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Subject: Policy and Procedure Management

REQUEST

1. Who holds Trust wide responsibility for the maintenance of procedures and policies?
2. What digital tools does the Trust use for the staff to reference these procedures and policies i.e. intranet?
3. How does the Trust record that staff have read and comply with the procedures and policies?
4. Which tools are used for on-boarding new staff in relation to reading procedures and policies?
5. How do the heads of department monitor that clinical and non-clinical staff have read / understood mandatory procedural updates?

RESPONSE

St Helens and Knowsley Teaching Hospitals NHS Trust and Southport and Ormskirk Hospital NHS Trust became a single legal entity known as Mersey and West Lancashire Teaching Hospitals NHS Trust on 1st July 2023, as such parts of the response may be provided in two sections relating to the hospital sites of each of the legacy organisations.

1. Who holds Trust wide responsibility for the maintenance of procedures and policies?

Delegated from the Director of Nursing, Midwifery and Governance to the Deputy Director of Governance.

2. What digital tools does the Trust use for the staff to reference these procedures and policies i.e. intranet?

Intranet

3. How does the Trust record that staff have read and comply with the procedures and policies?

There is no centralised system for recording that staff have read policies and procedures. There is a process in place via the Policy Governance Group to review a sample of procedural documents to check compliance with the monitoring key performance indicators to gain assurance the procedure is being followed.

4. Which tools are used for on-boarding new staff in relation to reading procedures and policies?

This is covered during local induction, which is delivered by line managers face-to-face.

5. How do the heads of department monitor that clinical and non-clinical staff have read / understood mandatory procedural updates?

This will be done through monitoring staff performance, through regular one-to-ones and primarily through annual appraisals in relation to overall review of performance.