



Quality Assurance

At A+ Medical & General Ltd, our quality assurance is primarily based on two aspects:

1. Offering the highest possible standard of service to the Client, ensuring consistency of service and offering a facility which can be accessed and utilised at your convenience whenever required, backed up by high calibre Members on site delivering a high level of healthcare.
2. Providing all of our Members with team support, training, appraisals and a good rate of pay and creating an environment in which they can provide an excellent standard of care whilst working at your establishment.

All Members recognise that they have a key role in providing care of the highest standard.

Procedures are in place to identify poor practice, to deal with complaints and to assess and manage risks and learn from them. We are constantly striving to upgrade and improve our services, and by ongoing managing and monitoring and the desire to improve, we constantly strive to become better providers of the service.

By our interviewing methods and consequent monitoring and appraisals, we ascertain the development and training needs of each Member and arrange either in-house or external training to strengthen and improve abilities.

In our opinion, all our policies and procedures endorse all of the aims and objectives of clinical governance.

Clinical Governance – What is it?

“A framework through which the NHS is accountable for improving the quality of its service and safeguarding high standards of care, by creating an environment in which excellence of clinical care will flourish”

Our philosophy has always been to provide the highest calibre of Members to our Clients in order that they have the ability, knowledge and skill to deliver the best care possible to the patient group of that Client. Our management team are always aware of the need for monitoring and support, and the protocols are in place to create an environment by which our Members can give of their best on every occasion, knowing that they have the training to equip them to deal with the clinical areas they find themselves in.