Version:	Review date:	Edited by:	Approved by:	Comments:
V1.1	October 2018	Operational Manager	Clinical Director	

CLINICAL GOVERNANCE POLICY

Introduction

This policy sets out the Thanet Health Community Interest Company's (TH CIC) 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 team supported by administration staff, reception staff and attached staff.

Policy

Patient involvement

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

Clinical audit

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

Evidence-based medical treatment

The TH CIC maintain an up-to-date knowledge of current developments, and research and assess these against established and proven methods of working. We share expertise and opinion within the TH CIC and between clinicians to promote learning and discussion.

Staff and staff management

The TH CIC encourage team working and encourage a "no-blame" learning culture, and provide an open and equal working relationship with colleagues. We seek to work to the "Investor in People" standard and support training, development, devolution of control and empowerment.

Information and its use

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

Risk control
The TH CIC operate a name free system of Significant / Critical Events] 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)
The TH CIC 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 are 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
The TH CIC discuss feedback received from patients, both negative and positive, and publicise both suggestions and the TH CIC response. Where individuals are identified they receive a personal response. The TH CIC view the practice from the patient perspective (in particular from formal patient survey results) and actively seek to implement feasible and beneficial ideas. We utilise the services of the PPG and seek comments from them as routine.

Strategic capacity
The TH CIC 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 Ashwani Peshen is the Clinical Governance lead for the TH CIC. This person will be responsible for;

- Promotion of quality care within the TH CIC
- 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