Item 3a Appendix 3

HERTFORDSHIRE COUNTY COUNCIL HEALTH SCRUTINY COMMITTEE (HSC)
ANNUAL PROVIDER SCRUTINY

The Committee this year will be looking at the quality of patient experiences and outcomes.

Total max document length 6 sides A4

- Use bullet points where possible
- the response should give a clear, succinct summary of the key facts with examples where appropriate
- information can be presented graphically (table, bar chart etc.)

1. From a quality perspective how are approaches to a, b and c supported?
   a) health prevention
   b) health promotion
   c) demand management

2. How is the trust developing a high performing, engaged and committed workforce?

3. What is the patient voice saying?

4. How have lessons learned and outcomes informed next year’s priorities for the quality account?