



## VIRGINIA WATER PRIVATE MEDICAL CLINIC

### **Method of Governance**

The purpose of having a method of governance is to ensure we are continuously delivering high-quality service to our patients. We routinely review the efficiency of our services allowing us to continually improve the quality and safety of our clinical care. We seek to be transparent and use clinic audits, patient feedback and effective leadership ensuring we continually improve.

#### **Events, Concerns and Complaints**

Here at Virginia Water Private Medical Clinic we use the reflection and associated learning from significant event analysis involving the whole Practice Team.

#### **Clinical Governance Process**

Processes and reporting is scrutinised in clinical meetings and is very much dependent on the data and information relating to Practice performance. We use this information to assist in identifying improvements that can be made to the quality of clinical care provided.

#### **Clinical Effectiveness**

Clinical meeting regularly review the updates in national guidance, and include and changes to quality and safety standards affecting patient care.

#### **Accountability**

Both Dr John Harley and Dr Sahar Hassan understand their responsibilities to improve the quality of patient care and are accountable for the quality of clinical services provided.

#### **Continuing Professional Development**

Staff are regularly reviewed allowing any additional training requirements to be identified and provided.

#### **Risk Management**

Robust systems are in place to understand, monitor and minimise risks to patients and staff.

#### **Patient Feedback**

Here at Virginia Water Private Medical Clinic we actively seek the views of patients and other people formally and informally. We conduct patient survey and collate compliments.

#### **Correcting underperformance**

We promote a 'no blame' culture, which allow us to focus on a learning culture where openness, transparency and a shared learning are actively encouraged. We understand that underperformance must be addressed to ensure the safety of patients.



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### **Information Governance, Data Protection and Cyber Security**

We are able to provide high-quality care by having timely access to information using robust, valid and relevant data security.