

This policy sets out our Clinic's approach to Clinical Governance. Implementing Clinical Governance applies throughout the Clinic and is designed to ensure the safety and well-being of our patients and improve the service that they receive from us.

Policy

Summary Statement.

The Clinic will always do its utmost to provide the highest quality treatment and care it can to its patients, ensuring at all times that it works with the most up-to-date clinical information and current best Clinic guidelines.

1. Patient involvement.

We will encourage and actively seek patient participation, ensuring there is a system in place which enables patients to provide feedback and make suggestions. This process will be supported and promoted through open dialogue, in person and / or in writing, and we will give patients the opportunity to meet, exchange ideas and information to improve the running of the Clinic and ensure we are listening and responding to the needs and concerns of our patients.

2. Patient experience.

We will discuss feedback received from patients and publicise both suggestions and the Clinic response. Whenever an identifiable patient makes a suggestion, the Clinic will ensure s/he will receive a personal response.

We will view the Clinic from the patient perspective (in particular from formal patient survey and outcome measurement results) and actively seek to try and implement feasible and beneficial ideas.

3. Health & Safety and Risk Control.

The Clinic implements a robust framework for ensuring it adheres to Health and Safety legislation, both for Practitioners working within the Clinic premises and environment, as well as preventing harm to patients when they attend the clinic. It is all practitioner's responsibility to read and keep up to date with all the health and safety related policies in place at the clinic.

James Redhead is the Clinic Health & Safety Lead who has overall responsibility for ensuring the Clinic Premises are a safe environment for practitioners and patients using the service.

We operate an open system of Significant Event Reporting which ensures we review, obtain and provide feedback and learn from such incidents. Each Significant Event is discussed in detail and agreed action documented in our risk assessment document.

4. Clinical Audit.

The Clinic undertakes regular clinical audits, carefully and accurately recording the results and taking appropriate action so that we are able to effectively plan for the implementation of changes / improvements for the benefit of our Patients.

5. Evidence-based medical treatment.

The Clinic will develop, refine and maintain an awareness of the latest developments, research results and advances in physiotherapy treatment and assess the impact of this information on our established and proven methods of working.

To encourage discussion and learning, we will ensure that expertise and opinion is shared both within the Clinic and between our wider practitioner network.

6. Information and its use.

The Clinic is committed to making maximum use of both electronic and paper-based information in clinical and non-clinical decision making and will share best clinic practice with others both internally and externally.

We will aim to continuously improve data quality and also encourage patients to participate in their own clinical treatment and be involved in making the decisions which affect them.

7. Practitioners and Practitioners management.

To encourage team working throughout the Clinic, we will operate “no-blame” learning culture which will provide all practitioners with an open and equal working relationship.

8. Education, Training and Continuing Professional Development (CPD).

Physiotherapists are obliged professionally to maintain their CPD to ensure their clinical skills are as up to date as possible and they can continue to practise. All their CPD activity will be documented as an integral part of their learning portfolio in line with the Health and Care professionals’ council standards.

We ensure all our physiotherapists benefit from CPD by undertaking revalidation, attending a variety of clinical treatment updates, physiotherapy training sessions, and resuscitation training days and organising regular in-house training and discussion around complex patients as an aid to improving clinical skills and reasoning.

The Clinic does in-house annual training for all Practitioners bi-annually, including updates on basic life support, health and safety and information governance.

These sessions also provide the opportunity to review our policies and procedures, to examine any critical incidents that have occurred and to review the feedback from our patients, where relevant, in order to implement any

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changes that may be necessary as a result of the findings and recommendations.

Implementation

James Redhead is the Clinical Governance Lead(s) for the Clinic, having responsibility for:

- Overseeing the management of the key provisions of this Policy.
- Provision of clinical governance leadership and advice.
- Promotion of quality care within the Clinic.
- Acting as an expert resource and advisor in the examination and review of significant events.
- Initiating and reviewing clinical audits.
- Keeping up to date with research and governance recommendations and communicating these accordingly.