



2002



Chairman's Foreword



During 2002, the Irish Red Cross worked tirelessly to meet the ever-changing humanitarian needs at home and abroad. For an organisation like the Irish Red Cross to achieve its goals it is essential that it works in partnership with corporate sponsors, Government Departments and other charitable organisations.

A wonderful example of this co-operation is the research, development and launch of the Irish Red Cross/Domestos Helping You to Care programme. Everybody involved in the programme had one objective – to provide accurate information and advice for carers and those in care. Through the hard work of all concerned this objective was achieved.

First Aid, humanitarian aid as well as training and development of people in these life saving important skills increased over the past twelve months. The global society and the environment in which we live and work in continues to change as we continue to witness more wars and more natural disasters.

This means that there are more demands on the Red Cross throughout the world. The Irish Red Cross has not been found wanting in this area and in 2002 we had more volunteers available to work in countries devastated by natural disasters or war.

This has been possible, thanks to the support of the Irish Government and the financial donations from thousands of Irish people who continue to answer the call for donations with overwhelming generosity.

On behalf of the Irish Red Cross Council, I thank all the members and staff who have helped bring the Irish Red Cross successfully through a busy and difficult time. Their dedication and hard work ensured that millions of people have been helped in the past year.

With the continued generosity of Irish Society and the commitment and dedication of members throughout the country, the Irish Red Cross will continue to make a real difference to those in need at home and abroad.

David Andrews S.C.
Chairman.

Secretary General's Foreword



During 2002 the Irish Red Cross increased its level of service at home and abroad, thanks to donations from thousands of Irish people and Irish companies. Thousands of carers and those in need of care were provided with advice and assistance through the Irish Red Cross Domestos Helping You to Care programme.

Over ten thousand people in Ireland were trained in First Aid and CPR in 2002. This training has and will continue to save many lives for many years to come.

The Irish Red Cross has also increased the team of instructors to deliver these vital training courses.

Millions of people have benefited from Irish donations and from the tireless work carried out by Irish people in Afghanistan, India, Burundi, Hungary, Kenya, Namibia, Pakistan, Rwanda, Serbia and Tanzania.

The Mountain Rescue Services has been on hand to answer hundreds of calls throughout the country. Many calls have resulted in rescuing people from life threatening situations in all weathers.

Our First Aid volunteers continue to be on hand at many of the major events in Ireland, helping thousands of people who require immediate aid and assistance. They are also on hand to provide care and therapeutic treatment for older people at home, in hospices and nursing homes throughout the country

The Irish Red Cross presented twenty new ambulances to areas throughout the country to ensure that we have state of the art vehicles and equipment to deliver services in Ireland. These ambulances were funded from central funds and by local fundraising in these areas and by some government funding.

I thank all those who have supported the Irish Red Cross during the past year.

Carmel Dunne
Secretary General.

The Irish Red Cross - Working in Ireland

Volunteers and staff working in Ireland contributed to the improvement and change in the range of services and the quality of service provided by the Irish Red Cross in Ireland during 2002.

A special programme for carers, new branches around the country, new community services and training courses and the establishment of advice and training services for refugees and asylum seekers all contributed to the success of the Red Cross in Ireland in 2002.

• Carers

The Irish Red Cross, supported by Unilever launched a comprehensive information campaign for carers and persons needing care. The Minister for Community & Family Affairs, Ms Mary Coughlan T.D, formally launched the information pack at the Irish Red Cross head office in Dublin on 28th November. This includes two comprehensive information booklets.

The Irish Red Cross Directory & Reference Guide for Care provides a comprehensive source of information and contact points including a glossary of medical conditions, services provided by care professionals, respite services, entitlements, bereavement issues and a directory of voluntary organisations and support groups.

The booklet entitled 'A Practical Booklet for Care and Hygiene' includes information on important issues including: being a carer; preventing infection; mobility and gentle exercise; pressure sores; medication; hygiene tips; common nutritional problems; understanding emotions and looking after yourself.



National research was carried out in advance of the design and production of the pack. A questionnaire was inserted in the Domestos Living magazine, the www.livingonline.ie website and through organisations involved in caring. 1,305 people responded to the survey and the research company, Data Conversion, collated the findings.

In preparing the information pack, the Irish Red Cross and Unilever also worked with a number of organisations, groups and individuals that specialise in working with carers.

These included the Community Health Nurses, Government Departments, the Carers Association, Caring for Carers, Care Alliance, Age Action Ireland and the Irish Pharmaceutical Union.

A comprehensive public awareness campaign was implemented to promote the pack including editorial coverage in national, local and specialist media and radio advertisements with RTE presenter, Mary Kennedy.

Posters and information packs were sent to pharmacies, health centres, GP surgeries, hospital out patient departments and Citizen Information Centres. The Practical Booklet for Care and Hygiene was also distributed on 68,000 Domestos packs.

The Irish Red Cross is very grateful to the management and staff at Unilever for their sponsorship and dedication and we thank all the organisations for their invaluable support in researching and preparing the pack.

• Services to the Public

The Irish Red Cross has been actively involved in providing a First Aid service at many of the major events in Ireland during the year under review.

Links between the Irish Red Cross and other bodies in Ireland were enhanced. These included the Irish Heart Foundation, the Irish Mountain Rescue Association, the national Safety Council, FÁS, Age Action Ireland, The Arthritis Foundation, Caring for Carers, The Irish Wheelchair Association as well as hospitals and hospices nationwide.

<< Left: Minister for Community and Family Affairs Mary Coughlan TD, at the launch of the "Helping You to Care" Pack.

• Branch Development

The Irish Red Cross extended its network throughout the country with the establishment of two new branches and the re-establishment of two branches that had been dormant for some years.

Sligo town's new branch was formed on 28th Feb 2002, following a Therapeutic Hand Care Course in the town.

The Chairperson, Clare Culkin, and her team wasted no time in providing care in the town with Clare completing her training as a Therapeutic Hand Care Instructor and the branch participating in the Irish Red Cross Changeover Coin Collection to raise much needed funds.

The Banagher Branch was established on 27th May 2002 and, since then, the members have been actively involved in providing First Aid courses, with two participants passing the Intermediate First Aid Course and Therapeutic Hand Care Courses. A comprehensive fundraising and awareness campaign has also been implemented.

The Buncrana Branch in County Donegal, which had been dormant for a few years, was re-established on 4th March 2002 and established a First Aid Unit in the town.

The First Aid Unit in the Kilkenny City Branch has also been re-activated. The Branch held three demonstrations to mark European First Aid Day and organised Basic First Aid and CPR courses during the year.

On the 10th of November 2002, just over thirteen months after the Oughterard Branch was established, they launched their First Aid Unit and Ambulance Service.

• Skin Camouflage

Eight Dermatology Nurse Specialists volunteered to work on a pilot course and participate as Irish Red Cross Skin Camouflage Advisers.

The 4-day inaugural Skin Camouflage Training Course provided by the British Red Cross took place at the School of Nursing, St. Vincent's Hospital Dublin in September 2002.

It is planned to have this unique service in 8 hospitals around the country and a further training course is planned for Irish Red Cross volunteers in 2003.

The service provides advice on selection and application of cover creams for people with scars, birthmarks, rosacea, leg veins or tattoos. They are provided with information and advice on learning how to camouflage their own skin and consultations are usually once-off and free of charge.

• Senior Citizens

Many branches throughout the country continually organise socials and outings for senior citizens & housebound people in their locality. The Lucan Branch held their 54th Annual Christmas Party in December 2002.

• Carers Courses

Carers Courses have taken place in Counties Carlow, Cavan, Clare, Cork, Dublin, Kerry, Limerick, Longford, Mayo, Monaghan, Offaly, Tipperary, Westmeath and Wicklow. Many branches provided the Carers Course, together with other Irish Red Cross courses, in association with the Health Boards in their area.

• Therapeutic Hand Care Courses

29 Therapeutic Hand Care Courses were organised in 2002. These volunteers are visiting hospitals, hospices, nursing homes, day-care centres and home visits. Courses have taken place in Carlow, Cavan, Clare, Cork, Dublin, Galway, Kerry, Kildare, Leitrim, Limerick, Mayo, Offaly, Sligo, Tipperary, Waterford, Wexford and Westmeath.



Right: Skin Camouflage Instructors and Practitioners. >>

• International Success for Irish Red Cross

The Irish Red Cross team from Cork won first prize at the 2002 First Aid Convention in Europe (FACE) in Ghent, Belgium in August. The team from Cork including Anne Vaughan, Deirdre Brosnan, Mary Keogh, Cecily Lyons, Aileen Murphy and Padraig O'Connor beat off strong competition from 23 Red Cross First Aid teams from all over Europe. This is the fourth occasion in the 15-year history of the competition that an Irish team has won the trophy.

The Dublin Borough First Aid team, who represented the Irish Red Cross in a Mini-FACE 2001 competition achieved third place in Europe. This event was held in place of the cancelled FACE competition scheduled for Macedonia in 2001.

• National & European First Aid Competitions

The Irish Red Cross's Senior First Aid competitions were held in Ballyfin College, Portlaoise, in July. The Limerick Red Cross Area's First Aid team won the prestigious President's Trophy and the Ambulance (Emergency Medical Technician grade) competitions.

The Dublin Borough team won the Ambulance (Advanced First Aid grade) event. John Kavanagh of Wexford Red Cross won the Individual First Aider competition.

The Irish Red Cross 2002 Cadet & Novice First Aid competitions were also held in Ballyfin College, Portlaoise, in October. Cork Red Cross won the Cadet Team event and Aine McBride of the Louth Red Cross was the Cadet Individual winner. Cork Red Cross also won the Novice team event and Sarah Vaughan of the Cork Red Cross won the Novice Individual competition.

• Ambulance Renewal Programme

Twenty new Red Cross ambulances, costing €60,000 each, were launched in two batches of 10 each by the Minister for Defence, Mr Michael Smith TD in the Tipperary Institute in Thurles, Co. Tipperary on 25th April and by the Minister for Health & Children, Mr Micheál Martin TD in the Royal Hospital Kilmainham, Dublin on 27th November.

The ambulances were delivered to Red Cross areas in Clare, Donegal, Dublin Borough, Limerick, Louth, Mayo, Meath, Galway Tipperary, Wicklow, Galway, Mayo, Wexford, Monaghan, Kerry, Cork, South County Dublin, Kildare, Dun-Laoghaire - Rathdown, and Laois. The ambulances replaced obsolete vehicles in advance of the Special Olympics scheduled for June 2003.

• Training Courses

Over 9,600 members of the public and members of the society received Irish Red Cross certificates of competence having completed training on a range of courses including Basic, Intermediate and Advanced First Aid Courses, in 2002.

Training in Cardio-Pulmonary Resuscitation (CPR), Automatic External Defibrillation, Therapeutic Hand Care, Safe-lifting, Occupational First Aid and Carer's courses were well attended in 2002.

These training courses included two national Advanced First Aid/Ambulance modular courses and Ireland now has 15 fully trained advanced First Aid experts. Thirty people were trained on five Automatic External Defibrillation Instructor courses (certification & re-certification) and are now AED Instructors,

Five multi-disciplinary Instructor and Instructor re-assessment courses were completed and 57 Red Cross instructors received certificates of competence.

Basic Life Support (BLS) training seminars, (formally known as Regional Cardio-Pulmonary Resuscitation) were undertaken to upgrade Irish Red Cross Instructors with the latest BLS protocols.

These took place under a Training Site agreement with the Irish Heart Foundation. Two Irish Red Cross instructors, Ms Sally McLaughlin and Ms Mary Woods, were appointed as Basic Life Support Instructor-Tutors during 2002.



Right: A Warm welcome for the Dublin and Cork teams. >>

• European First Aid Day 2002

In September 2002, The Irish Red Cross deployed almost 500 volunteers, from 50 units and branches to 35 venues in town and city centres across Ireland for the European First Aid Day (EFAD) 2002. 20 counties in the Republic were represented by their branches or units and the theme was Road Safety for young drivers.

Volunteers operated road traffic accident simulations and First Aid demonstrations in shopping malls, car parks, and public spaces with assistance from Local Government officials, Fire and Ambulance services and the Garda Síochána. A full report on the exercise was presented to the Red Cross European Union Bureau in Brussels.

Those who attended learned of the injuries caused by road traffic accidents and what people should do to help an injured person at the scene of an accident, without causing further injuries.

• Automatic External Defibrillation

Over 60 cardiac First Responder Packs consisting of a back pack with an Automatic External Defibrillation unit, a set of cardiac drugs and a mobile phone, have been provided to all Irish Red Cross areas as part of the Irish Red Cross contribution to the national cardiac health strategy. Training AED units have also been provided.

• Hepatitis-B Vaccination

A phased programme of Hepatitis-B vaccination was initiated in 2002. Over 200 Irish Red Cross advanced first aid members and mountain rescuers participated. Rollout of the Hepatitis-B vaccination programme was slow due to low uptake. It is planned to extend the 2003 programme to Intermediate-level first aid members.

• Mountain Rescue

The Glen of Imaal, Red Cross Mountain rescue team evacuated nineteen injured people and recovered three bodies during 2002. During the year the team responded to 52 operational incidents, an increase of nine incidence compared to 2001. This required 1,140 operational hours and at least as many hours on training, administrative and logistics activities.

14 incidents (27%) were rescues, 9 (17%) were searches and 5 (10%) were search & rescue missions. Mountain rescue assistance was provided in 14 (27%) cases, and in 8 cases (16%) the team was on stand-by while preliminary investigative work was undertaken. Lower leg injuries account for 19% of injuries treated.

• Civil Protection

The Irish Red Cross in 2002 began the upgrading of its Civil Protection policy and capability with a series of training courses.

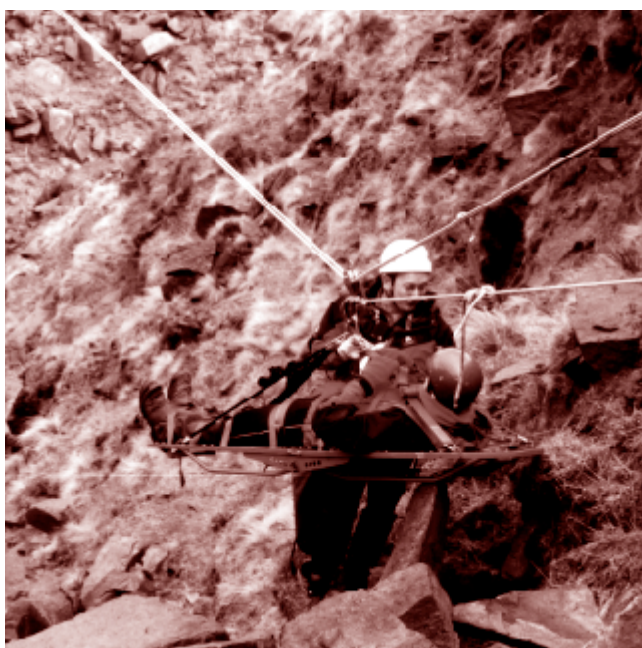
Irish Red Cross volunteers with professional backgrounds in the management of emergency situations attended an EU Civil Protection Workshop in Feb 2002, hosted by the British Red Cross. This course examined the role of Non-Governmental Organisations (NGO's) in civil protection disasters/emergencies.

Following this course, the Glen of Imaal Mountain Rescue Team participated in the national mountain rescue exercise organised by Irish Mountain Rescue Association (IMRA) in the Kerry mountains over 6th & 7th April 2002.

This simulated a typical civil protection role of mountain rescue teams following a Scottish Lockerbie-type air-crash disaster.

A series of civil protection training courses were also conducted during the year. They included stress awareness training courses in the Mullingar Red Cross centre (13th Oct 2002) and with the Glen of Imaal MR Team providing psychological support training for over 50 members.

Casualty simulation and radio operators courses were held in Donegal and the Dublin Borough premises specifically targeted at First Aid unit officers.



Right: Glen of Imaal Red Cross Mountain Rescue Team. >>

• Overseas Delegates

Irish Red Cross workers have consistently made a difference throughout the world in providing humanitarian assistance.

Services provided for the International Committee of the Red Cross (ICRC) and International Federation of Red Cross (IFRC) include relief work, logistics, fleet management, health care and development.

During the year under review seven Irish delegates worked overseas on a variety of missions including medical services, engineering and logistics.



FROM TOP TO BOTTOM:

Michael Buffini, from Dublin, is an Ortho-Prosthetist delegate, with the ICRC in Erbil, Iraq and worked with those who have lost limbs in the war.



Dubliner, Margaret Conway, is a health delegate, providing medical services with the ICRC in Rwanda. This was Margaret's second mission, having previously served in Dili, East Timor.



Susanna Cunningham, also from Dublin, was a regional institutional development delegate for East Africa with the International Federation of Red Cross & Red Crescent Societies, helping to establish infrastructure and services in the area.



Susanna has worked for the Society as a development delegate with IFRC since 1991, having previously served in Romania, Albania, and subsequently as regional development delegate for Central and Eastern Europe.



Martina Cusack, an engineer from Dublin, worked with ICRC in Kabul and Mazar-I-Sharif in Afghanistan.



Another Dublin engineer, Dennis Kaiser, also worked with the ICRC in Kenya and Sudan.



Seamus Meagher, from Tipperary, worked as logistician with ICRC, in Herat, Afghanistan. This was Seamus's sixth mission with the ICRC, having previously served in former Yugoslavia, Chechnya, Croatia; Afghanistan, and Serbia.

Daire O'Reilly, from Dublin, worked as an economic security delegate with ICRC in Israel and the Occupied Territories.

• Tracing & Messaging Service

The Irish Red Cross provides both tracing and messaging services in partnership with the International Committee of the Red Cross to help alleviate the suffering caused by losing close relatives through wars and natural disasters.

Instituted under the Geneva Conventions, the Tracing Service brings together close relatives who have been separated by armed conflicts or political upheaval.

There are currently 97 ongoing cases. During 2002, 54 cases were initiated and 21 were closed. Six cases had a positive outcome, with a further six ending negatively. Three cases ended with contact being made and six cases found not to be relevant.

The Irish Red Cross also provides a Message Service to enable families to keep in touch in time of war or natural disasters. The service is often the only means for families to contact relatives taken prisoner of war or moved to refugee camps or shelters.

There were sixty seven messages delivered in 2002. Thirty one were delivered outside the state to people in Kenya, Sierra Leone, Angola, DRC, Nigeria, Kuwait, Afghanistan, Somalia, Africa and Iraq. Thirty six incoming messages were handled from Sierra Leone, DRC, Cameroon, Kuwait, Liberia, Angola and Rwanda

• Compassionate Leave Service

The Compassionate Leave Service helps US servicemen and servicewomen get in contact with their relatives in times of family tragedy. The Irish Red Cross assisted four servicemen get compassionate leave service in 2002.

• Personal Giving for Overseas Appeals

The Irish Red Cross is deeply grateful to people who responded to overseas appeals. Here is how public donations in relation to the various overseas appeals during 2002 were broken down.

INCOME BY APPEAL:

Afghanistan	8.8%	€675,000
Israel + Occupied Territories	24.5%	€143,859
USA September 11th	13.8%	€81,028
Africa	12.2%	€71,726
Southern Africa	32.8%	€192,779
Goma	1.8%	€10,732
Emergency Relief	6%	€35,146
TOTAL:		€587,176

Below: Doctors working in the Gaza Strip. Our Appeal for Israel and the Occupied territories raised over €143,000 in 2002.



The Irish Red Cross - Working With Supporters + Donors

• Personal Donations

Irish people continue to be very generous and supportive of the Irish Red Cross. Also during the year, the number of people who donated by Standing Order increased by 40%

Standing Orders are extremely cost effective and allow us to better plan our responses. We hope to increase this type of support even further in the future. Public appeals launched in 2002 included appeals for Afghanistan, Palestine and Southern Africa.

• Coin Collection

The coin collection, supported by over 1,200 pharmacies across the country, and by the Irish Pharmaceutical Union, Cahill May Roberts, United Drug and Uniphar, raised €62,000 for the Irish Red Cross. Many Red Cross members across the country helped collect coins in their local areas.

• Corporate Giving

Unilever, under their Domestos products, once again supported the Irish Red Cross by developing and producing the Helping You to Care pack for carers and those needing care.

Royal & Sun Alliance, a long term supporter of the Red Cross, continues to support the production of the quarterly Review. They also make staff available to assist the Red Cross when needed locally. During the flooding in Dublin in November 2002, Royal & Sun Alliance staff assisted Red Cross volunteers to help those affected by the floods.

• Christmas Appeal

The theme of the Christmas appeal to donors focussed on the Red Cross response to disaster whether at home or abroad, and supporters were asked to switch from intermittent to a longer-term commitment by Standing Order.

• Website

The website www.redcross.ie was upgraded to enable online donations, and this has become a popular way for people to donate – especially in emergency appeals such as the one for Iraq. The traditional means of donating – by post to the National Office, by credit card or through the bank or post office are still available.



Above: The Irish Red Cross website - www.redcross.ie - was upgraded during 2002 to be able to handle online donations.

• Afghanistan

Thanks to Irish donations the Irish Red Cross shipped a container of 8,000 blankets to Afghanistan in February 2002 to help those affected by the war.

• Israel & the Occupied Territories

The Chairman and Secretary General visited Israel and the Occupied Territories in May 2002. This fact-finding mission raised awareness of the plight of the people in that area and complemented a mailing to donors, as well as a radio and press campaign. €134,000 has been raised to date.

• Southern Africa

A Southern Africa appeal was launched in August 2002, with a mailing to donors, a radio and press campaign. The Irish Red Cross appealed specifically for support to assist the Malawi Red Cross install simple and reliable pumps in villages across the country.

Once installed, these pumps are there forever, providing safe water for domestic use and helping reduce the spread of illness.

• 9/11 Follow Up and Support

The Red Cross took an immediate lead role in assisting the victims of the attacks in the US on 11 September 2001.

The Irish Red Cross liaised with the American Red Cross and the Irish Department of Foreign Affairs in relation to the attendance of Irish based families of victims at the first anniversary memorial services in the US.

The Irish Red Cross also facilitated those eligible to apply for financial assistance for ongoing psychological support to do so.



Above: An image from our 2002 Afghanistan campaign.

Centre: Chairman David Andrews visiting the Occupied Territories

Below: The face of our Southern Africa appeal in August 2002.

The Irish Red Cross - Extracts from Financial Statements

REVENUE ACCOUNT

Year ended 31 December 2002

	2002 €	2002 €	2001 €	2001 €
Unrestricted Funds				
Income	1,719,973		2,310,161	
Expenditure	<u>(1,508,920)</u>		<u>(1,504,707)</u>	
Surplus on unrestricted funds		211,053		805,454
Restricted Funds				
Income	13,702,144		2,533,208	
Expenditure	<u>(8,846,289)</u>		<u>(3,878,824)</u>	
(Deficit)/surplus on restricted funds		4,855,855		(1,345,616)
Overseas Appeal Funds				
Income	747,223		1,542,207	
Expenditure	<u>(778,011)</u>		<u>(972,646)</u>	
Surplus/(deficit) on overseas appeal funds		<u>(20,788)</u>		<u>569,561</u>
Excess of income over expenditure		<u>5,046,120</u>		<u>29,399</u>

AUDITORS REPORT: TO THE MEMBERS OF THE IRISH RED CROSS SOCIETY

The Income and Expenditure Account above has been properly extracted from the Head Office Accounts for the year ended 31st December 2002 on which we reported, without qualification, on 26th July 2003.

BDO SIMPSON XAVIER, REGISTERED AUDITORS DUBLIN.

DETAILED REVENUE ACCOUNT

Year ended 31 December 2002

	2002	2002	2001	2001
	€	€	€	€
Unrestricted funds income				
Government grant aided income	675,000		646,297	
Community employment scheme	189,013		167,721	
Branch contributions	66,720		80,334	
General receipts	759,481		1,345,592	
Surplus on supplies	29,759		31,249	
Balance held on Limerick property sale			<u>38,968</u>	
	1,719,973		2,310,161	
Expenditure				
Government grant aided expenditure:				
- Payroll and staff costs	669,620		723,382	
- Kilbehenny home maintenance	24,655		11,720	
Community employment scheme	189,615		171,643	
Services in Ireland	272,132		160,886	
Red Cross Youth	855		2,303	
Community services	-		245	
Public relations	61,074		18,344	
Fundraising	15,442		84,712	
Euro changeover project	890		7,927	
Strategic review	5,783		-	
Administration	115,824		110,191	
Premises	47,924		34,668	
Professional fees	43,973		91,222	
Affiliation fees	56,675		62,653	
General	<u>4,458</u>		<u>24,811</u>	
	1,508,920		1,504,707	
Surplus on unrestricted funds		211,053		805,454
Restricted Funds				
Income on restricted fund	13,702,144		2,533,208	
Expenditure on restricted funds	<u>(8,846,289)</u>		<u>(3,878,824)</u>	
(Deficit)/surplus on restricted funds		4,855,855		(1,345,616)
Overseas Appeal Funds				
Income on specific appeals	757,223		1,542,207	
Expenditure on specific appeals	<u>(778,011)</u>		<u>(972,646)</u>	
Surplus/(deficit) on overseas appeal funds		<u>(20,788)</u>		<u>569,561</u>
Excess of income over expenditure		<u>5,046,120</u>		<u>29,399</u>



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Registered Charity Number: CHY 3950

the 1990s, the number of people in the UK who are employed in the public sector has increased by 1.5 million, from 2.5 million in 1980 to 4 million in 1998 (Department of Health 1999). The number of people in the public sector who are employed in health care has increased by 1.2 million, from 1.3 million in 1980 to 2.5 million in 1998 (Department of Health 1999).

There is a growing emphasis on the need to improve the quality of health care, and this has led to a number of initiatives to improve the quality of health care. The Department of Health has set up a number of committees to monitor and improve the quality of health care, and has introduced a number of measures to improve the quality of health care. The National Patient Safety Agency (NPSA) was set up in 1999 to monitor and improve the quality of health care, and has introduced a number of measures to improve the quality of health care. The Health Foundation was set up in 1999 to fund research into the quality of health care, and has funded a number of research projects into the quality of health care.

The Department of Health has also introduced a number of measures to improve the quality of health care. The Health Act 1999 introduced a number of measures to improve the quality of health care, and the Health Act 2000 introduced a number of measures to improve the quality of health care. The Health Act 2000 introduced a number of measures to improve the quality of health care, and the Health Act 2001 introduced a number of measures to improve the quality of health care. The Health Act 2001 introduced a number of measures to improve the quality of health care, and the Health Act 2002 introduced a number of measures to improve the quality of health care.

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