



Annual Quality Report 2019-20

Annual quality reports are a recommendation of the Department of Health, Social Services and Public Safety's (DHSSPS) Quality 2020: a 10 year strategy to protect and improve quality in Health and Social Care in Northern Ireland.

The HSCB and PHA want patients, carers and their families to feel confident about the quality of health and social care services in Northern Ireland. This report demonstrates what we have done to achieve this in the last year. It also highlights the broad range of work that we routinely undertake and reaffirms our commitment to safety, effectiveness and patient and client focus. This report (and indeed our work) has been structured around these three core themes, as high-quality care can only be achieved when all three are present.

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