

Independent providers: Quality Account/Annual Report Response – QRST met

Commissioner's Statement:

Manchester Health and Care Commissioning (MHCC) is the partnership between NHS Manchester Clinical Commissioning Group (CCG) and Manchester City Council (MCC) which leads the commissioning of health, adult social care and public health services in the city of Manchester.

MHCC commission a number of Independent Services (small providers) to provide NHS services across Manchester.

Over the last year this service has engaged fully with MHCC. MHCC's performance and quality processes and provided information to demonstrate robust systems and process in place to support the quality of the service in line with the following Care Quality Commission (CQC) domains:

- Safety
- Effectiveness
- Patient/User Experience
- Safeguarding
- Equality and Diversity

This service also signed up to the CQUIN (Commissioning for Quality and Innovation) scheme this year. CQUINs are projects agreed between the commissioners and small providers to improve quality standards in key areas. Participation supports this services commitment to adopt a culture of continuous quality improvement, whilst delivering better outcomes for patients.

We look forward to maintaining our relationship with this service as we move into 2018/19 and to continually look for improvement in the quality of care and experience of our patients.

Please note MHCC is not responsible for verifying data contained within the Quality Account/Annual Report; that is not part of these contractual or performance monitoring processes.

A handwritten signature in black ink, appearing to read 'Ian Williamson', written in a cursive style.

Ian Williamson,

Chief Accountable Officer, Manchester Health and Care Commissioning
May 2018.

