

The Practice Quality Assurance and Governance Policy

Our quality assurance policy is to have a successful practice by providing a standard of service that consistently satisfies the needs and expectations of our patients. This level of quality is achieved through use of our governance system and careful management in a continually improving, safe environment. Our standards and procedures aim to meet all professional regulations and legislation including [the Fundamental Standards from the Care Quality Commission] [Health Inspectorate Wales][Health Improvement Scotland] [the Regulation and Quality Improvement Authority].

Our quality assurance is based on the iComply governance system; it keeps us updated with the latest legal and professional requirements.

Sarah Gatley is the practice owner and has ultimate responsibility.

Sarah Gatley is the [Registered Person] [the iComply leader] and has day-to-day responsibility.

iComply prompts us to perform quality improvement through:

- Carrying out risk assessments with follow up actions taken to minimise risk
- Carrying out regular audits with follow up actions to improve the standards of care in:
 - Clinical Records
 - Infection Prevention and Control
 - Radiograph Quality and Equipment
 - Disability Access
 - Antimicrobial Prescribing
- The regular review of policies, procedures and practice guidelines
- Actively seeking patient feedback to improve care and service
- Responding to and learning from safety alerts, events, incidents, comments and complaints
- Learning, health and safety and clinical effectiveness shared at practice meetings
- Performing annual reviews to see how well the practice has performed and to set new standards for the year ahead
- Team training, appraisals and involvement in creating a quality-led practice

Our quality objectives are:

- To continually improve the level of care and service
- That patients enjoy all aspects of the experience they have with us
- Total patient satisfaction
- [We aim to offer specialist or other treatments to a high standard]
- [We provide minimally invasive treatments]
- [We work to earn a great reputation so that our patients refer their friends and family to us]

Signed:

Sarah Gatley