

MPCE Quality Policy

Medical Physics & Clinical Engineering support clinical teams and patients by providing high quality, accurate diagnostic and therapeutic procedures; optimising the use of technology harnessing this for effective and safe patient care and providing expertise to ensure the best use of resources.

The MPCE Team Charter describes our purpose, our vision, our values, our impact and the broad functions of the 7 sections that make up MPCE. The MPCE Team Charter was created in conjunction with representatives from all sections. The MPCE Team Charter has been disseminated to staff.

The activities that take part across MPCE support the health, safety and wellbeing of our patients, hospital staff, relatives and external customers. MPCE expertise ensures that our own services and the clinical services we support are delivered to a high quality and are compliant with regulatory requirements. High quality MPCE services are an intrinsic part of Nottingham University Hospitals NHS Trust but we also support a range of external activities and customers. As such the strategy for MPCE services and the business planning and objective setting processes are aligned with the vision and strategy for the broader organisation and the NHS as a whole. This alignment is considered and described within our MPCE strategy, annual plans and organisational context.

MPCE aim to continually improve the service we provide to meet the needs of our customers and to produce finished work that we can justifiably be proud of. Our vision for continuous improvement is supported by the implementation of our management system. This includes a commitment to understand and meet the requirements of our customers, as well as legal and regulatory requirements. We are also committed to continual development of the system and helping to ensure it remains effective.

All personnel within MPCE are responsible for the quality of their work. To support this MPCE have systems in place to ensure adequate training is available for staff.

While we endeavour to produce work and offer a service that we can be proud of, we recognise that we don't always achieve our own standards. In this event, we are committed to investigating the incident/complaint and undertake appropriate actions.

The policy, organisation and procedures necessary to achieve the required standards are described in our Quality Management System.

The Chair of the Quality Management committee is responsible for monitoring the quality system and reports regularly to the Chief Scientist and the Heads of Section Meeting.

The Chief Scientist and MPCE services manager demonstrate their commitment to achieving the quality policy by:

- Attendance at the Quality Management Meeting
- Reviewing the MPCE strategy and ensuring this is aligned with our customer needs and the broader organisational strategy.
- Ensuring business planning is completed and objectives for the services are generated
- Ensuring processes exist to agree and monitor: performance, customer satisfaction, audit, regulatory compliance, training and management review
- Ensuring the availability of resources

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Summary of Changes from Previous Version
1. New document

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