

Method of Governance

The purpose of having a method of governance is to ensure we are continuously delivering a high-quality service; At DoctorNow and The Beaconsfield Clinic, our patients are at the heart of all we do. We routinely review the effectiveness and appropriateness of our services to promote continuous improvement in the quality, safety, and effectiveness of clinical care. We seek to be transparent, promoting openness and encouraging innovation. We use clinical audit, patient feedback, evidence-based practice, and robust clinical leadership to drive improvement.

Events, Concerns and Complaints

DoctorNow and The Beaconsfield Clinic use the reflection and associated learning from significant event analysis for continuous, quality improvement involving the whole Practice Team.

Clinical Governance Process

Clinical governance processes and reporting will flow through and be scrutinised at the clinical meetings at DoctorNow and The Beaconsfield Clinic. Effective clinical governance depends on having data and information about how DoctorNow and The Beaconsfield Clinic are performing and using this information systematically to identify how to improve the quality of clinical care provision.

Clinical Effectiveness

The clinical meetings at DoctorNow and The Beaconsfield Clinic include reviewing updates in national guidance, changes to quality and safety standards that affects DoctorNow, The Beaconsfield Clinic and patient care delivery.

Accountability

Clinical governance is led by our Head of Clinical Governance and Quality Assurance, Liz Rosies, and our Registered Manager, Dr Brian McGirr, who understand their responsibilities to improve the quality of patient care and who are accountable for the quality of the clinical services provided. Accountability of staff is defined within DoctorNow and The Beaconsfield Clinic, with CEO Gary Robinson responsible for the overall management of services.

Staff Management and Recruitment

DoctorNow and The Beaconsfield Clinic provide enough appropriately qualified clinicians to deliver safe, effective care, ensuring that all the correct checks have been carried out to enable them to see and treat patients in a timely manner.

Continuing Professional Development

Staff skills are regularly reviewed and where additional training is required, this will be identified and provided. Opportunities will be provided to widen skills, understanding and

knowledge to increase the ability of the staff and ultimately DoctorNow and The Beaconsfield Clinic to provide effective, timely and responsive support.

Risk Management

DoctorNow and The Beaconsfield Clinic understand that risk management involves having robust systems in place to understand, monitor and minimise the risks to patients and staff and to learn from mistakes.

Audit

Audits are undertaken on both a planned and ad hoc basis by nominated staff members and feedback received is analysed to ensure clinical care is fit for purpose and to identify when and where quality or safety is compromised and requires immediate attention so that this can be escalated through the clinical governance process at DoctorNow and The Beaconsfield Clinic.

Patient Feedback

DoctorNow and The Beaconsfield Clinic actively seek the views of patients and other people, both formally and informally. This is through our regular patient surveys and collating of compliments at DoctorNow and The Beaconsfield Clinic.

Recruitment

Recruitment and awarding of Practising Privileges of doctors, nurses, and other healthcare professionals comply with the professional and identity requirements set out by respective governing bodies.

Remedying Underperformance

DoctorNow and The Beaconsfield Clinic promote a 'no blame' culture and instead focuses on a learning culture where openness, transparency and shared learning are actively encouraged. However, DoctorNow and The Beaconsfield Clinic recognise that underperformance must be addressed to ensure the safety of patients and positive outcomes.

Information Sharing

DoctorNow and The Beaconsfield Clinic will share information about clinical service provision and any changes that may or may not affect it and its care with patients using established effective communication channels, together with updates as necessary, for example, when a member of the clinical or nursing team becomes unavailable.

Information Governance, Data Protection and Cyber Security

Having timely access to information and using valid, robust, and relevant data securely underpins both the provision of high-quality care and efficiency and effectiveness.