



Service Quality

Chew Medical Practice aims to be constantly improving the quality of service that we offer to our patients. We do this through a robust system of clinical governance.

Clinical Governance is a framework that applies to all NHS services. It is made up of seven key areas:

- Patient and public involvement – See Patient Reference Group
- Risk management – Identifying clinical risks for our patients, carrying out risk assessments, learning from mistakes
- Clinical audit – Finding out about new best practice guidelines, identifying patients they apply to, changing how we do things as a result
- Human resources - Workforce planning to make sure we have the right people to do the job
- Education and training - Ongoing development to make sure that everyone has up to date skills and knowledge for their role
- Research and development - Reading about new approaches, contributing to research studies
- Clinical effectiveness/excellence - Strong clinical leadership to make sure we provide the best possible treatment at all times. If you would like to see a copy of our Clinical Governance policy, please contact the Practice Manager.

Added 1.10.2020