

Service Quality and Safety Report		Primary Care & Community Services
Patient, Safety Quality and Risk Management Group		Date:
Subject	Quality and Safety Exception Report	
Reporting period		
Prepared by		
Approved & Presented by		

1.0	Purpose
	To provide the Patient, Safety Quality and Risk Management Group with a summary of any key quality and safety issues, action plan updates and performance information.
2.0	Concerns and Incidents
	<i>Please include the number of incidents reported and any key themes</i> <i>Number of concerns reported and themes.</i> <i>Lessons learnt from any concerns of incidents which have been closed, including presenting final RCA reports</i>
3.0	Action Plan Updates
	<i>Please include updated actions plans for any complaints/ incidents/ inspection reports or Ombudsman reports</i>
4.0	Audit Update
	<i>Please update on any audit activity in your service area and progress</i>
5.0	Research and Development
	<i>Please update on any R and D projects in your service area</i>
6.0	Standards for Health
	<i>Please advise on any specific work undertaken to promote the Standards in your service area</i>
7.0	Patient Experience
	<i>Include the latest patient experience reports or detail of any other patient experience work undertaken</i>
8.0	Good practice/ issues for sharing