

THE GREAT HEALTH COMPANY

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The Great Health Company Ltd Quality Policy

The Great Health Company is a multi-disciplinary health clinic established in May 2004. It supplies Physio, Chiropody/Podiatry, Sports Massage/Aromatherapy & Reflexology to local people and sports people & those suffering from road traffic accidents (RTA's). All our Physio's & Chiropodist's/Podiatrist's are registered with the Health Professions Council (HPC).

Quality is important to our business because we value our patients. We strive to provide our customers/patients

with services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System (QMS) which provides a framework for measuring and improving our performance.

We have invested in technology and innovation to support our policy improvement and customer/patient satisfaction.

We have a computer software programme specially written for Physio's/Chiropodists/Podiatrists. We have a patient feedback system in place & regular meetings between therapists.

We have the following processes and procedures in place to ensure consistent delivery:

- a) Regular gathering & monitoring of patient feedback.
- b) Selection of employees, associate and suppliers against set criteria.
- c) Training and development for all staff.
- d) Detailed processes and procedures made available to all staff.

We have the following processes and procedures in place to meet our continuous improvement and customer satisfaction.

- a) Regular patient reviews
- b) Measurement of the effectiveness of any training given to our employees/associates.
- c) Monitoring of patient feedback.

We ensure that our staff has copies of our policy when they join us.

We also provide all our patients with access to our policy via our website.

Though the Managing Director is ultimately responsible for Quality in the organization, all employees/associates have a responsibility within their own areas of responsibility.

Our Policy is reviewed annually but its effectiveness is measured during our day to day monitoring of our QMS and any changes are made and communicated as necessary.