

05 March 2019



Barbara Ludlow
The Willows
The Yeatman Hospital
Hospital Lane
Sherborne, DT9 3JU

College Centre for Quality
Improvement
21 Prescott Street
London
E1 8BB

Dear Ms Ludlow and Dr Pearce

RE: QUALITY MARK DECISION, The Willows, Yeatman Hospital

The Award Committee (as part of the Combined Committee for Accreditation) has confirmed that your ward should be awarded the Quality Mark for the period 4 January 2019- 3 January 2022 (from end of last full data collection period). Congratulations on this achievement.

The Award Committee would like to feed back the following points for consideration in your ongoing work on maintaining and improving care quality:

The feedback from patients was extremely positive on the whole. Some suggestions were raised (page 32 of your report) and you are advised to review these in detail, together with the breakdown of the data by domain.

Details of the ward's participation and the overall scores achieved (p 9) will be made available on the website, highlighting the progress made and positive achievement in patient experience.

Yours sincerely

Chloë Hood
Programme Manager
On behalf of the Award Committee

*NB: The award is subject to **interim review**, remaining in good standing as a member of the Quality Mark and other conditions as set out in the [Quality Mark Assessment and Award Process](#). Interim review conditions permit the Award Committee to initiate early or additional interim review if feedback is received from the ward or service users about significant changes or concerns, and it is expected that award managers will notify the Quality Mark Project Team of any such changes, including changes to the environment, ward leadership or staffing, and **public reports on the ward**, made by the regulator or other relevant bodies.*