

Standards for our Ultrasound Services

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Southern Ultrasound have established a set of Core Standards for our Ultrasound Services, based on the DoH **Standards For Better Health**.

In developing any Ultrasound Service, we aim to meet the following:

1. Safety

Required Outcome

Patient safety is enhanced by the use of health care processes, working practices and systemic activities that prevent or reduce the risk of harm to patients.

Southern Ultrasound' will protect patients through systems that

a) identify and learn from all patient safety incidents and other reportable incidents, and make improvements in practice based on local and national experience and information derived from the analysis of incidents; and

b) ensure that patient safety notices, alerts and other communications concerning patient safety which require action are acted upon within required time-scales.

Southern Ultrasound' will protect children by following national child protection guidance within our own activities and in our dealings with other organisations.

Southern Ultrasound' will keep patients, staff and visitors safe by having systems to ensure that

a) the risk of health care acquired infection to patients is reduced, with particular emphasis on high standards of hygiene and cleanliness.

b) all risks associated with the acquisition and use of medical devices are minimised;

c) all reusable medical devices are properly decontaminated prior to use and that the risks associated with decontamination facilities and processes are well managed;

d) medicines are handled safely and securely; and

e) the prevention, segregation, handling, transport and disposal of waste is properly managed so as to minimise the risks to the health and safety of staff, patients, the public and the safety of the environment.

Southern Ultrasound' will continuously and systematically review and improve all aspects of their activities that directly affect patient safety and apply best practice in assessing and managing risks to patients, staff and others, particularly when patients move from the care of one organisation to another.

2. Clinical and Cost Effectiveness

Required Outcome

*Patients achieve healthcare benefits that meet their individual needs through **Southern Ultrasound'** decisions and services based on what assessed research evidence has shown provides effective clinical outcomes.*

Southern Ultrasound' will ensure that

- a) they conform to NICE technology appraisals and, where it is available, take into account nationally agreed guidance when planning and delivering treatment and care;
- b) clinical care and treatment are carried out under supervision and leadership;
- c) clinical staff continuously update skills and techniques relevant to their clinical work; and
- d) clinical staff participate in regular clinical audit and reviews of clinical services.

Southern Ultrasound' will organisations cooperate with Health and Social Care organisations to ensure that patients' individual needs are properly managed and met.

Patients receive effective treatment and care that:

- a) conforms to nationally agreed best practice, particularly as defined in National Service Frameworks, NICE guidance, national plans and agreed national guidance on service delivery;
- b) takes into account their individual requirements and meet their physical, cultural, spiritual and psychological needs and preferences;
- c) are well co-ordinated to provide a seamless service across all organisations that need to be involved, especially social care organisations; and
- d) is delivered by health care professionals who make clinical decisions based on evidence-based practice.

3. Governance

Required Outcome

Managerial and clinical leadership and accountability, as well as the organisation's culture, systems and working practices ensure that probity, quality assurance, quality improvement and patient safety are central components of all the activities of the health care organisation.

Southern Ultrasound' will

- a) apply the principles of sound clinical and corporate governance;
- b) actively support all employees to promote openness, honesty, probity, accountability, and the economic, efficient and effective use of resources;
- c) undertake systematic risk assessment and risk management;
- d) ensure financial management achieves economy, effectiveness, efficiency, probity and accountability in the use of resources;
- e) challenge discrimination, promote equality and respect human rights; and
- f) meet our published performance targets.

Southern Ultrasound' will support their staff through

- a) having access to processes which permit them to raise, in confidence and without prejudicing their position, concerns over any aspect of service delivery, treatment or management that they consider to have a detrimental effect on patient care or on the delivery of services; and
- b) organisational & personal development programmes which recognise the contribution and value of staff, and address, where appropriate, under-representation of minority groups.

Southern Ultrasound' will have a systematic and planned approach to the management of records to ensure that, from the moment a record is created until its ultimate disposal, the organisation maintains information so that it serves the purpose it was collected for and disposes of the information appropriately when no longer required.

Southern Ultrasound' will

- a) undertake all appropriate employment checks and ensure that all employed or contracted professionally qualified staff are registered with the appropriate bodies; and
- b) require that all employed professionals abide by relevant published codes of professional practice.

Southern Ultrasound' will ensure that staff concerned with all aspects of the provision of health care

- a) are appropriately recruited, trained and qualified for the work they undertake;
- b) participate in mandatory training programmes; and
- c) participate in further professional and occupational development commensurate with their work throughout their working lives.

Southern Ultrasound' will work together with others to

- a) ensure that the principles of clinical governance are underpinning the work of every clinical team and every clinical service;
- b) implement a cycle of continuous quality improvement; and
- c) ensure effective clinical and managerial leadership and accountability.

Southern Ultrasound' will work with health and social care organisations to meet the changing health needs of their population by

a) having an appropriately constituted workforce with appropriate skill mix across the community; and

b) ensuring the continuous improvement of services through better ways of working.

Southern Ultrasound' will effective and integrated information technology and information systems which support and enhance the quality and safety of patient care, choice and service planning.

Southern Ultrasound' will work to enhance patient care by adopting best practice in human resources management and continuously improving staff satisfaction.

4. Patient Focus

Required Outcome

Services are provided in partnership with patients, their carers and relatives, respecting their diverse needs, preferences and choices, and in partnership with other organisations (especially social care organisations) whose services impact on patient well-being.

Southern Ultrasound' will have systems in place to ensure that

- a) staff treat patients, their relatives and carers with dignity and respect;
- b) appropriate consent is obtained when required for all contacts with patients and for the use of any patient confidential information; and
- c) staff treat patient information confidentially, except where authorised by legislation to the contrary.

Southern Ultrasound' will have systems in place to ensure that patients, their relatives and carers

- a) have suitable and accessible information about, and clear access to, procedures to register formal complaints and feedback on the quality of services;
- b) are not discriminated against when complaints are made; and
- c) are assured that organisations act appropriately on any concerns and, where appropriate, make changes to ensure improvements in service delivery.

Southern Ultrasound' will make information available to patients and the public on their services, provide patients with suitable and accessible information on the care and treatment they receive and, where appropriate, inform patients on what to expect during treatment, care and after-care.

Southern Ultrasound' will continuously improve the patient experience, based on the feedback of patients, carers and relatives.

Patients, service users and, where appropriate, carers receive timely and suitable information, when they need and want it, on treatment, care, services, prevention and health promotion and are

- a) encouraged to express their preferences; and
- b) supported to make choices and shared decisions about their own health care.

Patients and service users, particularly those with long-term conditions, are helped to contribute to planning of their care and are provided with opportunities and resources to develop competence in self-care.

5. Accessible and Responsive Care

Required Outcome

Patients receive services as promptly as possible, have choice in access to services and treatments, and do not experience unnecessary delay at any stage of service delivery or of the care pathway.

The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving health care services.

Southern Ultrasound' will enable all members of the population to access services equally and offer choice in access to services and treatment equitably.

Southern Ultrasound' will ensure that patients with emergency health needs are able to access care promptly and within nationally agreed timescales, and all patients are able to access services within national expectations on access to services.

Southern Ultrasound' will plan and deliver health care which

- a) reflects the views and health needs of the population served and which is based on nationally agreed evidence or best practice;
- b) maximises patient choice;
- c) uses locally agreed guidance, guidelines or protocols for admission, referral and discharge that accord with the latest national expectations on access to services.

6. Care Environment and Amenities

Required Outcome

Services are provided in environments that promote patient and staff well-being and respect for patients' needs and preferences in that they are designed for the effective and safe delivery of treatment, care or a specific function, provide as much privacy as possible, are well maintained and are cleaned to optimise health outcomes for patients.

Southern Ultrasound' will provided services in environments which promote effective care and optimise health outcomes by being

- a) a safe and secure environment which protects patients, staff, visitors and their property, and the physical assets of the organisation; and
- b) supportive of patient privacy and confidentiality.

Southern Ultrasound' services are provided in environments which promote effective care and optimise health outcomes by being well designed and well maintained with cleanliness levels in clinical and non-clinical areas that meet the national specification for clean NHS premises.

Services are provided in well-designed environments that

- a) promote patient and staff well-being, and meet patients' needs and preferences, and staff concerns; and
- b) are appropriate for the effective and safe delivery of treatment, care or a specific function, including the effective control of health care associated infections.

7. Public Health

Required Outcome

Programmes and services are designed and delivered in collaboration with all relevant organisations and communities to promote, protect and improve the health of the population served and reduce health inequalities between different population groups and areas.

Southern Ultrasound' will promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by

- a) co-operating with health care and other organisations;
- b) ensuring that the local Director of Public Health's Annual Report informs their policies and practices; and
- c) making an appropriate and effective contribution to local partnership arrangements.

Southern Ultrasound' will protect the public by having a planned, prepared and, where possible, practised response to incidents and emergency situations which could affect the provision of normal services.

Southern Ultrasound' will

- a) identify and act upon significant public health problems and health inequality issues, with primary care trusts taking the leading role;
- b) implement effective programmes to improve health and reduce health inequalities, conforming to nationally agreed best practice, particularly as defined in NICE guidance and agreed national guidance on public health;
- c) protect their populations from identified current and new hazards to health; and
- d) take fully into account current and emerging policies and knowledge on public health issues in the development, commissioning and provision of services.

These Standards are designed to work in conjunction with National Procedure Standards, CQC requirements and NICE guidance where published.

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Kevin Rendell. Director.

