

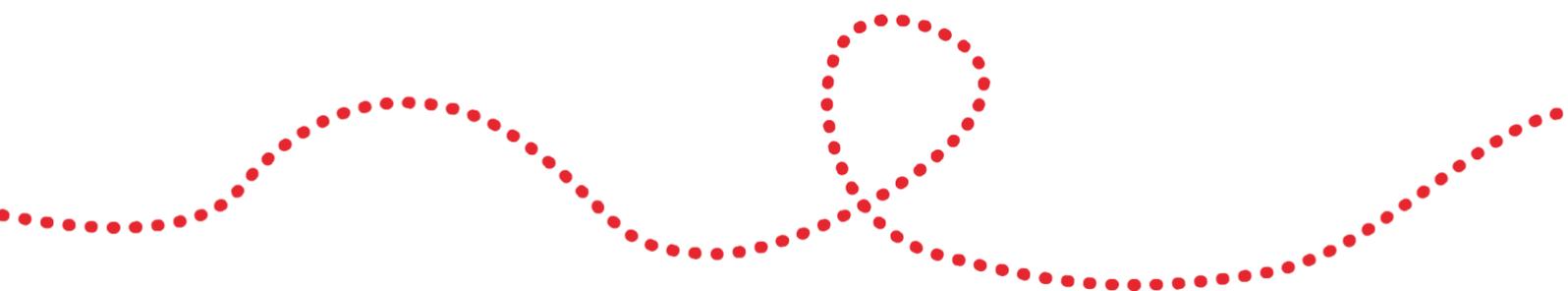
**Heartbeat**

Connecting health and care communities



# CLINICAL GOVERNANCE POLICY

<b>Version</b>	1
<b>Date</b>	30 October 2020
<b>Approval date</b>	10 November 2020
<b>Approved by</b>	Dr Andrew Dickie, Clinical Director
<b>Author</b>	Lynn Irwin
<b>RENEWAL DATE</b>	October 2023



## INTRODUCTION

This policy sets out Heartbeat Alliance's approach to clinical governance. The implementation of the practice of clinical governance is designed to improve the service to patients and ensure their safety and well-being. It applies to all members of the clinical services team supported by Directors, administration staff, reception staff and allied healthcare professionals.

## POLICY

### ***Patient involvement***

We will seek patient participation and provide patients with the mechanism to provide feedback and make suggestions. These will include patient surveys, complaints forms and the creation of a patient participation group along with a clear complaints and comments policy for patients.

### ***Clinical audit***

We will undertake regular clinical audits, record the results, and plan continued improvements to patient benefit. We will also undertake audits of administrative procedures to ensure they are working effectively. We will make changes timely based on any of the above. We will involve the whole team in this work and ensure a clear way of reporting.

### ***Evidence-based medical treatment***

We will maintain an up-to-date knowledge of current developments, and research and assess these against established and proven methods of working. We will share expertise and opinion within the practice and between clinicians to promote learning and discussion. We will provide access to training for clinicians and administrative staff through the various platforms including but not limited to face to face, webinars, online and distance learning.

### ***Staff and staff management***

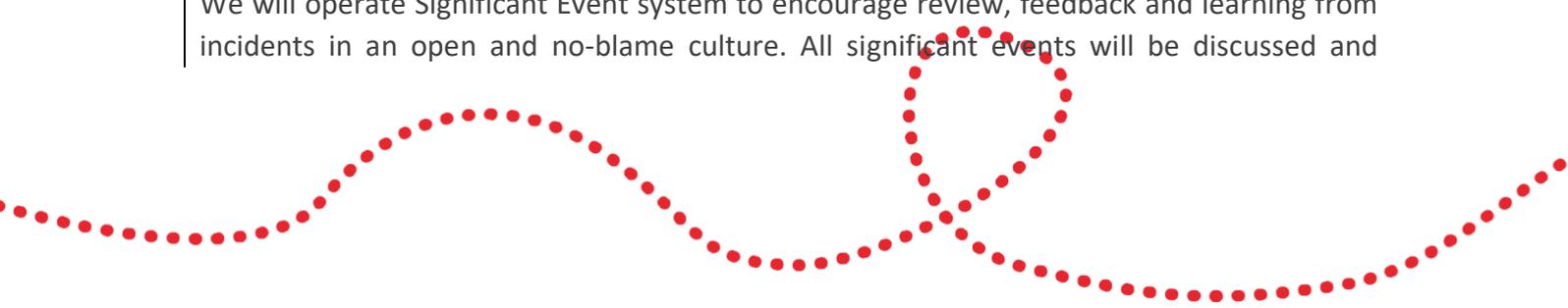
We will encourage team working across the services, establish a “no-blame” learning culture (see Blame-Free Culture Policy), and provide an open and equal working relationship with colleagues.

### ***Information and its use***

We will make full use of information both electronic and paper-based in clinical and non-clinical decision making. We will share best practices with others both inside and outside the practice. We will seek to improve data quality and encourage patients to participate in their own clinical treatment, their records, and decisions which affect them.

### ***Risk control***

We will operate Significant Event system to encourage review, feedback and learning from incidents in an open and no-blame culture. All significant events will be discussed and



documented within the forum of a clinical review / policy meeting. All events needed to be recorded in writing for further monitoring.

### ***Continuing Professional Development (CPD)***

We will ensure CPD via full participation in appraisal, revalidation, attendance at training events, and the organisation of regular in-house clinical seminars from specialist consultants. All development activity will be documented as part of individual learning portfolios. Non-clinical staff will be encouraged to attend events related to their own specialism or professional development needs, and it is not intended that this will be cash-limited.

### ***Patient experience***

We will discuss feedback received from patients, both negative and positive. Where individuals are identified they will receive a personal response. We will view the services from the patient perspective (in particular from formal patient survey results) and actively seek to implement feasible and beneficial ideas. We will use the services of a PPG and seek comments from them as routine.

### ***Strategic capacity***

We will operate a three-year strategic plan based on projected patient needs and gear activity towards creating resources to achieve both immediate and longer-term patient clinical needs.

## **IMPLEMENTATION**

Dr Andrew Dickie is the Clinical Governance lead for Heartbeat Alliance. This person will be responsible for;

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

