



## Quality Assurance

Our Quality Assurance Policy is based on a consistent Statement of Principles outlined below so that we are able to provide high standard and consistent quality of medical care to all our patients. All treatment offered and provided will be clinically justified, appropriate and carried out with proper regard to the dignity and autonomy of our patients.

As part of our quality assurance policy we ensure that:

### **Patient's views are listened to:**

- We care about how patients feel and think about the practice, and encourage them to let us know how we are doing by using various forms of feedback – comments forms located in the waiting room, NHS Choices and our practice website also listening and acting upon views and opinions which are discussed with any member of staff.
- We listen to our Patient Participation Group who are there to represent our local population.
- We deal promptly with patient complaints using our complaints procedure, and we openly discuss and learn from any shortcomings in the service we provide.
- Positive feedback is also discussed within practice meetings so that we can continue doing what we do right.

### **We ensure that patients are aware of their options and costs:**

- We will always take into account the patient's wishes in regard to proposing treatment. We will explain options (where appropriate) and costs (if appropriate for private work outside the GMC contract) so that the patient can make an informed choice. We will always explain what we are doing. There is information available for patients relating to charges which may be incurred for private work including travel vaccinations, copies of medial notes and reports. Our staff are updated on any changes which occur to these charges so patients are given the correct information.

### **We set and maintain high standards of infection control:**

- Our systems are regularly reviewed to ensure that we are compliant with the latest national guidelines. Regular audits are carried out.
- All staff are trained in infection control, and undergo continuous monitoring to ensure these standards are met.

**Requirements relating to health and safety at the work place are followed:**

- All our health and safety policies are regularly reviewed and kept up to date
- All staff are to participate in health and safety training to ensure polies and procedures remain effective and are understood to minimize risk
- We carry out regular inspections of the premises and equipment used
- Staff are aware of their responsibilities towards maintaining their own health and safety whilst at work
- All staff are made aware of their responsibility to highlight any potential risks which may harm staff or patients

**Training and development is an ongoing process**

- Our staff receive a full induction including verifying qualifications to ensure there are suitably qualified to undertake their roles
- Our staff are registered and qualified and comply with the continuous professional development standards set by the General Medical Council and Nursing and Midwife Council
- We will undertake regular appraisals and review training needs of our staff
- Staff are encouraged to take responsibility for their own training and development

**Regulatory Compliance is Maintained**

- We will work within the Framework for delivering NHS Primary Care Services to our population
- We will work within the Care Quality Commission Framework and Regulations
- We will work within the Health and Social Care Act 2008 Regulations