

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. We aim that our standards and procedures 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; it keeps us updated with the latest legal and professional requirements.

Patricia Seyf is the Provider and has ultimate responsibility.

Patricia Seyf is the [Registered Manager,] [the iComply leader] and has day-to-day responsibility.

Quality is continually improved through use of iComply:

- 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
- The regular review of policies, procedures and practice guidelines
- Actively seeking patient feedback to improve care and service
- Responding to and learning from 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

Other - add here your own quality objectives i.e.:

- 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: *Patricia seyf*
Practice Principle