

## **Independent providers – Manchester Locality: Quality Account/Annual Report Statement**

NHS Greater Manchester (NHS GM) commissions a number of Independent Services to provide NHS services to patients across Manchester. A quality assurance framework is in place to monitor and assure the quality of service delivery.

NHS GM welcomes the Quality Account from the organisation and appreciates the work that has been undertaken to improve quality of care and experience of service users.

Commissioning and quality relationships are well established between this Provider and the NHS GM Manchester Quality Team with an oversight infrastructure in place which includes contract review meetings, quality visits, exchange of data, incident monitoring and assurance reports.

Based on the quality information received throughout the year 2023/24 NHS GM can confirm that the service has fully met contractual expectations. We will continue to work with the provider to support the maintenance of required standards.

We look forward to building on our existing relationship with this service and continuing to work together through our shared values of collaboration, compassion, inclusivity and integrity.

Mark Fisher  
NHS Greater Manchester Chief Executive