

The subject of this diploma paper is the quality of The Health Service. This is a major issue of interest, not only to medical experts, but patients and the general public. Due to increasing competition within The National Health Service, hospitals must now, monitor and evaluate the quality of patient care and instigate changes as necessary .

A glossary of words used within this paper, relating to quality in The Health Service, is found in the Introduction. Systems of quality assurance, accreditation and resource issues are also introduced. The research focuses on patient satisfaction with the nursing care in the Intensive Care Unit within the surgery department of IKEM. The answers are categorised and either presented graphically or compared statistically.

The conclusion contains recommendations for changes that would improve the quality of nursing care.