

Quality and safety at Nuffield Health



Ensuring the safety of our patients, clients and our own staff is vital to Nuffield Health and our governance systems that we have in place are guided by one principle - quality matters.

Nuffield Health has a track record that spans over half a century. We have built a reputation for high standards of care, professionalism and expertise in delivering health services, and we aim for continuous quality improvement in everything we do. When we commit to quality, our customers know we mean it.

There is an active safety and quality programme in place across all services provided by Nuffield Health. This is audited and the outcomes are monitored at every level of the organisation. This means that on the rare occasions when things don't go to plan, we'll put them right and learn the lessons to improve future services.

The Nuffield Health Board publishes an industry-leading integrated governance report, which includes the outcomes of the various elements of the safety and quality programme.

Quality and safety indicators

We've developed 81 quality performance indicators, for internal use in our hospitals, to check everything we do against best practice. These indicators are used voluntarily because everyone we work with recognises that quality counts. Some of the indicators are driven by feedback from our customers, some represent internal or regulatory standards.

We publish the outcomes of 10 of these quality indicators on our website, as 'The Top Ten', and these are based on what people tell us really matters to them.

Why is this information important to me?

Information about healthcare is important to ensure you get the best advice and treatment. Health is a partnership and this can only be achieved if we share information about our services.