



YOUR ORDER HAS BEEN ASSESSED AND GIVEN

# Our Quality Report Guarantee

Order number: **423634**

Name: A Researcher

04/06/15

Date

A handwritten signature in black ink, appearing to read 'D. Dennehy'.

Daniel Dennehy  
Aftercare manager

↓ Scroll down to read your report ↓

Below is your full quality report. It was performed by Emma Summerscales. If you have any questions, don't hesitate to **contact us.**



## Writing

**Word count: The customer ordered 1500 Words (Estimated 3-4 pages). How many words did the researcher complete? (excluding bibliography)**

1633

**Spelling and grammar: Is the work free from spelling and grammatical errors?**

Yes

**Flow and Signposting: Does the work flow well with good evidence of signposting?**

Yes

**(Please provide evidence used to make your decision.)**

The standard of writing is high and, as such, the work flows well with the use of phrases such as 'In this article, how a positive organisational culture...' being used to signpost the reader.

↓ Scroll down to continue ↓

**Structure and Presentation: Is the work appropriately structured, and neatly presented?**

Yes

**(Please provide evidence used to make your decision.)**

The work is logically structured, approaching each of the key themes of quality care and culture separately before bringing them together and forming a clear conclusion. It is neatly presented and formatted appropriately.



↩ Scroll down to continue ↪

## References



**Referencing Style:** The customer requested 'Harvard - page numbers for direct quotes only' referencing style.

**Has the correct style been used?**

Yes

**Formatting:** Is the format of the referencing correct?

Yes

**If 'Yes', Please select at least 3 examples of references from in-text and the bibliography that you have checked to ensure the formatting is correct**

(Hogan et al., 2012)

Hogan, H., Healey, F., Neale, G., Thomson, R., Vincent, C., Black, N., (2012). Preventable deaths due to problems in care in English acute hospitals: a retrospective case record review study. *British Medical Journal Quality and Safety*, 21(9), 737-745

Jun, M., Peterson, R.T., Zsidisin, G.A., (1998). The identification and measurement of quality dimensions in health care: focus group interview results. *Health Care Management Review*, 23(4), 81-96

**Quality:** Are the references of a suitable quality?

Yes

**Quantity:** Has the researcher used sufficient references?

Yes



**(Please provide evidence used to make your decision.)**

A total of 26 references are cited which is very good for a brief of this length.

**Recency: Are the references up to date where appropriate?**

Yes

**Authenticity: Are the references authentic? Please check in line with our guidelines**

Yes

**(Please provide evidence used to make your decision.)**

A number of reputable academic journals, such as the BMJ, are referred to.

**Authority: Are all arguments fully supported with appropriate sources?**

Yes

**(Please provide evidence used to make your decision.)**

The researcher has used in-text citations throughout the brief to support all assertions made.

**Overall comments on referencing:  
Positive comments**

Overall, the standard of referencing is very good.

↓ Scroll down to continue ↓

## Standard

**Focus: Is the work focused, with all material relevant to the question?**

Yes

**(Please provide evidence used to make your decision.)**

The brief remains focused throughout, relating ideas back to care and culture. This is evidenced below.

'The effect of management on an organisation's culture and the quality of care delivered cannot be underestimated.'

**Critical/descriptive: Is the work critical, rather than descriptive? (if appropriate)**

Yes

**(Please provide evidence used to make your decision.)**

The researcher has shown a good level of critique in discussing the ways in which organisational culture can influence front-line care, for example:

'However, disparities observed between the goals set at board level and the practices of front-line staff highlight the difficulties in creating a culture based around a unifying vision...'

**Conclusion: What does the brief ask the researcher to do, specifically?**

To discuss the ways in which NHS culture can impact upon the quality of care.



**Have they done as instructed and have we met our guarantees?**

Yes

**(Please provide evidence used to make your decision.)**

This is an excellent brief, drawing on a number of prominent sources to give a comprehensive look at the impact of culture on care, and how this can be improved in the light of recent failings.



↩ Scroll down to continue ↪

Your feedback shapes the changes we make on a daily basis so whether you are happy or disappointed let us know



IF YOU HAVE ANY QUESTIONS ABOUT YOUR

---

# Quality Guarantee Report

---

DON'T HESITATE TO CONTACT US AND  
WE'LL BE HAPPY TO EXPLAIN YOUR RESULTS