

## S E R V I C E S

Proposal	Target Date	Full Year Revenue Costs £000's
<b>Long Term Proposals - Beyond April 1995</b>		
Relocate all medical and surgical services from BGH to BRI	Beyond 1996/97	
Develop further cardiac services at BRI to serve South Western Region	1996/97	
Develop additional acute psychogeriatric assessment unit at BRI	1996/97	

These proposals are all dependent upon the redevelopment of the BRI precinct. (See Section 8 for further details.)

### QUALITY OF SERVICE

The successful performance of contracts for health care depends on three things:-

the right quantity of service

at the right cost

to the required quality.

Within the Trust each contract will be the personal responsibility of a Clinical Director supported by a Manager. Quality of service will therefore be their responsibility. They will continue the development of standards already set within the Trust's hospitals for many years, particularly in clinical care. As the Regional teaching centre for hospital and community care, many departments have taken a leading role in developing standards. For example, the Department of Health (DoH) has recently approved a two year research grant for the Department of Radiology to institute national quality management systems for diagnostic radiology. The South Western Regional Breast Screening Quality Reference Centre is based in the Medical Sciences Unit within the Provider Unit. On the patient service side, the BGH has this year gained a Highly Commended in the Sunday Times "Best Hospital" competition for its Personal Service initiative, where groups of staff worked together to improve service to patients in each of their specialist areas.