

*INTRODUCING QUALITY ASSURANCE
INTO THE NHS*

INTRODUCING QUALITY ASSURANCE INTO THE NHS

Practical Experience from Wandsworth Continuing Care Unit

TERRY GOULD

Unit General Manager

Continuing Care Unit

Wandsworth Health Authority

St George's Hospital, Wandsworth, London

and

HILARY MERRETT

Hospital/Business Manager

Wandsworth Health Authority

Bolingbroke Hospital

Wandsworth Common, London

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Foreword

I welcome the opportunity to write the Foreword to this innovative document. It is in keeping with both the Citizen's and Patient's Charters. I have often heard people remark that we are a passive nation, but in these days there is a growing awareness of consumer rights, and people's expectations for high standards of service are, quite rightly, increasing.

The Government's reforms will not only ensure that money follows patients, but also that services are provided where the patients need them. Quality of care must play a vital role in this, and publications such as this one will help to ensure that even faster progress is made.

I hope that it will find wide support throughout the NHS.



Right Honourable Baroness Julia Cumberlege
Parliamentary Under Secretary of State for Health

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