



Quality Account

2025/2026

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Table of Contents

Part 1.....	3
Quality Account Purpose.....	3
Our Core Values: Mission Statement.....	3
Statement from the Group Chief Operating Officer	4
Part 2.....	6
Priorities for improvement	6
Review of Services.....	6
Participation in clinical audits.....	7
Internal Audits.....	7
Statements from the CQC.....	7
Information Governance	7
Part 3.....	8
Review of Quality Performance	8
Patient Safety.....	8
Patient Feedback.....	8
Friends and Family Recommendation Feedback.....	8
From patient questionnaires:	8
Diagnostic Test Statistics.....	11
Comments from External Organisations.....	12

Part 1

Quality Account Purpose

Under the Health Act 2009 and Health and Social Care Act 2012 providers of NHS healthcare services, are required to publish a written quality account each year. Our quality account contains information about the quality of our services, the improvements we have made over the last year (2025/26), and sets out our priorities for the forthcoming year (2026/27).

Our Core Values: Mission Statement

Our Mission & Company Values

.....

To fuel millions of healthier futures with health data and insights which truly matter

.....

Our Company Values are the guiding principles and fundamental beliefs that define us as a business and a team, enabling us to achieve our mission.



Distinctive

We have our own unique style and identity that sets us apart. We go above and beyond to deliver an exceptional service and continually innovate to achieve the best results for our clients.



Authentic

We always act with integrity and honesty. We do what we say and aim to build long-term relationships based on trust and confidence.



Collaborative

We seek to understand our customers' needs and work co-operatively to deliver solutions. We recognise that we achieve more when we work together as a team.



Agile

We are forward thinking, nimble and respond quickly to change. We use our initiative to get things done.



Impactful

Through everything we do, we aim to make a positive difference for our clients, their customers, the environment and wider society.

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Statement from the Group Chief Operating Officer

I am pleased to present this Quality Account for Express Diagnostics, covering the period 2025/26.

Express Diagnostics is an independent clinic providing advanced cardio-respiratory and audiology services to the NHS, private providers, and private and self-referring patients. As part of the wider Inuvi group, our services are delivered from our clinic facilities at Plymouth Science Park, with outreach clinics in Birmingham and Portsmouth. Full diagnostic analysis for all patients is managed onsite at our Plymouth site.

During 2025/26, Express Diagnostics provided eight specialist assessment, diagnostic and analysis services to the NHS, including initial hearing assessments, hearing aid fitting and repair, electrocardiography, ambulatory ECG and Holter analysis, 24-hour ambulatory blood pressure monitoring, and spirometry. Income generated from NHS-commissioned services represented approximately 66% of our total income for the year. Our National Holter Service continued to provide ambulatory Holter ECG analysis and reporting to a wide network of private healthcare providers, NHS Foundation Trusts, and GP practices across the country, and we continued to support our local Integrated Care Board through outpatient audiology and cardio-respiratory services.

We are committed to maintaining and improving the quality of our services. During the year, we made progress against our priorities for improvement: Radar our digital quality management system is now fully implemented and supports document control, incident management, complaint handling, and risk management across the organisation. Preparatory work also continued on our new Electronic Patient Record system, which will extend into 2026/27. We have completed our pre-assessment for UKAS IQIPS accreditation for our Audiology service and will continue working towards full accreditation in 2026/27, alongside our ongoing programme of dedicated equipment replacement to ensure patients have access to high-quality diagnostic testing.

Patient feedback has remained strongly positive throughout the year, with the majority of respondents across our audiology, cardiology, and respiratory services rating their experience as excellent or very good. We will continue to listen to and act on the feedback we receive to improve the services we provide.

We recognise there is always more to do, and our priorities for 2026/27 reflect this: continuing our investment in digital systems and equipment, achieving full IQIPS accreditation for our Audiology service, and strengthening our internal governance and quality assurance processes further.

To the best of my knowledge and belief, the information contained within this Quality Account is accurate.



Stewart Graham

Group Chief Operating Officer

Express Diagnostics Quality Account 2025/2026

Outcomes from the improvements that we stated we would make during the period 2025-2026 are as follows:-

1) Implement Innovative Systems to Enhance the Patient Journey

We are committed to improving the patient experience through the adoption of new digital systems that streamline care delivery and communication. This includes:

- The implementation of a new Electronic Patient Record (EPR) system to improve data accuracy, accessibility, and coordination of care.
- The rollout of RADAR, a patient incident management system, to strengthen our approach to safety, learning, and continuous improvement.

Outcome: New EPR system (iPMC2) implementation is progressing, with preparatory work underway. This improvement will extend into 2026/27. Full Radar Healthcare electronic QMS deployment has now been completed.

2) Achieve UKAS IQIPS Accreditation for Audiology Services

To demonstrate our commitment to quality and clinical excellence, we will work towards achieving UKAS accreditation under the Improving Quality in Physiological Services (IQIPS) programme for our Audiology services. This will ensure our services meet nationally recognised standards and provide assurance to patients and commissioners.

Outcome: Pre-assessment for IQIPS has been completed. Work is progressing towards Initial Assessment and ultimately accreditation for our Audiology Service in 2026/27.

3) Dedicated equipment replacement programme.

To demonstrate our commitment to clinical quality and service provision, we will routinely replace equipment to ensure patients have access to high quality diagnostic tests.

Outcome: Progress against the planned equipment replacement programme was limited during 2025/26. This remains a priority and will continue into 2026/27.

Part 2

Priorities for improvement

The new improvements proposed for the year 2026-2027 are based on our continued commitment to providing a high-quality service which meets and wherever possible exceeds the expectations and needs of our patients and customers.

1.Digital Transformation: EPR development and integration- Compucare/IPMC2

2 Group-wide accreditation to Environmental standard ISO 14001 and emissions verification against ISO 14064.

3. IQIPS accreditation of our Audiology Service

Review of Services

Express Diagnostics provided **8** specialist assessments, diagnostic tests and analysis services to the NHS, during 2025 – 2026.

These were as follows:-

- Initial Hearing Assessment.
- Hearing Aid Fitting & Repair.
- Electrocardiography (12 lead ECG)
- Ambulatory ECG Recording and Analysis from 24hr up to 7 Days
- 24 Hour Ambulatory Blood Pressure Monitoring and Reporting.
- Spirometry (Lung Function, with or without reversibility).
- Remote ECG and Ambulatory Holter Analysis Service.
- Direct to Patient Services

Income generated from services provided to the NHS in 2025-2026 represents approximately **66%** of the total income generated from the provision of services provided by Express Diagnostics.

Express Diagnostics continue to provide outpatient Audiology and Cardio-Respiratory services to the local Integrated Care Board (ICB).

Our National Holter Service is also contracted to provide Ambulatory Holter ECG analysis and reporting services to:

11 Private healthcare providers (including 6 private hospitals).

6 NHS Foundation Hospital Trusts.

297 GP Practices.

Participation in clinical audits

The diagnostic and treatment services provided to the NHS by Express Diagnostics did not form part of the 2025/26 list of national clinical audits, clinical outcome review programmes and other national quality improvement programmes.

Internal Audits

During 2025-2026, three 2-day internal audits covering various processes were carried out by an externally engaged supplier E-QMS. In total 9 non-compliances were identified during these audits.

Statements from the CQC

Express Diagnostics is required to register with the Care Quality Commission and its current status is: - **Registered**. Express Diagnostics has the following condition on its registration.

- Diagnostic and Screening Procedures

The Care Quality Commission has not carried out any unannounced inspection of Express Diagnostics during 2025-2026.

The Care Quality Commission has not taken any enforcement action against the company during 2025-2026.

Express Diagnostics participated in an announced CQC Inspection in November 2022, of which we were supplied a **GOOD** rating.

Information Governance

The Express Diagnostics Data Security and Protection Toolkit overall score for 2025/2026 was graded as: **Standards Exceeded**

Part 3

Review of Quality Performance

Patient Safety

During the year 2025-2026, **1** patient referred to Express Diagnostics for cardiology diagnostic tests, were transferred by ambulance to the Emergency Department at Derriford hospital for further investigation as a result of potentially significant cardiac events identified either during or post diagnostic tests. This represents **0.005%** of patients referred to Express Diagnostics for Cardiology diagnostic tests.

Accidents and Near Misses

0 Near Misses were reported during 2025-2026.

2 minor accidents involving patients or their relatives were recorded during 2025-2026

The Accident Rate for 2025-2026 was **0.009%**.

Patient Feedback

30.38 % of patients attending Express Diagnostics Clinic during 2025-2026 returned the patient satisfaction questionnaire. Every patient attending the clinic for an assessment or diagnostic test is provided with the opportunity to complete a questionnaire.

All comments made by patients who returned their completed questionnaires have been recorded. At the end of every month a report is produced which lists all of the patient comments. The report is presented to the Administration Manager, Head of Clinical Services, and the Director of Clinical Governance, who review the comments and where appropriate, escalate to the Senior Leadership Team (SLT) for further action to make the necessary improvements. The report is also circulated to all the company employees directly involved in the patient's care, to ensure that they are made aware of patient impressions on the services with which they have been provided.

Friends and Family Recommendation Feedback

From patient questionnaires:

For 2025-2026, **98.79%** of cardiology patients, **99.5%** of respiratory patients and **99.53 %** of audiology patients who responded to the patient questionnaire indicated that they would recommend the service provided by Express Diagnostics to their friends and families.

Table 1 – Audiology Clinic Patients

Service Rating	Experience prior to appointment (%)	Documentation received prior to appointment (%)	Experience at reception (%)	Experience during appointment (%)	The overall Service Received (%)
EXCELLENT	97.16	88.89	95.63	97.99	97.28
VERY GOOD	2.48	4.96	3.9	1.89	2.48
GOOD	0.24	2.13	0.47	0.12	0.12
FAIR	0	0.24	0	0	0.12
POOR	0	0.24	0	0	0
NO RESPONSE	0.12	3.55			

Table 2 – Cardiology Clinic Patients

Service Rating	Experience prior to appointment (%)	Documentation received prior to appointment (%)	Experience at reception (%)	Experience during appointment (%)	The overall Service Received (%)
EXCELLENT	94.41	84.38	90.76	95.57	93.56
VERY GOOD	4.41	7.9	6.76	3.58	5.62
GOOD	0.89	2.37	2.08	0.76	0.76
FAIR	0.02	0.34	0.29	0.02	0.02
POOR	0.02	0.56	0.11	0.07	0.04
NO RESPONSE	0.25	4.45			

Refer: Page 8 – Patient Feedback

Table 3 –Respiratory Clinic Patients

Service Rating	Experience prior to appointment (%)	Documentation received prior to appointment (%)	Experience at reception (%)	Experience during appointment (%)	The overall Service Received (%)
EXCELLENT	97.41	88.24	95.08	98.33	97.41
VERY GOOD	2.09	6.67	3.92	1.5	2.09
GOOD	0.25	1.75	0.5	0.17	0.5
FAIR	0.0	0.08	0.25	0.0	0.0
POOR	0.0	0.50	0.25	0.0	0.0
NO RESPONSE	0.25	2.75			

Customer Complaints

During 2025-2026, **11** complaints or service-related concerns were received which were investigated and resolved. This figure is more than the number of complaints received in 2024-2025

The Customer Complaint Rate for 2025-2026 is **0.05%**

Diagnostic Test Statistics

The number of patients attending Express Diagnostics for specific assessments and diagnostics tests during **2025-2026** are tabulated below:

Service	Appointment type	Number of Appointments
Audiology	Initial Hearing Assessments	1507
	3 Year Review	325
	Fitting - One Hearing Aid	270
	Fitting - Two Hearing Aids	995
	Hearing Aid Repair	1539
	Hearing Aid Replacement	157
	Retest – One Aid Fitting	31
	Retest – Two Aid Fitting	156
	Aftercare (After Third Year)	155
Cardiology	7 Day Cardiac Event Holter ECG	2787
	24hr Holter ECG	3103
	ECG	3303
Other	24hr Ambulatory Blood Pressure Monitoring	1375
	Lung Function (Spirometry)	493
	Lung Function (Spirometry) with Reversibility	5247
TOTAL		21443

Patient Non-Attendance for Appointment (DNA)

During **2025-2026**, 2180 (**10.17%**) of the patients referred to Express Diagnostics for assessments or diagnostic tests, failed to attend for their appointment.

Comments from External Organisations

Pending feedback