

Adult Audiology Service

QUALITY STATEMENT

The purpose of this statement is to assure the quality of service we provide to our service users and to outline requirements for providing adherence and guidance on improving quality in physiological Services (IQIPS)

To ensure that Audiology delivers physiological services that are accurate, effective, safe, efficient, responsive, accessible, and sustainable. Achieving these goals requires:

- An effective leadership and management structure (clinical and administrative) including an appropriately designed quality management system (QMS)
- Administrative and clinical practices appropriate to the service users
- Review of existing and new clinical practice to develop and improve the service
- Respect at all times the privacy, dignity, religious and cultural beliefs of patients in accordance with Trust policy and legislation
- Provision of appropriate information and support for service users and carers with due regard to differences in socio-economic characteristics
- Provide effective feedback systems for patients and carers
- Effective management of risks and emergencies
- Appropriate and adequate facilities, equipment and consumables
- Ensure the safety and accuracy of all equipment used
- Motivated and competent staff who undertake continued professional development with registration where applicable
- The integration of sound business planning principles
- IQIPS standards are met and compliance adhered to in all domains
- QMS is updated and monitored
- Quality manual is on the QMS and staff are able to access
- Consistent practice for departmental Audits are followed
- Documents are accessible to all relevant staff and that obsolete documents are archived and not accessible
- Index and archives of all department audit documents are maintained on the QMS
- Documents and processes are clear and the processes that will be followed ensure compliance and sign off
- Documents are monitored and are up to date and reviewed as necessary, as listed in the Audit and Compliance Dashboards
- Support the claims and complaints management process by ensuring that applicable documentation can be retrieved to identify organisational practice at the relevant time

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Ongoing Quality Aims

- To work in line with University Hospitals Bristol and Weston NHS Foundation Trust (UBHW) Quality Strategy
- Compliance with commissioning service specifications for Audiology services
- To comply with local and national waiting times targets
- To evaluate guidance relevant to Audiology services
- To actively seek service user opinion on the quality of our service in order to implement continuous improvements and improve our patient and carers experience.

Strategic Direction

The strategic direction of the Audiology Department

- To employ a motivated and highly competent and skilled workforce to provide high quality to our patient demographic
- To enable the expansion and improvement of services via the safe introduction and commissioning of new techniques and technologies
- To achieve continual quality improvement
- To raise the reputation of the department, e.g. by publishing research and presenting at meetings, helping to attract the best candidates to the department, thus maintaining a high standard of performance and competence
- To ensure continual compliance with any relevant legislation

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