NHS Governance – Clinical Governance
NHS Fife

Are Services Safe, Effective and Evidence-Based?
Yes, the majority of our services are safe, effective and evidence-based and we have data to demonstrate this.

Are Patient and Service Users’ Perspectives Taken Into Account In The Planning and Delivery of Services?
Yes, NHS Fife has a Participation and Engagement Strategy which guides staff on how to engage with the public and interest groups on service change and redesign. For example, NHS Fife has undertaken extensive engagement about our Clinical Strategy and will go back out to engage and consult about implementation options. The Fife Health & Social Care Partnership also engaged widely on its Strategic Commissioning Plan.

Do services treat people with dignity and respect?
Yes, the majority of services do treat people with dignity and respect. This is a key value in NHS Fife’s Strategic Framework. We have increasing direct feedback about patient experience through Care Opinion and internal feedback mechanisms and where people indicate they have not been treated with dignity and respect we follow this up directly with the teams delivering care.

Are Staff and the Public Confident About the Safety and Quality of NHS Services?
Yes, we believe they are, from the evidence gathered in the national patient surveys and the general household survey.

Do Quality of Care, Effectiveness and Efficiency Drive Decision Making in the NHS?
Yes, they do as we strive to ensure our services are safe, effective and provide value to the public. The Quality Report considered by the Clinical Governance Committee and the Board’s Integrated Performance Report cover all these dimensions.

Are the Correct Systems in Place to Detect Unacceptable Quality of Care and Act Appropriately When Things Go Wrong?
Yes, in the majority of care this is the case. We use learning from our risk registers, clinical incidents, patient feedback and complaints so that we triangulate information to highlight areas of poor quality care to then take action in a co-ordinated way. In addition, we have a Board Whistleblowing Champion and policy in place to enable staff to raise concerns confidentially.