ is high quality
- ✓ is safe
- ✓ gives the best outcomes for everyone



We will make this happen by

- **Seeing, diagnosing and treating** people as quickly as we can
- Have better **special services and better medicine**
- Improve patient outcomes so that **everyone is treated in a fair way**



3. Our priorities in 2025 - 2026

We will make our health services better by

Listening to people and working together

We will set up groups of patients and people in the community.

Keeping patients safe

We will have **more patient safety representatives** at our meetings.

We will work hard to stop things like

- ✓ **Pressure ulcers** (bed sores)
- ✓ Falls
- ✓ Missed medicine doses

3. Our priorities in 2025 - 2026



Making care a better experience

We want patients to feel better cared for.

We will focus on

- Good communication
- Better food and drink
- Help with pain relief



Listening to feedback

- Every team who works with patients will
 - Read what patients say
 - Make changes to improve care

Using antibiotics in the right way

We will **switch from IV to tablet antibiotics** as soon as it is safe.



We will only use **strong antibiotics** when we really need them.

3. Our priorities in 2025 - 2026

Helping people waiting for care

We will check on people waiting for planned care.

We will find people who are **most at risk** and make sure they get help first.



Training staff to keep patients safe

All staff will be trained to

- Understand safety
- Take action to make care safer



Friends and family test



The **Friends and Family Test** is a tool we use to find out what people think about our services.

We ask people to tell us what they think by rating services on a scale from very good to very poor.



We publish the results every month.

Patients can also add comments about what they think.



This feedback is very important to us. It helps us to change our services to make them better.

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Feedback from our patients

Positive Feedback

Negative Feedback

Friendliness

Pain

Emotional and Physical Support

Communication

Professional and Competent

Food

Waiting



Team plans for 2025-2026



We will make the patient experience better by

- Being a more helpful team
- Listening to patients



- Asking more people to do the Family and Friends Test

- Helping staff to learn about **CIVICA** – this is our patient experience system



- Ask more people to be part of our **Bee Involved Group**

Team plans for 2025-2026



- ✓ Working with other organisations like NHS Choices and Healthwatch

- ✓ Have **PLACE** checks to see how clean, safe and welcoming our services are

- ✓ Asking volunteers to work with us

We will also ask our staff what they think.

We want to know if our staff would recommend out Trust to their friends and family.



PALS and the CQC



PALS is the team that look at complaints and compliments about our services.

We want to make sure all our patients are included and supported.

This is part of our work to treat everyone in a good and fair way.



Health Inequalities is a big part of our work.

We have done a lot to make this better in our services.

We also work closely with the Care Quality Commission or CQC for short.

We had no investigations or inspections in 2024-2025.



We also take care of patient data and keep this safe. We use the **NHS toolkit** to help us.

Research

We used our skills and experience in research to find out about



- New treatments
- Make our clinical work better
- Have better services for our patients and communities



In 2024 we launched the **MFT Research and Innovation strategy**.

This is a plan that says how we will use research to make our services better.



The plan runs from 2024 – 2029.

Research for 2025 - 2026



In **2025 – 2026** we will start a new health research centre.



This is called the **NIHR Greater Manchester Commercial Research Delivery Centre** or **GMCRDC** for short.

We will go into **year 2** of our plan.

This means we can start new and exciting work.

These new projects will

- ✓ give new chances to staff and partners
- ✓ help people who take part in research
- ✓ support patients and local communities

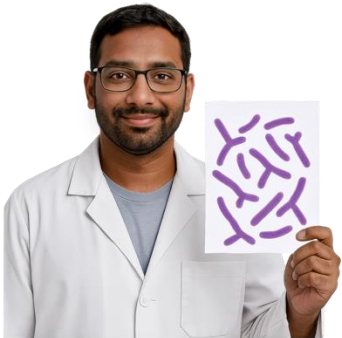


Research highlights



Here are some of the best things we did in research.

- ✓ better health care in Manchester
- ✓ helping children
- ✓ having DNA tests to find more about genetics – a new test could help babies from losing their hearing
- ✓ new health technology
- ✓ new discoveries
- ✓ working together



Local clinical audits



Our **clinical audits** check on how well we are doing and where we can do better.

Here are some of the audit work we have been doing

➤ made our summaries for **surgical discharge** better



➤ looked at how best to manage a skin condition called **psoriasis**

➤ looked at medication for emergency surgery



➤ looked at when someone is referred for counselling

➤ told people about our ICON programme for newborn babies

Local clinical audits



Here is some of the audit work we have been doing

- ✓ Looking at throat conditions like **tonsillitis**
- ✓ Screening for sore throats
- ✓ Giving parents and carers the best information after they have a baby



Quality of care



We are doing everything we can to give the best care to patients.

You can read this information in our **Core Quality Account** information.



We believe our Quality Account shows we have

- ✓ followed the guidance
- ✓ shown good data
- ✓ good control
- ✓ shared information about our performance
- ✓ shown a good picture of what our work is



