



Continuous Improvement Programme:

Policy Number	7
Version	1
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Date Issued	17 th November 2015
Review Date	16 th November 2016
Approved by	OneCall24 Policy Team

One Call 24 ensures to continuously improve on current policies and procedures, therefore staying ahead of the competition and ensuring to be up to date with all current requirements and legislation. One Call 24 understands that Continuous Improvement is the on-going effort to improve products, services and processes by making small, incremental improvements within a business. The belief is that any incremental changes will add up to major improvements over time.

One Call 24 ensures that a good quality assurance programme is in place all the time. It has set out a programme which will allow this. This entails:

- Once Policies and procedures are created and improved they are kept in staff training manual and handbook and all members of staff are notified via email and in person.
- Appropriate induction and training is given to all new members of staff until they are comfortable and confident
- Regular internal and external audits are conducted to ensure that improved and amended policies are implemented accordingly.
- Feedback (clients/staff/temporary workers/patients/other)

One Call 24 realise that the following are the minimum elements of a sound improvement plan:

- Assessment of Current Situation: Findings, root causes and remedies
- Rationale: Why will you implement the improvement?
- Objective: What will success look like for One Call 24 and the client?
- Timeframes for Improvement Initiatives: When will the improvement take place? Will the improvement be rapid or long term?
- Responsible Group: Who will be accountable for implementing the improvement?
- Activities/Task that will be engaged in to Support the Improvement: Who will do what by when?
- Communicating the Improvement Effort: What will you say and to whom?
- Monitoring Plan Progress: How will you chart your progress? What methods/tools will you use?
- Sustaining the Improvement Effort: How will you ensure the improvement effort continues to be implemented? What methods/tools will you use for accountability?
- Budget and Resource Implications

The above structure is followed by One Call 24 to ensure that a robust & Improvement Programme is implemented correctly throughout the business, and followed with a high level of understanding.

One Call 24 fully understands that company's success entirely depends on excellent client satisfaction and thus getting client feedback is of great importance to improve performance. One Call 24 strives hard to provide excellent service to ALL clients. To this effect it conducts regular client surveys wherein feedback/Survey forms are sent over to ALL clients every 12 months via emails to seek information on areas of improvement and areas of success.

This valuable feedback is then reviewed by management/Director thoroughly to identify areas of improvement. Necessary steps will then be taken to improve on those areas and communicated to staff via email and in person, therefore improving overall performance and customer service. All the feedback received from clients will be logged in client feedback folder and stored securely in company IT system.

One Call 24 realises that feedback on workers performance at end of every placement is an important tool to find out how worker's did and what areas they can improve on to do better where necessary.

To this effect One Call 24 introduced End of placement assessment form to be supplied to workers to get filled by clients after every placement (of >2 days). One Call 24 aims to get feedback on worker's performance in every possible way and to ensure that it has also introduced feedback section on time sheet where in feedback is provided at the end of placement when time sheet is filled/signed.

Any feedback identified in this way is communicated and discussed with worker during appraisal meeting by authorised appraiser to help them improve their performance. Workers are actively encouraged to participate in appraisal processes regularly (at least 1 per year).

All candidate feedback reports/feedbacks are stored in respective candidate folder securely in company IT system. All available feedback reports (both positive and negative) are collated to analyse and identify the trend and additional training provided where necessary, which are identified through appraisal process.

By having this in place One Call 24 ensures that it:

- Improves the quality of service delivered to clients &
- Increases patient safety.

If any feedback regarding safeguarding, malpractice etc is received at any time then appropriate disciplinary proceedings will be undertaken as soon as possible to ensure Patient safety. During this process all involved parties are kept up-to-date of the progress.

One Call 24 ensures that ALL Company Policies and processes are thoroughly reviewed by management or director regularly and amended or updated accordingly where necessary and communicated promptly to internal/external staff via email and in person

As per the above, feedback from clients is critical, with the below template used in order to obtain necessary opinions on workers placed by One Call 24.

OneCall24 Candidate Feedback Form

At OneCall24 Limited we recognise the importance of regular feedback on our temporary workforce and in order for us to maintain our high calibre service, we are committed to closely monitoring the performance levels of the staff we supply you. Please take some time out to fill in this form and send back to us on fax: 0207 062024 or email: info@onecall24.co.uk at earliest convenience.

Candidate Name:

Grade/Band:

Date of shift:

Name of Organisation:

Address:

Type of ward:

Attitude to work and Training

Reliability:	Excellent	Good	Satisfactory	Poor
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Comments

Punctuality:	Excellent	Good	Satisfactory	Poor
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Comments

Willingness:	Excellent	Good	Satisfactory	Poor
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Comments

Motivation:	Excellent	Good	Satisfactory	Poor
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Comments

Overall Contribution:	Excellent	Good	Satisfactory	Poor
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Comments

Clinical Skills and Experience

Clinical Knowledge:	Excellent	Good	Satisfactory
Poor			

Comments

Clinical Skills:	Excellent	Good	Satisfactory	Poor
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Comments

Organisation Skills: Poor	Excellent	Good	Satisfactory
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Comments

Management Skills: Poor	Excellent	Good	Satisfactory
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Comments

General Attitude and Personality

Communication: Poor	Excellent	Good	Satisfactory
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Comments

Communication Team: Excellent Good Satisfactory Poor

Comments

Honesty and Integrity: Excellent Good Satisfactory Poor

Comments

Working Under Pressure: Excellent Good Satisfactory Poor

Comments

Do you have any concerns with this Candidate?

Yes No Comments

Would you have the Candidate back?

Yes No Comments

Was the Candidate wearing and ID Badge and Uniform?

Yes No Comments

Further Comments on the Candidate:

Client Representative Name:

Position/Band:

Signature:

Date: