**Quality assurance policy**

Our practice aims to provide primary care of a consistent quality for all patients. We strive to meet the high standards expected in any clinical setting. We expect all our members of our team to work to these standards to help us achieve our aim of providing a quality service.

The policies, systems and processes in place in ur practice reflect our professional and legal responsibilities and follow recognised standards of good practice. We evaluate our practice on a regular basis, through audit, peer review and patient feedback and monitor the effectiveness of our quality assurance procedures.

**Quality standards and procedures**

In providing our patients with care of a consistent quality we will:

* Provide a safe and welcoming environment
* Ensure all members of our team are appropriately trained
* Provide patients with information about the practice and the care available and ensure the patient understands the terms on which care is offered
* Explain all treatment options and agree clinical decisions with the patient(s), explaining the possible risks involved with each option
* Obtain valid consent for all treatment
* Refer to specialists for investigation or treatment as appropriate and without undue delay
* Maintain contemporaneous clinical records with an up to date medical history for all patients
* Provide secure storage of patients records to main confidentiality
* Explain the procedure to follow for raising a complaint about the service, identifying the practice contact

In providing our team with care of a consistent quality we will:

* Provide a safe working environment through hazard identification and risk assessment
* Provide induction training for all new team members
* Provide job descriptions and contracts of employment
* Agree terms for all non-employed contractors working at the practice
* Maintain staff records ensuring kept as up to date as possible
* Ensure staff are notified where all practice policies and procedures are stored and accessed