

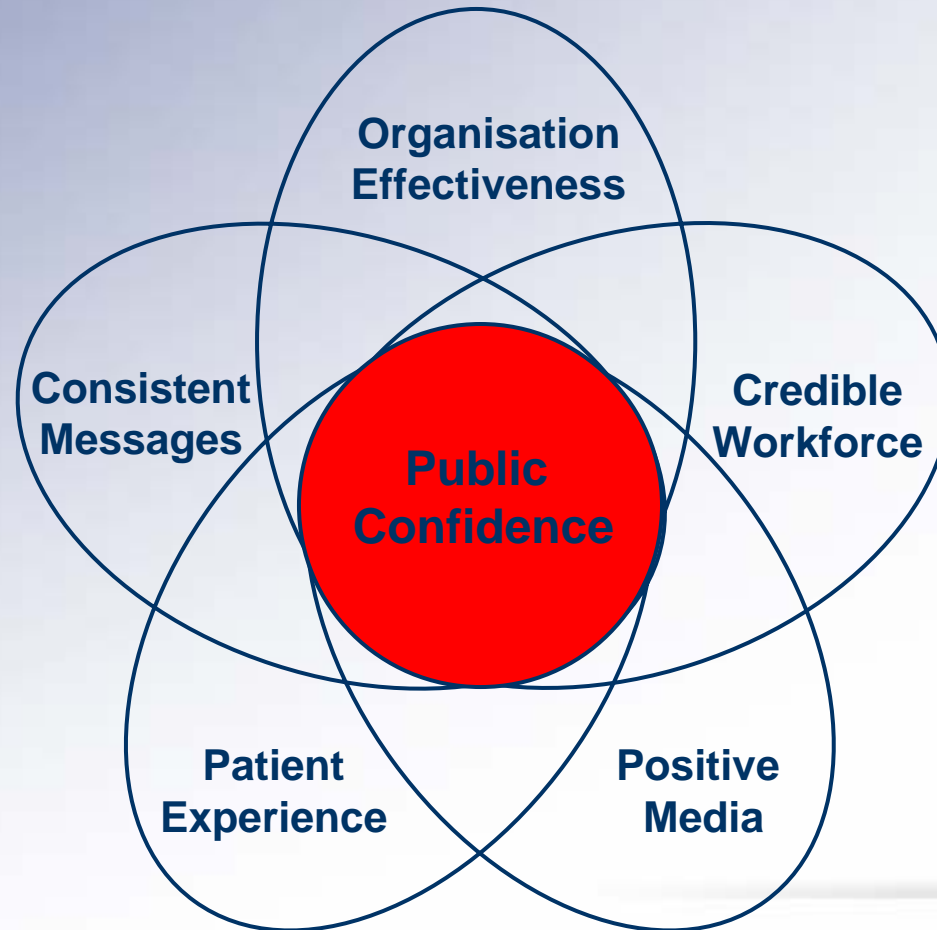
# HCAI's and public confidence

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# Factors affecting public confidence



# Public confidence and the deep clean

- ➡ Positive act versus rationale for action
- ➡ Media spin versus specialist interpretation
- ➡ Absence of robust assurance due to lack of clear definition and expectations versus positive feedback

# What's changed?

1950's



Now



# Place of the regulator

- 👉 Scrutiny against expected standards
- 👉 Protection of patients and staff
- 👉 Role of environment and equipment

# Increasing public confidence – a whole picture approach

- ➡ Removal of clutter and design of the environment critical to making the obvious obvious
- ➡ Creating an informed, visible authoritative workforce
- ➡ Robust assurance through good governance
- ➡ A fit for purpose service

# Thank you

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