

Introduction to the Governance Department

What do we do? Simply we support and facilitate clinical and non-clinical staff to learn and improve the quality and safety of patient care. We also provide expert advice on health and safety at work to ensure you and visitors to the Trust are protected. Our information governance team provides guidance on the legal and regulatory requirements of good information management.

Through our work we support the Trust's values across all three domains of **Safe & Effective, Kind & Caring, and Exceeding Expectation.**

Our department comprises two teams a) governance (including corporate administration), b) compliance/assurance.

Governance: The governance team provides support and advice to the Divisions and Directorates, ensuring a direct link between core clinical governance functions (clinical audit, incident reporting and risk management) and all wards and departments throughout the Trust. Every Directorate has a designated governance officer who should be the first point of contact for any governance related queries. Call 01902 695116 (internal 5116) for more information.

Corporate Administration: Our small team of staff provide a range of meetings and policy / procedure / guidelines administration.

Compliance: All aspects of compliance are covered by a designated team, this covers national regulation / regulators specifically information governance, health & safety, and care quality.

- The **Assurance Section** of the compliance team develops and maintains an internal quality assurance framework for regulatory standards. The team provides expertise in interpretation of national standards and identify and agree sources to monitor and provide assurance.
- **Governance informatics** can also be found within our compliance section and they have the responsibility of maintaining and developing the Trust incident/risk management system (Datix) to provide data/reports in order for areas to be able to improve quality of care.
- **Information Governance Team** can provide you with expert knowledge and advice on all aspects of information governance including data sharing, confidentiality and compliance with the NHS IG Toolkit. They also provide training to ensure you and the Trust work with the legal framework and adopt best practice.
- **Health & Safety Team** work to ensure that our health, safety and welfare at work is protected, including visitors and the general public. They can give advice on all aspects of reducing workplace risk including manual handling, stress, RIDDOR and hazardous substances etc.

All parts of the department also provide training including:

- Risk Management (2 e-training packages one for all staff and one for senior managers)
http://intranet.xrwh.nhs.uk/kitenew/training/training_directory.aspx
- Health & Safety (e-training)
http://intranet.xrwh.nhs.uk/kitenew/training/training_directory.aspx
- Root Cause Analysis (RCA) (face to face)
- Datix (a system used to report incidents, complaints and risks)
- Health Assure (a system used to monitor compliance)

We are located on the first floor building 12 on the New Cross Hospital site.

You are invited to come along to the department, have a look around and to be introduced to our staff, if you are interested just telephone 01902 695116 (internal 5116) and book an appointment. Alternatively you are welcome to visit our dedicated webpages (see below) which gives you more detailed information about the services we provide to you. You will find details of our departmental structure, an introduction to the people who work within the department and who you may meet in your work. If you want to understand how the department works, there is also a video you can watch including contact details and useful information and advice.

Department webpages: <http://intranet.xrwh.nhs.uk/gov/home.html>

The webpages includes a latest update section so you can quickly keep yourself up to date with relevant clinical governance and patient safety issues. You will also find specific information on Health & Safety, Clinical Audit, and national guidance. Here we also promote and encourage learning from serious incidents, claims and complaints etc; our web pages signpost you to external resources including conferences and learning events and links to other websites which you might find useful.

We provide you with data on your divisional / directorate monthly performance on a range of quality and safety indicators including patient falls, nursing metrics, pressure injuries, audit plan and audit completion rates and what's included on your risk register etc. Summary data can be provided on our webpages.

In the **FAQ's section** there is information, for example, on:

- What to do if you have forgotten your DatixWeb Live password
- RIDDOR reporting and what to do in the event of a serious incident

You can also use the FQA's section to send us a question electronically and we will get back to you either in person or via email.