



COTSWOLD

SURGICAL PARTNERS

QUALITY CARE, LOCALLY DELIVERED

**Quality Account Report
2024/2025**

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Introduction to the 2024/2025 Cotswold Surgical Partners Quality Account:

The following Quality Account is Cotswold Surgical Partners (CSP) annual report, providing an in-depth review of our performance, focusing on the quality of care and outcomes achieved over the period from 1st April 2024 to 31st March 2025. In alignment with our commitment to transparency, this report offers our stakeholders and the public an evidence-based evaluation of our strengths and areas for improvement. Produced by our Quality Reporting and Administrative Associate with oversight from CSP's Directors and Clinical Lead, it highlights our continuous dedication to clinical excellence, patient safety and service quality. Our commitment to these standards reflects the responsibility we feel to not only meet but exceed patient and regulatory expectations.

CSP is dedicated to delivering high standards of healthcare by implementing rigorous quality and safe practices across all aspects of patient care.

Key Components of our Service Quality Include:

- Ensuring patient safety and maintaining confidentiality
- Monitoring and enhancing treatment effectiveness
- Gathering, analysing and acting upon patient feedback

Established in 2011, CSP began offering Plastic Surgery and Dermatology Services at Tetbury Hospital. Over time, we expanded our services across multiple locations in Wiltshire, including Spa Medical Centre in Melksham, and, in 2021, opened our first standalone facility in Royal Wootton Bassett. CSP is a Consultant-led, Care Quality Commission (CQC) regulated provider of NHS and Private Dermatology, Plastic Surgery and Aesthetic Procedures. CSP achieved **"Good"** ratings in all domains of our most recent CQC inspection, published in **November 2022**. This result underscores our commitment to high-quality care and regulatory compliance, reflecting our emphasis on safe, effective and compassionate care. We continue to rigorously evaluate our service quality and identify areas for improvement to ensure optimal patient outcomes.

Through collaboration with the NHS and the Integrated Care Board (ICB), CSP serves a large patient population via the Electronic Referral Service (eRS). Our services are commissioned by several NHS Trusts, including North Bristol NHS Trust, Royal United Hospital Bath, NHS Gloucestershire ICB, Great Western Hospital Swindon and Wiltshire ICB. These partnerships not only expand access to our services but also enable us to continuously refine our processes, integrating NHS guidelines with our own high standards for patient care. All service offerings are performed under stringent quality standards that ensure patient safety and well-being. Our service is exclusively for individuals aged 18 and over.

In the 2024/2025 reporting year, we contributed more than **22,000** clinical (+29.4% on last year) and **27,000** administrative (+14.9% on last year) hours, seeing over **6500** NHS and over **900** Private Patients. Our healthcare services are provided by a dedicated team of over **40** clinical professionals, including Surgeons, Dermatologists and Theatre Staff. Alongside this, we have more than **20** administrative staff. These cohesive teams, founded on shared core values, are essential to our high standards of care and patient satisfaction.

In line with our growth strategy, CSP is currently in the exploratory stages of acquiring additional contracts with NHS services in regions such as Oxfordshire and Berkshire. To support this anticipated growth, we plan to expand both our clinical and administrative teams in the coming years, reinforcing our commitment to deliver quality healthcare services.

This report reflects our dedication to transparent quality improvement, continuous monitoring of outcomes and alignment with both short and long-term quality objectives. By maintaining high standards and focusing on patient-centred care, CSP aims to achieve the best possible outcomes for all patients we serve.

Our Values:

At Cotswold Surgical Partners, we understand that your well-being is your greatest asset. Our aim is to offer a distinctive and tailored service. Our values form the foundations of everything we do, guiding our approach to patient care, clinical practice and organisational growth. These values reflect our commitment to providing exceptional healthcare. We strive to create a patient-centred environment where every patient feels respected, listened to and supported throughout their treatment journey.

Our ethos is to provide **‘Quality Care, Locally Delivered’**. We have developed a clear set of core values that we are passionate about, especially when discussing the quality of care provided to our patients, something our staff are at the centre of. Through continuous investment in staff development and care practices, we ensure these values are upheld at every level of our organisation.

DIGNITY & RESPECT



We will treat you with care and compassion, being kind, polite & courteous throughout. Our team will ensure you have your privacy and dignity respected at all times, ensuring you have a voice in the way you are treated and the care that you receive. Your views will be listened to and you'll play an active part in your health care plan.

QUALITY CARE



We'll promote your access to care and engage you in your care plan, providing both physical and emotional support. You'll be involved in your treatment and we'll engage with other providers when necessary to ensure all concerns can be addressed. Our team will ensure you are well looked after, have the information you need to make informed decisions and be understanding and supportive with any questions or concerns you may have.

ATTENTIVE



We're dedicated to providing exceptional expertise, professionalism, and patient care. Our approach is centered around recognising the individual circumstances of each patient and adapting our services to meet their needs. Being attentive means staying focused, paying close attention to detail, and giving our full concentration to the task at hand. It leads to improved productivity, higher-quality work, and better decision-making. This can be as simple as holding your hand in surgery if you are anxious/nervous, or sitting with you and having a cup of tea to discuss future care, so you have the time to ask questions and think through how you would like to proceed.

ACCOUNTABLE



We put your health, safety and emotional well-being at the heart of everything we do. We actively participate in regular auditing, collecting and evaluating feedback and reviewing our performance. We're constantly pushing ourselves to learn and grow, expand our expertise, embrace new techniques, and refine our processes to deliver the best possible outcomes for our patients honestly and transparently.

COLLABORATIVE



Collaboration, to us, improves the way we work together & problem solve. This leads to more innovation, efficient processes, increased success, & improved communication. Through listening to & learning from each other, our referral partners, other health care providers and patients, we can help improve our care.

Statement from Medical Directors:

As Directors of Cotswold Surgical Partners (CSP), we are proud to share this Quality Account Report, reflecting our commitment to delivering patient-centred care with a focus on safety, excellence and innovation. Over the past 14 years, CSP has become a trusted provider of Plastic Surgery and Dermatology within the NHS, driven by a vision to offer high-quality care in a safe, collaborative environment.

In 2021, leveraging 10 years of experience within host hospitals/primary care venues, (we), Directors Nick Reynolds, Tom Millard and Umraz Khan – established our own clinic, allowing us to deliver seamless, personalised care to both NHS and private patients. CSP's dedicated clinic has expanded service accessibility and alleviated demand on local secondary care providers. Our partnership with local hospitals, especially in skin cancer multidisciplinary teams, ensures patients benefit from a collaborative, comprehensive approach to care. Our values of dignity & respect, quality care, attentiveness, accountability and collaboration guide every facet of our organisation. These principles shape not only our patient care approach but also our commitment to fostering a supportive and empowering work environment. We prioritise staff recruitment, training and well-being, leading to high retention rates that contribute to continuity and quality in patient care.

A milestone in our journey was our first Care Quality Commission (CQC) inspection, where we received a **"Good"** rating across all domains. This acknowledgement of our commitment to quality and safety is further bolstered by our investment in advanced IT programs like SystmOne, which integrates secure data management and supports regulatory compliance under Caldicott Principles. Our infection control audits consistently demonstrate low infection rates, reflecting our dedication to patient safety. Patient feedback is invaluable to us and is gathered through the Friends and Family Feedback Form, available in our reception area. The consistently positive responses highlight patient appreciation for the high-quality care our team provides. Additionally, we encourage open dialogue with patients to better understand their needs and expectations, helping us to tailor our services more effectively. This feedback informs our ongoing improvement efforts, allowing us to reduce waiting times with most NHS patients seen within 4-6 weeks, a marked improvement on waiting times in our partnered local hospitals.

As Medical Directors, we ensure this Quality Account Report symbolises our dedication to maintaining the highest standards of patient care. Our robust quality assurance systems and stable infrastructure underpin efficient and effective operations that meet the needs of patients and stakeholders. Looking ahead, CSP remains committed to advancing patient-centred surgical care. We thank our patients, partners and community for their continued trust and support as we build on our achievements and set new benchmarks in quality healthcare.



Nick Reynolds, Director



Tom Millard, Director



Umraz Khan, Director

Statement on Quality from Clinical Lead:

At Cotswold Surgical Partners, we are committed to delivering high-quality care to all our patients. This commitment has been central from the outset, guiding the design of our purpose-build premises where Infection Prevention and Control (IPC) is a top priority. We have also created a comfortable and welcoming environment to ensure that our patients feel at ease throughout their journey with us.

The recruitment of a highly skilled Theatre Team and Surgeons specialising in Plastic Surgery and Dermatology has been critical in providing patients with the expertise they deserve. Our entire team is carefully selected to uphold our values: Dignity & Respect, Quality Care, Attentiveness, Accountability and Collaboration. These values are evident in every interaction, and we take pride in delivering care that reflects them. We are a cohesive, compassionate team that genuinely cares about our patients.

We strive for efficiency and effectiveness in all aspects of patient care. From the initial booking, we ensure patients are well-informed about their upcoming surgery, including wound aftercare where applicable and scheduling that avoids potential conflicts such as holidays. Where necessary, our clinical team provides pre-operative psychological support, addressing any concerns patients may have before their procedure.

To minimise inconvenience, we take every precaution to avoid any last-minute cancellations. Comprehensive preparation is conducted before the day of surgery to allow for a smooth patient flow. This includes provision and forward planning for patient safety, making sure the listed procedure is consistent with clinical notes (including any laterality), mobility issues or co-morbidities that could impact the day of surgery or recovery.

On the day of surgery, we aim to provide a welcoming and relaxing environment. Our fully trained team offers psychological reassurance and support alongside exceptional clinical care. Patients receive thorough post-operative information pertinent to their procedure, ensuring a clear understanding of what to expect during recovery, what would constitute a complication and the pathway to follow should they have any concerns. Health education, including advice on sun protection is also an integral part of our patient care.

Some of our more complex surgical patients return for post-operative dressing clinic management, where a fully qualified team of nurses manage their care until the wound is adequately healed for discharge.

Exemplary patient feedback motivates our team to continue performing at a high level. High morale and a strong sense of purpose are evident in the care we provide. We actively support career development, with many junior staff progressing to become part of our Nursing and Operating Department Practitioner (ODP) workforce. We take pride in fostering a care environment that staff can carry forward into future roles.



Regular clinical teaching sessions and team meetings ensure open communication and continuous professional development. Routine audits, including those focused on IPC and patient satisfaction help us to maintain and improve our standards. Keeping abreast of any clinical guidelines and advancements further strengthens the quality of our practice.

At Cotswold Surgical Partners, quality is not just a goal; but a standard we strive to exceed every day, embedding it into every aspect of our practice to ensure patients consistently receive safe, compassionate and effective care.

Our Mission:

Wendy Jones, Clinical Lead

Cotswold Surgical Partners is dedicated in providing high-quality, patient-centred Plastic Skin Surgery and Dermatology services. Our mission is to deliver exceptional care with a commitment to safety, innovation and integrity. We strive to empower our patients by offering individualised treatment plans that address their unique health and aesthetic needs, fostering confidence and well-being throughout every stage of care.

Our team of highly skilled professionals, fronted by our three Directors as well as Clinical Lead Wendy Jones, adheres to the highest standards in surgical excellence and ethical practice, ensuring that each patient experiences a compassionate, respectful and supportive environment. By combining the latest advancements in technology with a commitment to continuous improvement, we work to achieve optimal outcomes while promoting patient education and informed decision-making.

Cotswold Surgical Partners is proud to serve all patients with professionalism and dedication, setting a standard in quality care and contributing to the evolving field of Plastic Skin Surgery and Dermatology.



Our Vision:

At Cotswold Surgical Partners, we envision becoming a trusted leader in Plastic Skin Surgery and Dermatology in the South West of England, recognised for our dedication to excellence, innovation and patient-centred care. We aspire to deliver results that exceed expectations, enhancing the health and confidence in every patient we serve.

Our vision is to foster a healthcare environment whereby every individual feels respected, informed and empowered in their journey towards improved skin health and aesthetics. We are committed to setting new benchmarks in quality and safety, supported by advanced technology, continuous professional development and a collaborative approach to care.

As we grow, we aim to extend our impact by continually expanding service accessibility and educating our community on skin health and wellness. Cotswold Surgical Partners strives to be synonymous with integrity, compassion and a dedication to making meaningful, positive changes in the lives of our patients and the broader community.

Care Quality Commission:

Inspected and rated

Good



Cotswold Surgical Partners (Unit 13, Interface Business Park, Royal Wootton Bassett, Wiltshire, SN4 8SY) is registered with the Care Quality Commission (CQC). We provide diagnostics & screening, surgical procedures and treatment of disease, disorder or injury.

In November 2022, CSP was inspected by the CQC as part of their routine inspection programme, we were pleased to receive our current registration status as being **"Good"** across all domains.

Table Indicating the Breakdown of Ratings Across Key Criteria:

Ratings		
Overall rating for this location		Good 
Are services safe?	Good	
Are services effective?	Good	
Are services caring?	Good	
Are services responsive to people's needs?	Good	
Are services well-led?	Good	

Our complete **CQC Inspection Report** can be reviewed via the [CQC Website](#) or by scanning this **QR Code**



NHS Referral Routes & Services:

Cotswold Surgical Partners provides a range of NHS funded and commissioned services. NHS referrals are subject to various referral guidelines and clinical policies issues by Integrated Care Boards (ICB) and NHS Trusts. Our commitment to patient care ensures that all referrals are processed efficiently and in-line with the latest clinical standards.

We offer a range of NHS Dermatology and Skin Services, supporting wait lists and offering appointments typically within **4-6 weeks**. This allows patients to access timely consultations and treatments, reducing the stress often associated with long waiting periods. CSP provides the following NHS Services:

1. NHS e-Referral Service (eRS):

For certain NHS services that we provide, you can manage and make your initial appointment with us for a direct triage telephone call. During this call we will discuss the referral, the procedure/treatment required, and we can book you in for your surgical procedure.

1.1. NHS England Nationwide Offering (Secondary Care Menu):

CSP is a Consultant-led service, and, as such, any patient who meets their local ICB referral policy can request an electronic referral to our services through their GP, from anywhere in England. This service covers applicable referrals from anywhere in England based upon patient choice.

2. NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (BSW ICB):

CSP is commissioned to provide specialist Plastic Surgery and Medical Dermatology services in a community setting to increase access to community-based care. It is applicable to patients registered with a BSW ICB GP surgery and that meet the stated referral specification.

3. NHS Gloucestershire Integrated Care Board (ICB):

CSP works alongside Gloucester Royal Hospital as an initiative to support their wait list. GP's can make a direct referral to us via the National Secondary Care e-Referral Service if the condition meets the ICB's clinical policy. Patients can also choose to send a referral direct to us, as long as clinical policy is met.

4. Great Western Hospital – Swindon:

CSP works in partnership with the Plastic Surgery team at Great Western Hospital in Swindon as part of a waiting list initiative. Applicable patients may be contacted and offered referral for treatment at Cotswold Surgical Partners to reducing their waiting time. Under this contract, CSP only complete the surgery, all aftercare and follow-up clinical care will be discharged back to the referring hospital.

5. Great Western Hospital Inter Patient Transfers (IPT):

CSP works in partnership with the Plastic Surgery and Dermatology team at GWH, patients already under the care of GWH may be clinically assessed and transferred to CSP for ongoing future management. This pathway is designed to support capacity challenges and reduce overall waiting times.

6. North Bristol NHS Trust – Southmead:

CSP works in partnership with the Plastic Surgery team at North Bristol NHS Trust as part of a waiting list initiative. Patients who meet clinical criteria and require surgery will be offered a choice of location for their surgery during their initial consultation in Bristol. For patients who elect to be referred to Cotswold Surgical Partners for their treatment/procedure, we work in close partnership with North Bristol NHS Trust to continue patient care in unison.

Private Services:

Cotswold Surgical Partners provides Private Care through both Consultant-led Dermatology and Consultant-led Plastic Skin Surgery. Our Private Services offer patients a seamless, tailored experience with access to highly experienced specialists and state-of-the-art facilities. From initial consultation to post-operative care, we prioritise personalised treatment plans. All Private Patient correspondence is undertaken by our Private Patient Coordinator.

- **Initial Consultation:**

A formal consultation is required before any surgical procedure or treatment can be undertaken. Consultations are organised with a Consultant Dermatologist or Consultant Plastic Surgeon for a fee (a deposit is required to hold the appointment; the remaining balance is paid on arrival).

During the consultation, the consultant will gather a detailed history of the patients medical health and background, this includes past medical and surgical history as well as any current medication. Your consultant will explain your options for any treatment or procedure as well as the process and any related costs.

- **Follow-Ups:**

Follow up consultations depend on your skin condition, not all skin conditions necessitate a follow up and often a one-off consultation is all that is required.

- **Histology & Other Diagnostic Tests:**

If clinically recommended, or required, certain procedures can only proceed with the agreement to run vital diagnostic tests (if necessary, this will be discussed in your initial consultation).

- **Quotation Information:**

After your initial consultation, if a procedure or surgery is recommended, patients receive a detailed quotation and are provided with time to consider all options in order to make an informed decision. Our Private Patient Coordinator will liaise with you during this period, helping to make any appointments/arrangements that are necessary once a decision has been made. All prices are subject to consultation.

- **Insurance:**

At CSP we welcome both private paying and insurance funded patients. Insurance approval is subject to prior authorisation with your insurer. Cotswold Surgical Partners is proud to be a recognised and accredited facility, we are registered with a number of private health insurers including:

- [Bupa, AXA, Cigna, Check4Cancer, The Exeter, WPA \(Western Provident Association\), Healix](#)

Patients who hold private insurance for any of the above listed providers and would like to be treated at CSP are asked to contact their private insurer with their policy number. Patients will then be provided with an authorisation code; this needs to be provided to both your chosen Plastic Surgeon and CSP.

- **Dressing Clinics & Wound Reviews:**

These appointments may be required after certain surgical procedures and typically involve the removal of sutures, wound inspection and dressings change with a registered nurse.

The number and type of appointments vary depending on procedure, location, size, aftercare and other factors such as underlying medical conditions. If necessary, this will be explained to you based upon clinical need.

Review of Services:

In the 2024/2025 reporting year, Cotswold Surgical Partners continued to deliver a range of high-quality services under NHS Standard Contracts, supporting patients with Dermatological conditions that require surgical procedures. Our Community Skin Surgery Services are designed to provide safe, timely and accessible care, in alignment with NHS expectations for quality and efficiency.

Key Service Highlights Include:

- Average waiting time for appointments is **4-6 weeks**
- Services directly bookable through the **e-Referrals Service (eRS)**
- We adhere to NHS Referral to Treatment Time (RTT) benchmarks for routine and urgent cases, meeting the constitutional target of **92%**, meaning patients should wait no longer than **18 weeks** from referral to treatment
- All Electronic Discharge Summaries are sent directly to GP Practices within **24 hours** of surgery as per NHS guidelines
- Pre- and post-surgery information is available to patients on our website, further appointment related information is communicated via the AccurX messaging system
- Administrative support is available **Monday – Friday, 8:30am – 5pm**
- Clinics are available in the working week as well as occasional Saturday's
- Clinics are conveniently located across Wiltshire to improve accessibility for local communities

Compliance and Safety Metrics:

- We maintain rigorous infection control measures, following industry best practices
- We conduct regular audits and safety training refreshers

Staff Training and Development:

- Basic life support training - all staff members take part in onsite mandatory training to ensure awareness and compliance with up-to-date standards. All qualified personnel complete annual ILS programme
- All staff are measured on performance levels to ensure consistency across the organisation
- Staff undergo a fully comprehensive training programme based on their job role as part of their induction
- A full competency list forms part of the clinical induction programme

Efficiency and Reduced Waiting Times:

- With increased demand for our services, we have made efficiency improvements, reducing average wait times to **4-6 weeks**, a marked improvement on the **9-month NHS average** for the same service
- Patient pathways have been optimised to minimise time from consultation to procedure, ensuring patients receive timely care without compromising quality

Challenges and Areas for Improvement:

- While proud of our service offering, we recognise challenges such as rising patient demand and resource allocation
- Moving forward, we aim to expand the number of appointments we can offer whilst continuing to gradually increase staff levels to accommodate growing patient needs

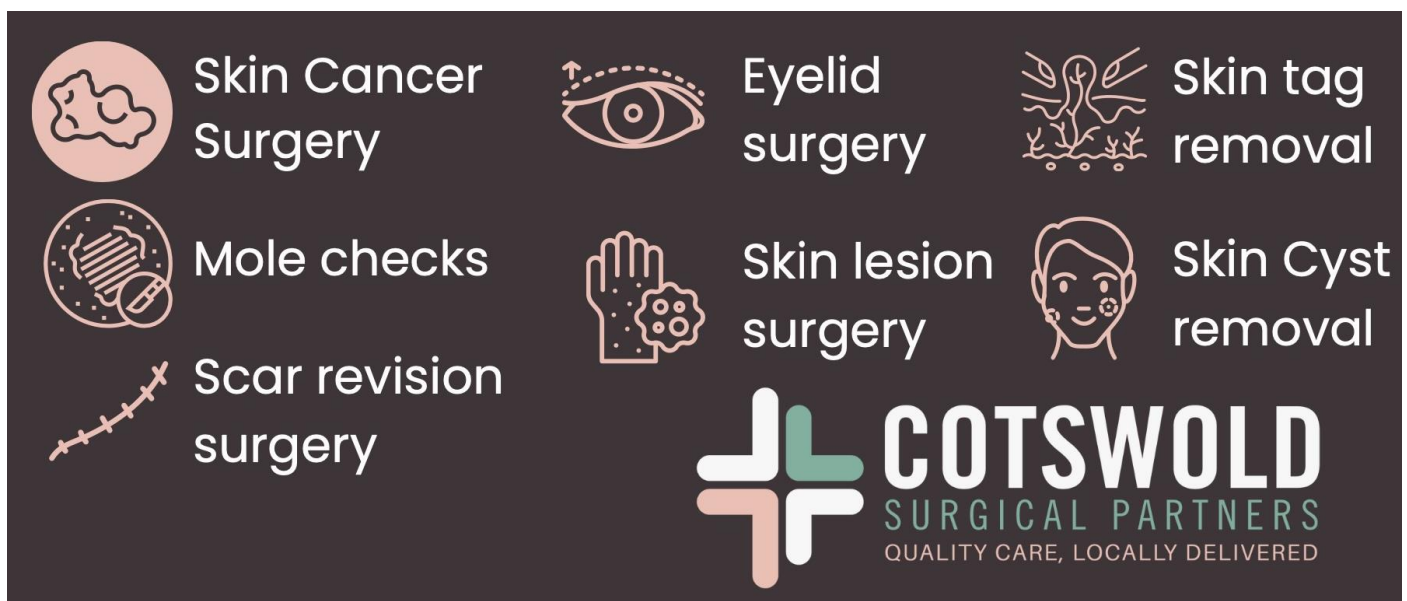
Key Achievements 2024/2025:

In this reporting year, CSP is proud to announce significant advances in delivering high-quality, patient-centred Plastic Skin Surgery Services. Through our focus on clinical excellence, patient satisfaction and safety, we have achieved key milestones that reflect our commitment to continuous improvement and innovation.









Key Achievements Include:

- Attained a 'Good' CQC rating within the first year of service operation
- Expanded our workforce by recruiting additional staff to accommodate growing referral demand for Plastic Surgery and Dermatology Services
- Enhanced patient communication through the use of the 3CX Phone System and AccurX, including the option for patients to leave voicemails, therefore improving satisfaction with contact methods
- Revised and updated pre- and post-operative patient information leaflets in response to patient feedback, ensuring clearer and more comprehensive guidance
- Ensured adherence to robust infection prevention and control measures, maintaining high standards
- Established a comprehensive auditing schedule to provide ongoing feedback and drive continuous service improvements
- Reviewed and streamlined internal administrative pathways, creating clear frameworks to work within, resulting in measurable improvements to patient experiences and service delivery
- Invested in advanced equipment to further improve clinical effectiveness and patient outcomes
- Achieved consistently high patient satisfaction scores with **96.7%** of patients voting our service as "Very Good", saying they would recommend our service to friends and family
- Upgraded data governance protocols to strengthen the protection of patient information and ensure compliance with data privacy laws
- Treated our highest number of patients since the incorporation of CSP across both locations, seeing **6725 NHS** and **953 Private Patients** with regular month on month increases (see Page 16)

Summary of Surgical Services Offered:



The graphic displays nine surgical services offered by Cotswold Surgical Partners, each accompanied by a line-art icon. The services are arranged in three rows. The bottom right corner features the Cotswold Surgical Partners logo and tagline.

 Skin Cancer Surgery	 Eyelid surgery	 Skin tag removal
 Mole checks	 Skin lesion surgery	 Skin Cyst removal
 Scar revision surgery	 COTSWOLD SURGICAL PARTNERS QUALITY CARE, LOCALLY DELIVERED	

Review of Quality Performance:

At Cotswold Surgical Partners, we place great emphasis on clinical effectiveness. As an organisation, we achieve this by regularly reviewing our services to uphold exceptional governance across all areas. Listed below are the essential elements we believe are necessary to contribute to outstanding clinical effectiveness:

Criteria:	Explanation:
Expert Personnel	<ul style="list-style-type: none"> Our team includes skilled Dermatologists, Surgeons and Theatre Staff who are trained in skin surgery, guaranteeing the quality and safety of all procedures Each employee undergoes continues professional development
State-of-the-Art Facilities	<ul style="list-style-type: none"> Our facilities are equipped with the necessary surgical equipment to perform minor skin surgeries safely and effectively High-quality air handling systems, dual LED operating lights, modern theatre equipment and dedicated recovery bays ensure patient comfort and care continuity
Rigorous Infection Control	<ul style="list-style-type: none"> We follow strict sterilisation protocols and infection control measures to prevent surgical site infections and other complications
Safe Local Anaesthesia Practices	<ul style="list-style-type: none"> Correct administration and monitoring of local anaesthesia, essential for patient comfort and safety during procedures
Targeted Referrals	<ul style="list-style-type: none"> Patients are referred based on several criterions, this is crucial for successful outcomes and minimising risks By carefully assessing each case, we ensure patients receive the most appropriate care pathway, enhancing both safety and treatment success
Comprehensive Post-Operative Support	<ul style="list-style-type: none"> Patients are provided with detailed instructions for postoperative care, including wound management and follow-up appointments if required
Quality Monitoring and Improvement	<ul style="list-style-type: none"> Regular audits and reviews help to identify areas for improvement, ensuring we maintain high standards of clinical effectiveness We utilise patient outcome data and feedback to drive continuous quality improvements and deliver consistently excellent care
Patient Experience and Feedback	<ul style="list-style-type: none"> Actively seeking patient feedback on their experiences allows us to continually refine and improve our service offering Patient satisfaction surveys, suggestion forms and post-care consultations where applicable provide valuable insights that guide our quality improvement initiatives
Interdisciplinary Collaboration	<ul style="list-style-type: none"> We foster collaboration among healthcare providers, namely GP's, Dermatologists and Surgeons, ensuring coordinated and comprehensive care across the board
Patient Education and Resources	<ul style="list-style-type: none"> We provide educational materials and resources to help patients with wound care post-surgery, helping patients to understand their conditions and treatment options better

Patient Safety:

At Cotswold Surgical Partners, patient safety is at the centre of our commitment to delivering high-quality surgical care. We understand that providing a safe environment for our patients, staff and visitors is essential. We make sure to prioritise comprehensive safety protocols, effective infection control measures and proactive risk management strategies in all aspects of our services.

Our patient safety protocols are rigorously enforced across all clinical areas. We adhere to evidence-based guidelines for infection control, implementing best practices in sterilisation, hand hygiene and Personal Protective Equipment (PPE) to minimise infection risks. Regular training is provided to all clinical team members to ensure they remain informed on current infection control protocols and can respond to potential risks promptly and effectively. Additionally, our operating facilities and medical equipment undergo stringent cleaning and sterilisation processes, ensuring that patient areas are maintained with the highest levels of cleanliness and safety.



We have a robust risk management framework in place, which includes routine audits, safety checks and incident reporting systems, helping to identify and address any potential safety hazards proactively. Should an incident occur, we conduct a thorough investigation to understand its root cause, applying any learnings to prevent future reoccurrence and improve our safety protocols. We regularly review and report on key safety metrics, such as infection rates and patient feedback, to assess our performance and identify opportunities for improvement. Patient complaints or concerns regarding safety are taken seriously, and our dedicated team investigates each report thoroughly, ensuring that responses are timely and corrective actions are implemented.

Our safeguarding protocols are designed to protect all patients and visitors, especially those who may be more vulnerable such as children, elderly individuals and adults with specific needs. We maintain strict policies and procedures to ensure that all patients are treated with dignity and respect, and that any concerns about safety or well-being are addressed immediately. All staff members undergo safeguarding training and are vigilant in identifying and responding to any signs of potential abuse or neglect.

By prioritising patient safety, we aim to foster a safe and supportive environment where our patients can trust that their well-being is protected at all times. At Cotswold Surgical Partners, we are committed to continuous improvement, regularly evaluating and refining our safety measures to meet and exceed standards. We believe that patient safety is the foundation of quality care, and through our consistent dedication, we are committed to upholding the highest standards of safety and care for every individual we serve.

Patient Feedback and Satisfaction:

At Cotswold Surgical Partners, we place great value on feedback from all patients who use our service. While our goal is to provide the highest standard of care, we acknowledge that occasional shortcomings can occur. In such cases, we welcome constructive feedback and suggestions for improvement. Complaints are seen as learning opportunities, and we routinely review them to identify patterns and implement measures to prevent recurrence. During this reporting period, only 4 complaints were received. CSP is committed to addressing all complaints professionally, ensuring that each complaint is swiftly and systematically resolved.

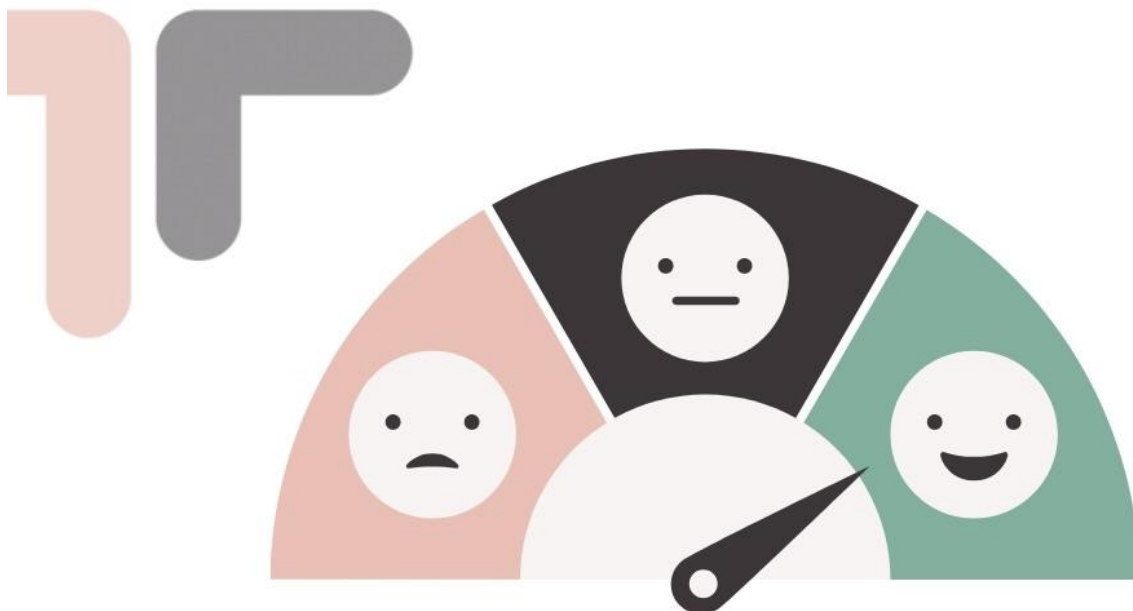
Key Learnings:

- Learned the importance of gathering and acting on real-time patient feedback to drive continuous quality improvements
- Complaints that follow a trend could signify greater underlying issues, awareness amongst all team members is essential to identify, address and prevent recurring problems

Improvements Implemented:

- Implemented a more comprehensive triage system to ensure patients are prioritised and seen according to the urgency and complexity of their needs.
- Enhanced pre-operative and post-operative information material to address common patient concerns and improve understanding of procedures

2024/2025 NHS Patient Satisfaction Levels:



96.7% OF OUR NHS PATIENTS

SAID OUR SERVICE WAS 'VERY GOOD' AND WOULD
RECOMMEND US TO FAMILY AND FRIENDS

Critical Performance Metrics and Friends & Family Test Outcomes:

Cotswold Surgical Partners provides obligatory reports to its commissioners, both internally and externally, based on requirements outlined in the NHS Standard Contract.

In the **2024/2025 period**, Cotswold Surgical Partners treated a total of **6725** NHS patients (+47.6% on last year) across both of our operational locations. There were **2505** NHS day case patients, all of which were given the opportunity to participate in the Friends and Family Test (FFT) to provide feedback on their experience. Of those, **1774** patients (**70.8% of eligible patients**) returned their completed surveys.

Of the **1774** surveys completed, **1732** patients rated our services as **"Very Good" (97.6%)**. These figures are part of our Friends and Family Test.

Additionally, patients were asked to explain why they rated our service as they did. The vast majority of these responses were positive, and audits showed that we consistently achieved affirmative answers.

2505

Patients Offered Survey

1774

Surveys Completed

1732

"Very Good" Responses



Key NHS Related Performance Audits 2024/2025:

Our commitment to NHS standards is reinforced through rigorous performance audits that assess the quality, effectiveness and patient experience of our service. Our audited figures provide monthly and cumulative overviews of key performance metrics for NHS patients. These metrics are essential for evaluating patient satisfaction and the efficiency of our service delivery.

Audit outcomes highlight our strengths, such as growing referral and patient numbers as well as areas where targeted improvements can be made to enhance patient experience. The cumulative increases in referrals and patient visits reflect our commitment to expanding care accessibility. Through ongoing audits and quality improvement initiatives, we strive to continually enhance service quality.

Table Representing 2024/2025 Audited Figures – NHS Patients:

Collective Data	Apr 24'	May 24'	Jun 24'	Jul 24'	Aug 24'	Sep 24'	Oct 24'	Nov 24'	Dec 24'	Jan 25'	Feb 25'	Mar 25'
Number of Referrals	277	461	349	332	273	347	366	361	325	417	353	283
Cumulative Referrals	277	738	1087	1419	1692	2039	2405	2766	3091	3508	3861	4144
Number of Patients Seen	583	485	509	563	524	584	511	600	492	686	631	557
Cumulative Patients Seen	583	1068	1577	2140	2664	3248	3759	4359	4851	5537	6168	6725
Number of Patients who Completed Feedback Form	173	163	133	104	119	157	204	131	106	190	167	127
Cumulative Feedback Form Completions	173	336	469	573	692	849	1053	1184	1290	1480	1647	1774
Number Rating Service as "Very Good"	167	155	132	104	118	153	203	131	104	184	158	123
Cumulative Number Rating Service as "Very Good"	167	322	454	558	676	829	1032	1163	1267	1451	1609	1732

Patient Compliments:

Patient Satisfaction is at the heart of our service offering. We take pride in delivering truly personalised care with professionalism, compassion and excellence. Our commitment to quality ensures that every patient's experience reflects our high standards in clinical care and patient support.

We regularly receive positive feedback from those we serve, with patients often highlighting our team's warmth, attentiveness and skill. This feedback is invaluable, helping us to continuously improve and refine our approach. We are grateful to our patients for sharing their experiences with us, and we remain dedicated to exceeding expectations in every interaction. By promoting a culture of open communication, we aim to make every patient feel valued and understood throughout their journey with us.

Selection of Compliments from Patients:

"Made to feel welcome before and after treatment. The surgeon and nurse were very professional, I was told exactly what would happen before and during the procedure"

"Efficient, caring staff, kind and considerate, good explanation. The procedure was explained well, the surgeon was delightful"

"Staff were all welcoming and efficient. The appointment was on time, everything went well. The aftercare was explained to me and was easy to follow"

"Everyone was very attentive and explained the procedure well. Really made me feel at ease"

"Professional – friendly – punctual – excellent"

"Absolutely first-class experience, from arrival to procedure. Incredibly professional service"

"Immediately on arrival I was reassured and warmly welcomed. Thereafter I received excellent support and treatment. The nurses were brilliant and more than I could have hoped for. Very pleasant, highly professional and consistently supportive"

"Lovely premises, very welcoming receptionist and staff. Felt very confident and in safe hands. Would highly recommend"

"Everyone was kind, helpful and let me know what was going on. All very calm and pleasant"

"Excellent care. Great communication"

"I was made to feel very relaxed before my surgery, during and after. Everyone was helpful and reassuring"

"I was very nervous before arriving and was made to feel at ease by the team"

"Very welcoming, all my questions were answered, I was promptly reassured"

"Very professional, very caring staff"

"Everything was fantastic, the service felt thorough throughout"

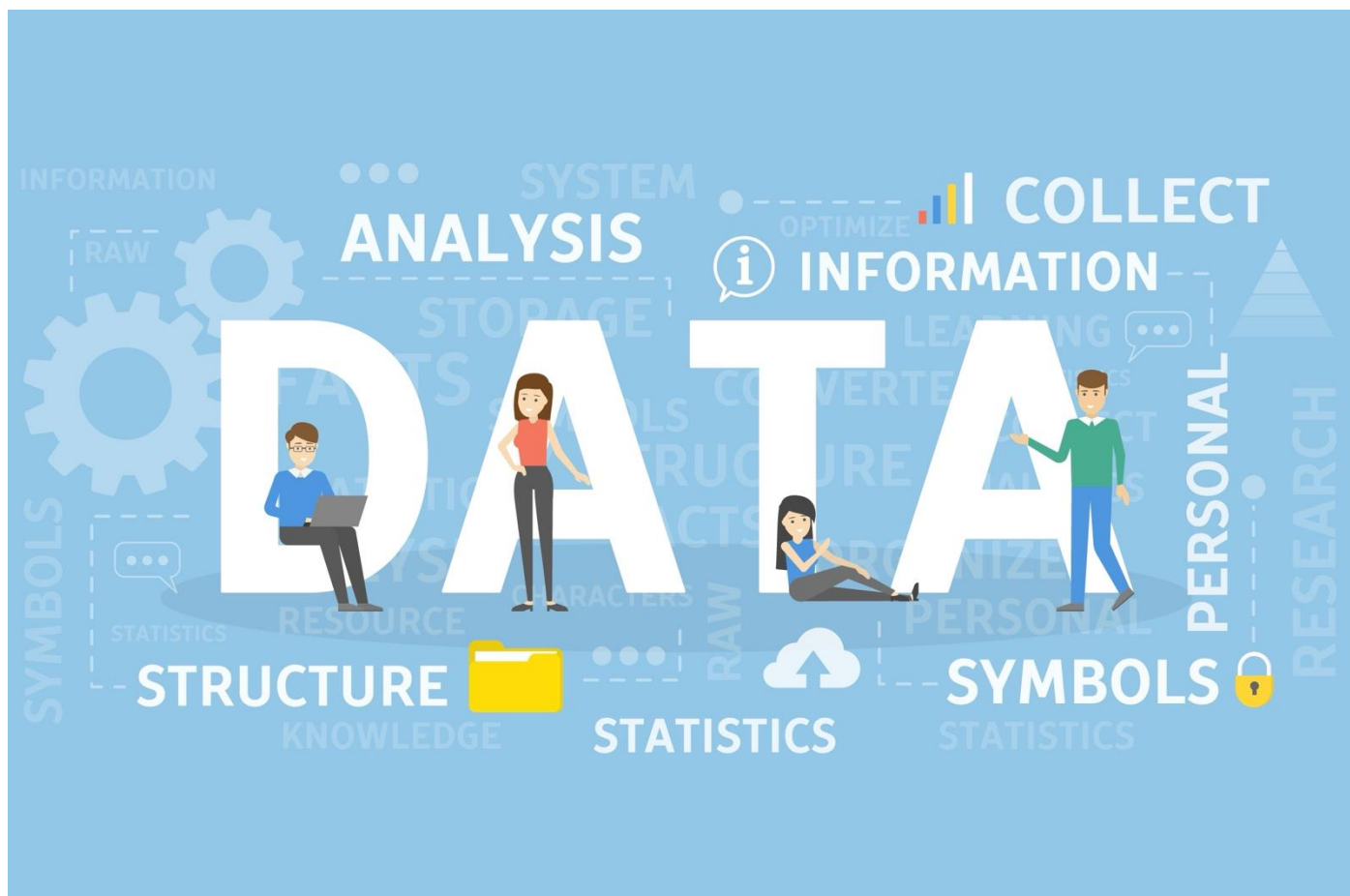
Data Quality and Assurance:

Cotswold Surgical Partners is dedicated to ensuring high standards of data quality and integrity, critical for reliable performance monitoring and continuous improvement in patient care. Our primary data sources include electronic patient records on SystmOne, incident reports, patient feedback systems and data from clinical audits, as well as national benchmarking standards. This range of data allows us to comprehensively assess clinical effectiveness, patient safety and overall service quality.

To uphold data accuracy, we utilise systematic data validation methods. Data entries undergo regular verification by trained staff who cross-check information for completeness and accuracy. Additionally, Senior Management regularly perform rigorous accuracy checks and identify any data gaps or inconsistencies, rectifying them promptly. We also provide ongoing training for all staff involved in data entry, reporting and analysis to ensure they are well-equipped to handle data responsibly.

Audits play an integral role in our approach to data quality. We conduct routine audits on clinical documentation, patient outcomes and incident reports, enabling us to monitor trends, identify areas for improvement and verify compliance with regulatory standards. These audits are carried out by experienced members of staff and reviewed by Senior Management, ensuring transparency and accountability in our practices. Findings from each audit are recorded and shared with relevant teams to guide targeted improvement actions.

Through these robust data quality and assurance practices, we maintain confidence in the accuracy of our metrics, which support informed decision-making and continuous quality improvement in patient care at Cotswold Surgical Partners.



Involvement in Clinical Audits:

At Cotswold Surgical Partners, we prioritise excellence through a structured, evidence-based approach to audit-driven improvements. While our specialised services currently fall outside the scope of standardised national or local clinical audits, we maintain a rigorous internal audit approach that spans both clinical and non-clinical domains. Clinical evaluations include audits of infection control, excision margin, histology management and antibiotic stewardship. This allows us to uphold a proactive approach to patient safety and quality improvement. In total, there were eighteen audits run for this Quality Account Report.

Our Audit Methodology:

Our internal audits emphasise detailed tracking of outcomes, particularly in surgeries for skin lesions suspected as cancer. This comprehensive approach ensures that no aspect of patient care is overlooked. Key indicators including the type of procedure, lesion location and biopsy results are carefully monitored. Maintaining a robust dataset allows us to track trends and variations in outcomes over time. Thus, by analysing this data, we can pinpoint areas that may benefit from quality enhancements, ultimately driving better clinical standards and informed decision-making across our services.

Dedication to Quality Improvement:

The audit program serves as a foundational tool for clinical effectiveness at Cotswold Surgical Partners. Through ongoing data collection and in-depth analysis, we are not only identifying areas for potential improvement but also devising focused strategies to address them. This structured approach allows us to regularly refine our practices, contributing to superior patient care and better health outcomes. Throughout this report, we outline various audits that have been carried out in both text and data forms, as well as setting out our priorities for improvement in the coming year (see Page 25).



Staff Survey:

At Cotswold Surgical Partners, we extend our gratitude to all staff members for their participation in the annual staff survey, sharing valuable insights into their experiences. Conducted in February 2025, this anonymous survey was completed by 46 members of staff. The feedback provided is instrumental in identifying strengths and serves as a catalyst for improvement, helping guide us towards further enhancing our workplace environment.

Table Representing Staff Survey Responses as a Percentage:

Question	Strongly Agree	Neither Agree nor Disagree	Disagree
I feel equipped with the necessary resources to provide high-quality patient care	100%	0%	0%
I am confident in the quality standards we uphold	100%	0%	0%
Communication within my team is clear and effective	96%	4%	0%
I feel comfortable raising concerns or making suggestions to improve patient care	91%	9%	0%
I am kept well-informed about organisational updates	74%	26%	0%
I have received adequate training to perform my job effectively	100%	0%	0%
Patient safety is consistently prioritised in our procedures and policies	100%	0%	0%
I am confident in reporting patient safety concerns or incidents	100%	0%	0%
I feel supported by my supervisors in my role	100%	0%	0%
My contributions are recognised and valued by the organisation	91%	9%	0%
I feel that my feedback is considered in decision-making	83%	17%	0%
I am satisfied with my role and the work environment	96%	4%	0%
I would recommend our organisation as a quality place to work	100%	0%	0%

Freedom to Speak Up Initiative:

Cotswold Surgical Partners proudly supports the [NHS Freedom to Speak Up Initiative](#). We recognise that fostering a culture of openness is essential to delivering safe, effective and compassionate care. We believe that every staff member's voice is critical in identifying early signs of improvement opportunities, potential risks and innovative ideas to enhance patient care. By empowering staff to speak up without fear of reprisal, we aim to create a work environment where concerns are addressed promptly, respectfully and transparently.

Supporting this initiative aligns with our commitment to continuous improvement and reflects our values of integrity, inclusion and patient-centred care. At CSP, we know that a culture built on trust and transparency directly contributes to better outcomes for both our patients and our staff.

Our Directorate, as well as our Clinical Lead, Wendy Jones, serve as key points of contact. This ensures any concerns raised are addressed promptly and transparently, with protection against reprisal for those speaking up. This includes clear, accessible pathways for feedback and an emphasis on confidentiality, encouraging staff to contribute to service quality with confidence.

Cotswold Surgical Partners aligns with the NHS People Promise, embracing a just, learning-orientated culture where voices are heard, valued and serve as early signals for change. We are committed to identifying and removing any barriers to speaking up, particularly for underrepresented or vulnerable staff groups. Using our anonymous staff suggestion box as an example, this ensures everyone feels included in the conversation.

Our policies are designed to make speaking up straightforward whilst recognising contributions as drivers of continual improvement. These policies are reviewed regularly, seeking to identify any barriers to open communication and address them methodically.

Our Freedom to Speak Up approach is anchored in evidence-based practices outlined by the National Guardian's Office, ensuring we adhere to best practices in safeguarding, handling concerns and creating an inclusive environment. We are dedicated to upholding these values to ensure a safe, inclusive and transparent workplace that prioritises staff well-being and enhances patient experience. By supporting the NHS Freedom to Speak Up Initiative, this aligns with many of our core values at Cotswold Surgical Partners: Dignity & Respect, Attentiveness, Accountability and Collaboration.



Safeguarding:

At Cotswold Surgical Partners, safeguarding is at the centre of everything we do. We are fully committed to ensuring the safety and well-being of our patients and staff. As a healthcare provider, there is a constant obligation to ensure that structures and governance in relation to safeguarding are full-bodied. We recognise the responsibility to protect vulnerable individuals, children and adults whilst promoting a safe, caring environment across all aspects of our practice. Although our service is exclusively for individuals aged 18 and over, all staff are trained in child safeguarding policies to ensure the safety and well-being of any children who may accompany adult patients during their visit.



Our robust safeguarding policies and procedures are regularly reviewed to meet the highest standards of care. All respective teams within CSP receive comprehensive safeguarding training to identify and respond effectively to any concerns, ensuring that all safeguarding matters are handled promptly and appropriately. We work closely with local authorities, healthcare professionals and safeguarding boards to ensure a collaborative approach to protecting those at risk.

At CSP, we take a zero-tolerance approach to abuse and neglect, our safeguarding culture is underpinned by a clear commitment to transparency, accountability and continuous improvement. By embedding safeguarding into our clinical and operational processes, we strive to provide a service where patients and staff feel safe, valued and supported.

Safeguarding Incidents:

- There have been **NO Safeguarding Incidents** to report in 2024/2025

Infection Control:

At Cotswold Surgical Partners, infection control is a top priority. We are committed to maintaining the highest standards of hygiene and infection prevention to ensure the safety of our patients, staff and visitors. Our protocols are regularly updated to align with national guidelines, and all staff receive ongoing training in infection prevention. We use stringent cleaning procedures, aseptic techniques and personal protective equipment (PPE) to minimise infection risks, all of which are in line with National Institute for Health & Care Excellence (NICE) guidelines and NHS Infection Control Manual.

By prioritising infection control, we ensure a safe and clean environment, reinforcing the trust of those who choose our service. In addition, we continuously monitor and audit our infection control practices, using feedback to drive improvements and maintain transparency in our performance. This includes reviewing data on surgical site infections and the effectiveness of cleaning processes. At CSP, we emphasise our proactive approach to infection control and its importance in delivering safe and effective care.

Data and Information Governance:

Cotswold Surgical Partners is committed to upholding the highest standards of data and information governance, ensuring that all patient and staff information is handled with the utmost care, security and compliance. Our approach to data governance is aligned with the principles set out in the Data Protection Act 2018 and General Data Protection Regulation (GDPR), reflecting our commitment to protecting personal information, maintaining patient confidentiality and supporting high-quality patient care.

We have implemented a comprehensive information governance framework that addresses data privacy, security and transparency. This includes rigorous policies and procedures covering data collection, storage, sharing and disposal to ensure all information is managed responsibly and in compliance with legal and regulatory standards. Our team members are regularly trained on data protection practices, emphasising the importance of safeguarding personal information in their daily workflow.

CSP utilises secure systems for managing patient records and clinical data, supported by encryption protocols and access controls to prevent unauthorised access. Regular audits are conducted to monitor compliance, identify areas for improvement and ensure that our data handling practices meet the evolving standards in the healthcare sector. In addition, we have robust incident response procedures in place to address any data security risks swiftly and effectively.

By prioritising data and information governance, we aim to build trust with our patients, staff and partners, providing assurance that their information is treated with respect and confidentiality. CSP is committed to ongoing improvement in our data governance practices, maintaining transparency, accountability and integrity in all aspects of information governance management to support our mission of delivering high-quality healthcare services.

Clinical Governance:

At Cotswold Surgical Partners, clinical governance is central to our mission of providing safe, high-quality healthcare. We are deeply committed to maintaining the highest standards in clinical practice, ensuring that our services are underpinned by a culture of safety, accountability and continuous improvement. Through a comprehensive clinical governance framework, we systematically monitor, evaluate and enhance the quality of care we deliver. Our commitment extends beyond compliance; it is about creating an environment where excellence in patient care is the norm, and every staff member feels empowered to contribute to this goal.

We conduct regular audits, utilising evidence-based protocols to implement best practices. This ensures consistently high standards across all areas of our organisation. Our staff are supported with ongoing training and professional development, enabling them to deliver care safely. Patient feedback is actively sought and used to inform improvements, whilst robust incident reporting and review processes allow us to identify and address any concerns promptly. We believe that learning from feedback and incidents is fundamental to improving our practices and ensuring that patients receive the safest possible care.

Transparency, open communication and a commitment to learning are core to our clinical governance approach. By prioritising these values, we aim to foster trust within our team as well as the patients and communities we serve. Through our dedication to clinical governance, Cotswold Surgical Partners strives to exceed quality standards, ensuring that safe, compassionate care remains at the forefront of all we do. As we move forward, we remain steadfast in our commitment to patient safety and quality improvement, continually adapting our practices to meet the evolving needs of our patients and the healthcare landscape.

Our Sustainability Initiatives:

At Cotswold Surgical Partners, we are passionate in our commitment to sustainability and alignment with the NHS' net-zero ambitions, reflecting our ongoing efforts to embed environmental responsibility into healthcare. In line with the NHS' 2040 target for direct carbon neutrality and 2045 for the extended supply chain, this follows on from the Greener NHS National Programme introduced in October 2020. At CSP, our Green Plan, initiated in June 2022, serves as a foundational element of our operational strategy.

Our primary service focuses on NHS-funded skin cancer treatment, supported by our practice's multidisciplinary team, including Plastic Surgeons and Dermatologists. With plans to expand our services and patient outreach over the next few years, we aim to integrate sustainable practices throughout our organisation. This includes enhancing waste management and achieving 100% recycling of domestic waste where applicable. Through these actions, we aspire to maintain environmental integrity and reinforce our dedication to both patient care and community well-being.

Key Components of our Green Plan Include:

- **System Leadership and Workforce:** Through our designated Sustainability Representative, we are embedding sustainable practices within staff onboarding, training and team communications. We aim to foster a culture of environmental awareness by making sustainability a shared responsibility.
- **Sustainable Models of Care:** We continue to innovate through digital transformation, aiming to replace paper records with electronic documentation and utilise virtual communication for patient engagement. Additionally, we have moved towards email and text confirmations through AccurX to replace existing printed correspondence.
- **Eco-Friendly Facilities:** Infrastructure includes energy-efficient appliances and providing on-site electric vehicle charging. We also use energy-saving appliances such as motion-sensor lighting, water-efficient plumbing and utilising battery-operated equipment where feasible. These aid in reducing energy consumption significantly whilst promoting sustainability within our facilities.
- **Travel and Transportation:** We support greener commuting options by encouraging the use of public transport, providing electric car charging stations and promoting cycle-to-work schemes.
- **Supply Chain Management:** Our procurement strategy prioritises eco-friendly, reusable supplies where applicable, introducing products from carbon-neutral vendors. Additionally, we are reducing the frequency of supply deliveries to decrease emissions.

Governance of this Green Plan lies with the Directors. Reviews allow us to track our progress against established benchmarks, which we transparently share within the organisation and through public channels. This continuous cycle of review and reporting keeps our sustainability efforts aligned with both NHS standards and evolving environmental goals.

Financially, many of our sustainability measures either offer immediate cost savings or are cost neutral. We have created a sustainability plan which address future initiatives to align with our goals for net zero.

In this Quality Account, our commitment to delivering patient care in a way that supports both individual health needs and environmental obligations is reaffirmed throughout. By working towards the NHS' net zero objectives, we strengthen our role as a responsible healthcare provider and a dedicated partner to the communities we serve. In the long-term, we aim to be a leading example in the healthcare sector, demonstrating that sustainable practices can coexist with excellent patient care, ultimately benefiting both individuals and the environment.

Priorities for Improvement 2025/2026:

Moving forward into 2025/2026, Cotswold Surgical Partners continues to be driven by our commitment to high-quality, safe, and accessible care within our Plastic Skin Surgery and Dermatology services. Our priorities for improvement this year are shaped by patient feedback, clinical audits and system wide learning. They are designed to enhance patient experience, optimise outcomes and promote operational excellence. As healthcare evolves, we will remain agile and forward-thinking, adopting new approaches, investing in our workforce, and fostering a culture of continuous learning and patient-centred care. Our key improvement areas this year will be:

1. Enhance Patient Safety and Infection Control:

Patient safety remains our top priority, this year we will continue our robust infection control measures and provide comprehensive staff training on best practices. Strengthening these protocols aims to reduce the incidence of surgical site infections and preventable complications, ensuring that every patient receives safe and effective care.

- **Regular internal audits and external reviews** will evaluate our infection control processes, allowing for prompt action on identified improvements
- **Enhanced real-time monitoring** during procedures to ensure immediate response to any breaches in infection control standards

2. Expand Access to Patient Health Education and Improve Postoperative Support:

We recognise the critical role of correctly informed patients who understand their care and recovery process. To meet this need, we will expand our educational resources and regularly revise our post-operative information, focusing on accessibility across digital and printed formats. Enhancing these resources will enable patients to improve their knowledge of their own condition and how they can mitigate it in the future.

- **Revision of pre- and post-operative care leaflets** that are tailored to each procedure
- **Expanding health education literature** and making it available in both printed and digital formats

3. Reduce Wait Times and Improve Service Efficiency:

Given the growing demand for our services, continuing to reduce patient waiting times is essential. We will implement streamlined scheduling and intake processes to minimise delays. By adopting improved appointment management technology, it increases our team's ability to manage patient queries. We are working to provide a seamless patient journey that optimises time and resources without compromising quality.

- **Appointment management system upgrades** to allocate time slots efficiently and improve patient flow
- **Monthly appointment wait-time performance reviews** to identify areas for improvement and monitor the impact of scheduling changes

4. Strengthen Quality Monitoring and Clinical Governance:

Our commitment to continuous quality improvement drives us to meticulously monitor our performance and identify areas for enhancement. In 2025/2026, we aim to expand our quality monitoring framework, with a focus on clinical outcomes, patient satisfaction and procedural proficiency. Data-driven insights will pilot evidence-based improvements to ensure we meet and exceed the highest standards of care.

- **Enhanced data collection on patient outcomes** with regular analysis to inform clinical practices and identify improvement areas
- **Comparison with national quality benchmarks** to measure our performance against industry standards, helping to prioritise high-impact improvements

Priorities for Improvement 2025/2026 - Continued:

5. Invest in Team Development and Strengthen Multidisciplinary Collaboration:

We understand that a skilled, collaborative team is essential to achieving high-quality care. In 2024/2025, we will continue to invest in staff development and interdisciplinary collaboration among GP's, Dermatologists and Surgeons, ensuring that our team is cohesive, well informed and aligned with best practices.

- **Collaborative protocols and best practice guidelines** promote consistency and alignment in patient care by establishing shared frameworks for managing multidisciplinary cases
- **Onboarding and cross-training initiatives** create programmes for new staff that include cross-training opportunities, allowing them to understand the workflows of each department and build connections with other team members

This will be Supported by:

- Expanding professional development opportunities, including discussions on innovative surgical techniques and effective patient management
- Promoting regular case reviews and collaborative planning sessions to enhance interdisciplinary teamwork
- Establishing a more robust induction programme for new staff members to reinforce our organisational culture of quality and patient-centred care

Through these priorities for improvement, Cotswold Surgical Partners is committed to delivering exceptional patient care and achieving tangible improvements in safety, satisfaction and service efficiency. In 2025/2026, we look forward to building on our successes and continuing to make a meaningful impact on patient lives.



Conclusion:

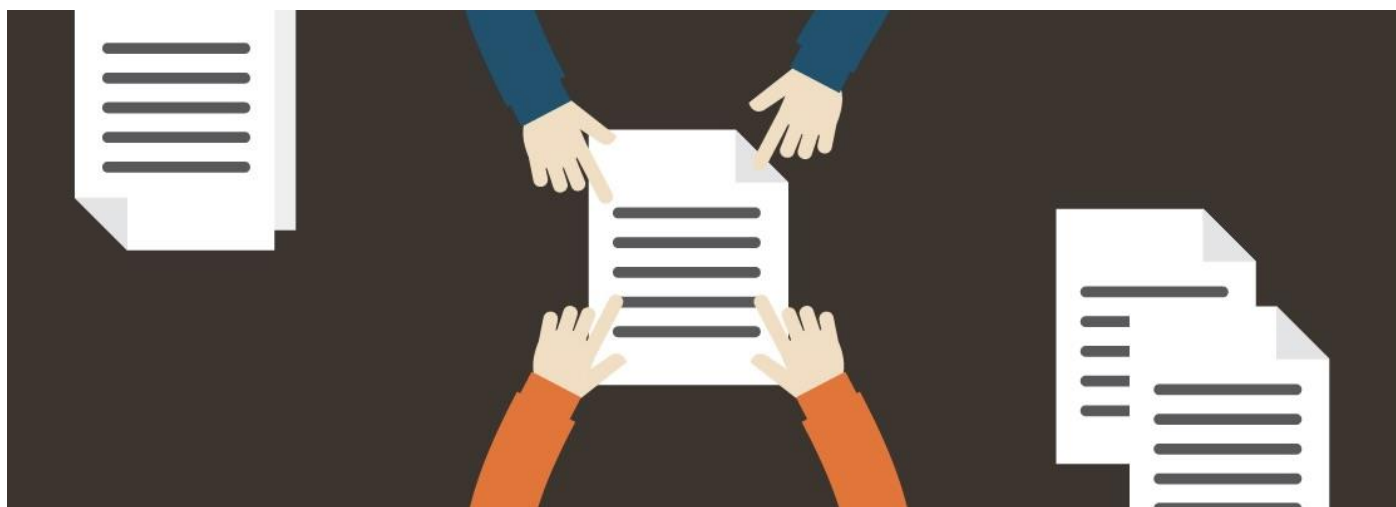
This Quality Account Report has given Cotswold Surgical Partners the opportunity to carefully assess our achievements, recognise areas for growth, and set meaningful goals for the coming year. Our commitment to high standards in patient safety, clinical excellence, and compassionate care remains at the heart of everything we do. We are mindful that every improvement we make has a direct impact on the health, safety, and experience of our patients, a responsibility that drives our ongoing dedication to quality.

Reflecting on our progress over the past year reinforces our commitment to continuous improvement. As a forward-thinking organisation, we are also committed to embracing advancements in medical practice and technology, allowing us to better meet patient needs and further enhance our services. Maintaining a transparent and accountable approach is essential to building trust with our patients and delivering exceptional healthcare. Our focus remains on fostering a culture of learning, collaboration, and innovation across every level of the organisation. As we move forward, we are committed to implementing innovative solutions, learning from every experience, and ensuring that every patient receives care that is not only safe but also compassionate and tailored to their needs.

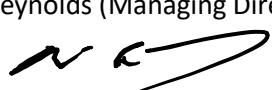
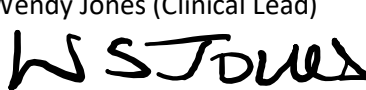
Acknowledgements:

The progress outlined in this report would not be possible without the dedication and expertise of the entire team at Cotswold Surgical Partners. We extend our sincere gratitude to all staff members, from clinical teams to administrative staff – each individual plays a vital role in ensuring our patients receive exceptional care. Their commitment to our mission and providing quality care is unwavering. Their professionalism, compassion and teamwork make our accomplishments in patient care possible. Special thanks go to our Directors, Nick Reynolds, Tom Millard and Umraz Khan, for their strategic leadership and guidance which provide a strong foundation for our quality efforts. We are also especially grateful to Wendy Jones, our Clinical Lead, for her persistent dedication to clinical excellence and her role in guiding and supporting our healthcare teams. Their leadership exemplifies the values and standards we uphold.

Most importantly, we thank our patients and their families for their trust, feedback, and collaboration, all of which are essential to our work. Their insights enable us to view our service from various perspectives and inspire us to strive for excellence. Patients are the most important element in helping us continually enhance our services and align with the highest standards in healthcare.



Report Overview:





Section:	Details:
Reporting Period:	1 st April 2024 – 31 st March 2025
Produced by:	Ellis Jones (Quality Reporting and Administrative Associate)
Approved by:	Nick Reynolds (Managing Director), Wendy Jones (Clinical Lead)  
Purpose:	This Quality Account Report is an annual document produced to help outline our performance in delivering high-quality patient care. The purpose is to improve transparency and accountability by sharing information on how CSP performs against specific quality standards - including patient safety, clinical effectiveness and patient experience. It highlights achievements, areas for improvement and future goals - enabling patients, the public and regulatory bodies to assess the quality of care being provided and the steps we can take to improve. It allows us to self-evaluate, set priorities for future quality improvement and communicate these efforts openly.
Recommendations:	Present the findings to the CSP team. Continue collecting the data listed above through audits whilst incorporating any additional insights or recommendations. Ensure that new staff comply with our established foundations for success.



COTSWOLD
SURGICAL PARTNERS
QUALITY CARE, LOCALLY DELIVERED

Welcome to your local Consultant-led and Care Quality Commission regulated provider of NHS and Private **Dermatology**, **Plastic Surgery** and Medical **Aesthetics** Skin Care in locations across Wiltshire.

Contact Information:

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 Cotswold Surgical Partners, Unit 13, Interface Business Park, Royal Wootton Bassett, Wiltshire, SN4 8SY		

Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (ICB) Statement:

Statement:



Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

Statement from Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board on Cotswold Surgical Partners 2024/25 Quality Account

NHS Bath and North East Somerset, Swindon, and Wiltshire Integrated Care Board (ICB) welcome the opportunity to review and comment on the Cotswold Surgical Partners Quality Account for 2024/ 2025. In so far as the ICB has been able to check the factual details, the view is that the Quality Account is materially accurate in line with information presented to the ICB via contractual monitoring and aligns to NHSE Quality Account requirements.

BSW ICB notes the comprehensive overview of Cotswold Surgical Partners achievements and future priorities for 25/26.

It is the view of the ICB that the Quality Account reflects Cotswold Surgical Partner's ongoing commitment to achieving continuous improvements in patient care, and recognises the key achievements in the following areas:

- The recruitment of additional staff to meet the growing referral demand for Plastic Surgery and Dermatology Services. This expansion has led to efficiency improvements that has reduced average wait times to 4-6 weeks, a significant improvement compared to the 9-month NHS average for the same services. Additionally, a more comprehensive triage system has been implemented to prioritise patients based on the urgency and complexity of their needs.
- During 2024/25, Cotswold Surgical Partners treated a total of 6,725 NHS patients, representing a 47.5% increase compared to the previous year. The overall patient satisfaction score was 96.7%, with audits consistently showing positive responses.
- The implementation of the 3CX phone system and AccurX has improved methods for patient contact resulting in an increase in reported patient satisfaction.
- In response to patient feedback, Cotswold Surgical Partners has revised and updated pre and post operative patient information leaflets to provide clearer and more comprehensive guidance, addressing common concerns and improving understanding of procedures. For 2025/26, the organisation plans to further expand educational resources, focusing on accessibility across both digital and printed formats, to enhance patients' knowledge of their conditions.

**Bath and North East Somerset,
Swindon and Wiltshire**
Integrated Care Board

- A comprehensive auditing schedule has been established to provide ongoing feedback and drive continuous service improvements. Infection Prevention & Control (IP&C) remains a top priority, with audits consistently demonstrating compliance with required standards and low infection rates.

The ICB also recognises the areas identified for further development during 2025/26, and supports the plans to address these priorities, including:

- Expanding access to patient health education and improve postoperative support.
- Continuing to reduce wait times and improve service efficiency.
- Further strengthening quality monitoring and clinical governance.
- Investing in team development and strengthening multidisciplinary collaboration.

NHS Bath and North East Somerset, Swindon and Wiltshire ICB are committed to sustaining strong working relationships with Cotswold Surgical Partners and together with our wider stakeholders will continue to work collaboratively to achieve our shared priorities as an Integrated Care System in 2025/26.

Yours sincerely,



Gill May

Chief Nursing Officer

BSW Integrated Care Board



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