

FIG 2. FOUR QUALITY DOMAINS

Equitable services:

Services that are accessible provided in a timely fashion and designed to meet need

Service user involvement:

Responding effectively to feedback from service users (for example complaints, surveys) and actively seeking service user involvement in the design and planning of services

Safety and effectiveness:

Services based on best practice evidence (for example high quality research or expert guidance) and where safety systems work well to protect patients from harm

Outcomes:

Services that can demonstrate good outcomes from their care using information from patients, mortality data or outcome measures performed by clinicians