



WHAT IS A CLINICAL GOVERNANCE REVIEW?

CHI defines clinical governance as the framework through which NHS organisations and their staff are accountable for the quality of patient care. It includes:

- a patient centred approach which treats patients with courtesy, involves them in decisions and keeps them informed
- an accountability for quality which ensures that clinical care is up to date in their organisations
- ensuring high standards and safety
- improvement in patient services and care

Briefly, this means clinical governance covers the procedures and working practices adopted by the NHS to ensure that patients receive the highest possible quality of care.

A clinical governance review looks at the quality of care provided by an NHS organisation and the arrangements that it has made to assure and improve care. It looks at the effectiveness of the clinical governance arrangements and identifies best practice and areas for improvement. The review has four phases: pre review preparation; review and on site visit; report publication and action planning.

Each review will look at the effectiveness of clinical governance arrangements from three angles:

The patient's experience:

- the history and organisation of their journey through an NHS organisation during the period of care
- the outcome of their treatment
- their views and opinions on the care they received
- the environment in which they were treated, including protection of privacy and dignity

Groups of staff:

- how groups of staff work together to control and improve the quality of patient care
- what systems and processes are used for clinical audit, risk management, staffing and staff management
- how information is used in making decisions

- how research findings are acted upon to ensure that services are effective
- how patient experience is recorded, responded to and assessed

The corporate strategy:

- an assessment of how an organisation manages relevant systems, including risk management, complaints handling, patient involvement, research and clinical effectiveness, clinical audit, information management, general management and human resources management including the education and training of staff.