



# Quality Account

## 2025 - 2026

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

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# About us



Manchester University  
NHS Foundation Trust

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

We run hospitals in and around the Manchester area.



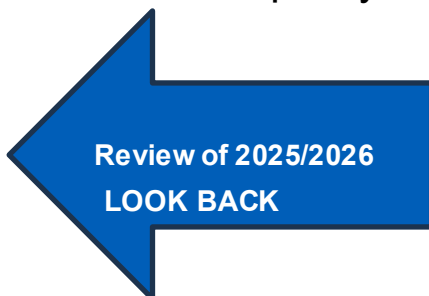
This is our **Quality Account for 2025 – 2026**.

A Quality Account should:



✓ Say how we have made our services better in 2025-2026

✓ Show what we plan to do in 2026-2027 to have quality services



# Our quality account



Every NHS organisation must write a Quality Account every year.

Our Quality Account tells you how we will give high quality and safe care to all our patients.

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

[www.nhs.uk](http://www.nhs.uk)

We will follow our values to:

- Listen to patients and staff
- Respond to concerns
- Be caring and supportive when things go wrong

We want to give the best care to patients and their families.



# Our priorities in 2025 - 2026

2025-2026

We set some key things we wanted to do in 2025-2026.

We have made good progress this year.

We have:

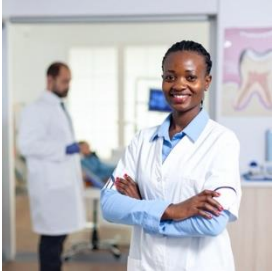
1. Improved the way we involve people in decisions about how we plan and deliver our services

2..Given patients a better experience – for example with food, water and pain relief.

3. Made sure every team that works with patients has made services better after listening to patient feedback



## More about our priorities in 2025 - 2026



4. Made sure less harm happens to people in hospital – for example with falls and pressure ulcers.



5. Improve patient outcomes and change the way antibiotics are given



6. Review harm to patients waiting for planned care

7. Keep patients safe and train staff on safety.

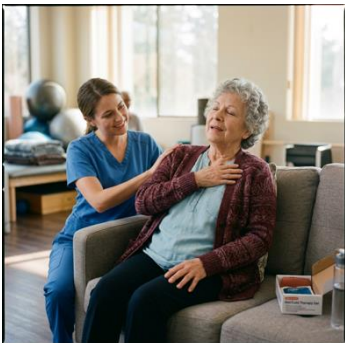
# Our priorities for 2026-2027



We want to give high quality, safe care so that everyone has the best experience.

We will:

- Build a **patience experience framework** to get the best feedback and work together



- Make sure every team working with patients listen to what they say and make changes so services are better

- Help to prevent falls, pressure ulcers and missed medication



- Use antibiotics when we have to and in the right way
- Have the best systems that keep patients safe and keep getting better



# Patient safety incidents



We have updated our safety plan for patients.

This plan runs from 1<sup>st</sup> May 2026 to 1<sup>st</sup> May 2028.

We will keep checking the plan is working.

We have **4 main points** in the plan:



1. Give patients with cancer both personal and the best care.

2. Communicate well with our stakeholders to make patient care the best we can.



3. Make sure patients get the right medication when they leave hospital.

4. Keep blood loss after having a baby to less than 1.5 litres.



# 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 patients to tell us what they think by rating our 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.



We have more people telling us what they think than we have before.

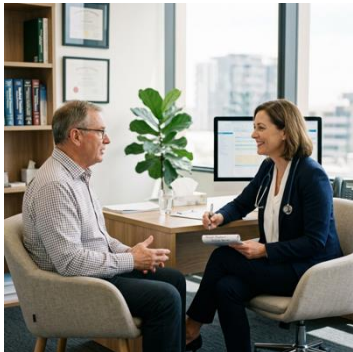
This data helps us to change our services to make them better.

# Patient Experience Team plans in 2025-2026



In 2025-2026 we:

- worked with different clinical groups to get more feedback from patients on services
- moved from What Matters to Me to the Patient Experience Survey – this made giving feedback much easier



- promoted a new Patient Experience Platform called **CIVICA** and trained staff on how to use it

- tell more people about how important patient feedback is to the Trust



- used data to focus on areas where we don't get as much feedback

- tell more people about our Patient Experience and Engagement Team

# Feedback from our patients

We had good and not so good feedback from our patients.

We listen and learn from this feedback to make services better.



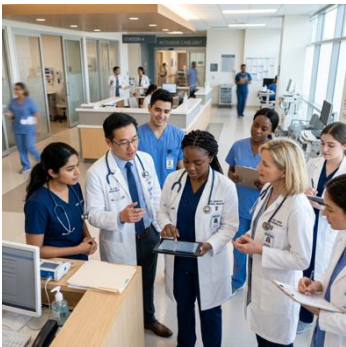
2026-2027

## Patient Experience Team plans for 2026-2027

In 2026-2027 we want to:



- Be more visible so we can give advice and lead on patient experience work
- Get as much feedback as we can from patients using our new Patient Experience Platform



- Work with clinical groups to find out why certain groups are not feeding back as much
- Train and give support to staff to use the Patient Experience Platform

# More about Patient Experience

2026-2027

## Team plans for 2026-2027

In 2026-2027 we want to:

- Support patients to join the Bee Involved group
- Keep working with external groups like Care Opinion and Healthwatch
- Work closely with the volunteer service to support people to finish the Patient Experience Survey in clinical and non-clinical spaces
- Use what patients tell us to improve our learning and to celebrate what good looks like in services



We want to know if our staff would recommend our Trust to their friends and family as a place to go for care and to work for.

## PALS and the PHSO



**PALS** is a team that looks at complaints and compliments about our services.

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

In 2025-2026 the PALS team trained more than 500 staff.



We do everything we can to sort out complaints ourselves first.

The **PHSO** is the **Parliamentary and Health Service Ombudsman**.

PHSO is part of the government.



They look at complaints that cannot be put right by the NHS first.

## PALS and the CQC



**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 2025-2026.



In 2026-2027, the PALS team will work more closely with local community groups in the Manchester area.

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

The CQC looked at our Child and Adolescent Mental Health Services. Our service was checked and was named as GOOD.



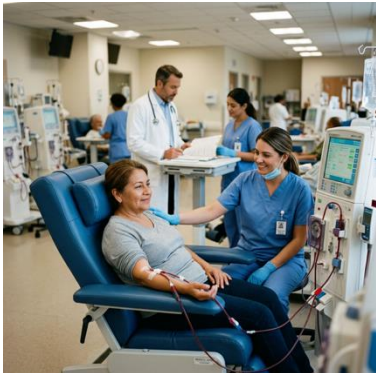


## Research and new ideas



We want to be the best at finding out how to give the best healthcare to our patients.

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



- New treatments
- Making our clinical work better
- Having better services for our patients and communities



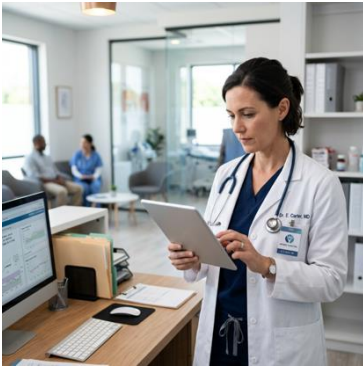
We want to give as many people as we can the chance to take part in our clinical studies and research.

## Information and data



We met the deadline in 2025 to send in our assessment for data security and protection.

We will send in our assessment for 2026 soon.



Our data and patient records show that we scored:

- **99.8%** for admitted patient care
- **99.9%** for outpatient care
- **99%** for accident and emergency care





# Research in 2025-2026

Our research is one of the best for healthcare, new ideas and life sciences.

We support local, regional and national plans in research and new ideas.



In 2025 – 2026 we built on our skills in research across Greater Manchester.



We have met our targets and are setting up new clinical trials and sites.

We are working with more commercial partners in research and data.

You can read more about this work in our Quality Accounts.

**2026-2027**

## Research for 2026 - 2027

In **2026 – 2027** we will build on our research and innovation strategy.



We will start new and exciting work programmes.

This will give more chances for people to take part in our work.

You can learn more in our Annual Report.

You can follow us on social media

X: @MFT Research

LinkedIn: MFT Research and Innovation



# Clinical audits

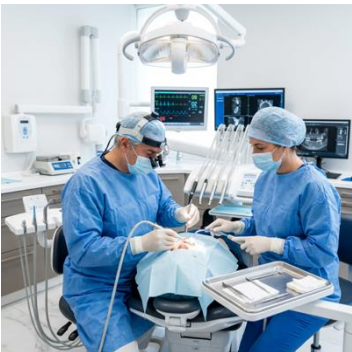


Our **clinical audits** check on how well we are doing and where we can do better.

Here is some of the audit work we have been doing:



- Looking at how happy parents are with staff who care for their children
- Looking at Physiotherapy for children at Wythenshawe hospital



- Looking at bacteria and how follow safety standards
- Looking at bone infection work and how to manage patients
- Looking at how patients are made ready for surgery on their mouths – this is called **oral surgery**.

# 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 must show that our Quality Account is:



- Showing a good picture on how we are doing

- Has the correct data that we can trust

- Showing how we control and manage how well we are doing



- Showing that data is strong and should be reviewed and checked

- Prepared in the right way and is a good standard

# Thank you!



Thank you for reading the easy read version of our Quality Accounts.

There is more information on our website

**<https://mft.nhs.uk/>**