



Interface
Clinical Services

INFORMATION AND CLINICAL GOVERNANCE

INTERFACE CLINICAL SERVICES LTD (ICS) WORK WITHIN RIGOROUS CLINICAL AND INFORMATION GOVERNANCE POLICIES, WHICH GUARANTEE QUALITY AND THE HIGHEST STANDARDS OF CARE AND SAFETY.

With a dedicated regulatory and compliance team, overseen by the Clinical Director, information and clinical governance are at the forefront of our services.

The ICS information governance framework is aligned with the NHS information governance strategy to ensure personal and sensitive information is handled consistently, effectively and in confidence in order to deliver the best possible service.

Our information governance policy allows all employees to deal effectively and consistently with the many data sets we utilise and ensure we work within the regulatory framework of:

- The Data Protection Act 1998*
- The Human Rights Act article 8
- The common law duty of confidentiality
- NHS Care Record Guarantee for England
- Social Care Record Guarantee for England
- NHS Code of Practice – Confidentiality, Information Security, Records Management

ICS complies with the terms and conditions of the Information Governance Assurance Statement, as outlined by the Department of Health via the Information Governance Toolkit.

*The Data Protection Act 1998 until the 25th May 2018 (or any other such date) when the General Data Protection Regulation (EU) 2016/679 takes effect.



The ICS **clinical governance policy** is central to the company culture and guarantees that quality assurance, patient safety and quality improvement are integral to all aspects of everyday activity. The framework centralises around the following features:

- Risk management
- Clinical audits
- Education, training and continued professional development
- Staffing and staff management
- Clinical effectiveness based on evidence and best guidance
- Using information to support clinical governance and healthcare delivery
- Patient care and communication

ICS pharmacists are registered with their respective regulatory bodies (General Pharmaceutical Council and/or Pharmaceutical Society of Northern Ireland) and operate to their codes of ethics and standards.

Regular checks are made against the records of The Disclosure and Barring Service (England and Wales), Disclosure Scotland and/or Access Northern Ireland.

During project delivery, ICS pharmacists are directly accountable to an authorising clinician from the healthcare organisation, and work within the confines of a clinical protocol, which is signed off by the authorising clinician ahead of commencement of any service or delivery of work.

ICS pharmacists have an average of over 7 years post graduate clinical practice experience and take a proactive approach to continuing professional development and job-related learning.

As a national provider, ICS continually invest in the skills and capabilities of their clinical team, whilst recognising the importance of working locally with stakeholders to embed local guidelines and formularies into all projects. This unique perspective allows ICS to develop bespoke services enhanced by national levels of experience and understanding.

ICS have extensive experience in establishing medicine and treatment pathways across multiple therapy areas supported by IT system knowledge, detailed data capability and an assurance of our clinical and information governance policies, all of which combine to enhance both customer and patient experience.

ICS MEETS THE NHS STANDARDS FOR INFORMATION GOVERNANCE, IS **APPROVED** TO CONNECT TO N3 AND ALL STAFF ACCESSING PRACTICE SYSTEMS HAVE NHS SMARTCARDS, WHICH **ENSURES** THE **CONFIDENTIALITY** AND **INTEGRITY** OF THE SERVICES WE PROVIDE.

NHS BUSINESS PARTNER

Interface Clinical Services (ICS) is an NHS Business Partner, an official recognition and testament of the continuing partnership between ICS and the NHS.



To achieve NHS Business Partner status, ICS is defined as, **'an organisation that, whilst remaining independent, works closely with NHS organisations and shares common goals for providing high standards of healthcare directly to patients,'** an ethos that ICS has promoted since the company's inception in 2004.

This status is confirmation of ICS' long standing relationship with the NHS and the high standards of clinical care delivered to practices, federations, CCGs and patients.

