

Policy and Procedure

Quality Policy

Purpose

South Western Sydney PHN (SWSPHN) is a not-for-profit health organisation dedicated to supporting general practitioners, practice nurses and other primary health providers to deliver the best possible care for their patients and improve access to quality local health care for the whole community, aiming to improve the efficiency and effectiveness of health services delivered in our region. This is done by supporting local clinicians; understanding the health care needs and service gaps in our community through planning and consultation; and by focusing on improving access to primary care services for patients, particularly those in our community at risk of poor health outcomes.

SWSPHN's Quality Policy confirms its commitment to quality and achieving and maintaining certification against ISO 9001:2015 – Quality management systems – Requirements.

SWSPHN's Quality Policy:

- Identifies the desired outcomes of the organisation's quality management system (QMS)
- Describes responsibilities for ensuring quality
- Supports SWSPHN's strategic plan
- Promotes the application of the organisation's policies, procedures, guidelines, manuals and forms
- Provides a mechanism for the review of the QMS.

Policy

SWSPHN will provide a quality organisation that inspires staff to succeed and perform at the highest standards, and is committed to satisfying legal, regulatory and stakeholder requirements, as well as continual improvement of the quality management system (QMS).

The QMS is based upon the following quality principles: Customer focus; Leadership; Engagement of people; Process approach; Improvement; Evidence based decision making; Relationship management.

Performance of the QMS is measured and monitored through SWSPHN's Quality Objectives which are documented in the Quality Plan and during internal and external audits.

At SWSPHN, Quality is achieved when:

- The Quality Objectives are met;
- Practices and processes are consistent in their delivery and are subject to continuous improvement;
- Feedback from staff and stakeholders informs SWSPHN what it is doing well in addition to advising SWSPHN where it can improve.

The Quality Policy is available on the SWSPHN website and can be made available by the Quality and People Manager via email or post to stakeholders upon request.

Applicability

All SWSPHN staff, contractors and volunteers

Associated Documents

Legislation and best practice guidelines:

- ISO 9001:2015 Quality management systems – Requirements.

Internal policies and documents:

- Quality Management System Management Reviews (Senior Staff Meeting Minutes)
- Improvement and Corrective Actions Policy
- Planning to Achieve Objectives Policy
- Quality Plan (Trello)
- Internal Audit Policy and Procedure

Roles and Responsibilities

Policy owner	Ensure that this policy document is published and implemented, progress is monitored and that it is reviewed according to the document control schedule outlined in the policy.
Executive sponsor	Provide advice to the policy owner, approve the final document and present it to the Senior staff meeting for approval.
Board	Approve SWSPHN's strategic direction which the QMS supports.
Executive and Management	Review, support, endorse and ensure accountability within the QMS. Establish and monitor quality objectives.
SWSPHN staff	Use and apply the principles of the SWSPHN's QMS and act with the purpose of continuous improvement. Use and apply SWSPHN's policies and procedures.

Definitions

Word/Term	Definition
Continuous Improvement	The ongoing process of change for improvement to practices and processes.
Continuous Improvement or PDCA Cycle	The cyclic process of Plan, Do, Check and Act.
Internal Audit	The systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criterion is fulfilled.

Word/Term	Definition
Quality	The totality of features and characteristics of a product or service that demonstrates its ability to satisfy stated or implied needs.
Quality Assurance	The program of activities to ensure products and services are of the desired quality.
Quality Control	The program of inspection activities to ensure products and services are of the desired quality prior to delivery or release.
Quality Objectives	Desired outcomes of the implementation and application of the QMS.
Quality Reviews	Activities undertaken to measure the quality of products or services that have already been made or delivered. Also known as Quality Audits.
Quality Management System (QMS)	The system in which activities used to carry out Quality Control, Quality Assurance and Continuous Improvement are completed.
Quality Key Performance Indicators	Set targets of the Quality Objectives which are measured, monitored, reported, analysed and actioned via the Executive Leadership Team.
Self Review and Evaluation	Internally based process to facilitate the evaluation, reflection and review of process and practices. This includes but is not limited to benchmarking, audits and program or course review.

Document Control

Document review every (choose most applicable) 1 year 2 years 3 years

Version	Date Commenced	Document Owner	Change Description	Review Date	Approver
V1.0	March 2018	Quality & Risk Manager	New Policy	March 2021	Executive Manager Corporate Services
V1.1	April 2019	Quality & HR Manager	Minor Review	April 2022	Executive Manager Corporate Services
V2.0	April 2022	Quality & People Manager	Policy Review	April 2025	Executive Manager Corporate Services
V3.0	June 2025	Quality & People Manager	Policy Review	June 2028	Executive Manager Corporate Services

This Policy and/ Procedure will remain in effect until replaced.