



Statement from the Director of Quality and Improvement – Joanna Carter. January 2023

Our primary objective at the start of this year was to ensure that we were able to support NHS Trusts in delivering the best environment for their patients and ultimately to keep patients and staff safe.

We demonstrate our commitment to continuous quality improvement and we have been drawing on patient experience as well as the Service Users experiences to inform this. While the impact of COVID has meant some of our plans to build on our quality improvement capability and capacity has yet to be fully realised, we have made significant steps forward over the past year.

The components of quality in construction in the healthcare setting are safety, effectiveness and patient experience. We are achieving, and indeed exceeding, our intentions in the areas we work, delivering new and fit for purpose environments for all those that use them. We listen to what the teams want and need to ensure that they are able to deliver patient care in the best surroundings.

We have welcomed working with regulators and have completed work as recommended by CQC hospital inspections. We have delivered over and above the expectations and supported hospital trusts increase their ratings for patient environments.

I would like thank all of our team for their continued hard work, commitment and professionalism whilst supporting the NHS Trusts. Their dedication to continued high quality, has been outstanding.

Joanna Carter

Director of Quality and Improvement

January 2023