

Quality Assurance

We have internal systems of monitoring and measuring quality of our services. We have both local and corporate clinical governance structures in place. All services in the organisation are accountable for continuously improving the quality of their services.

To help us provide good quality services, we use different ways to review what we do and to help us improve. These include:

- Customer Feedback
- Quality Audits
- Quality Checks
- Performance indicator reporting
- Benchmarking
- Peer review programmes