

G05 - QUALITY

Version control

This policy is version controlled, and you should always ensure that you are viewing the latest version, which can be downloaded from The Portal. You should check with The ProMed Leadership Team if you are unsure if this is the correct version.

Version	2.3	Date	06/05/2020
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Revision history

Version	Date	Author	Comments
2.3	06/05/2020	MD	Annual review
2.2	07/05/2019	MD	Annual review
2.1	08/05/2018	MD	Annual review
2.0	09/05/2017	MD	Replaced on new letterhead with limited company information
1.2	07/12/2016	MD	Annual review
1.1	08/12/2015	MD	Privacy and confidentiality & Distribution updated
1.0	04/11/2015	MD	Initial version

Privacy and confidentiality

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This document contains information which is confidential and may be legally privileged and protected from disclosure.

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The author(s) and approver(s) will make every effort to ensure all the information contained in this document is true and correct at the time of issue. This document will be updated & circulated to those relevant when updated.

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Legislation

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Relevant external documents

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Scope

This policy applies to all work on behalf of Professional Medical Ambulance Services Limited with responsibilities for staff, including, but not limited to:

- Employees
- Volunteers
- Contractors (except where working for another CQC registered company under their own procedures)

The policy applies to aspects of Professional Medical Ambulance Services Limited's work, regardless of function, role or location.

Policy

Professional Medical Ambulance Services Limited recognises that the disciplines of quality, health & safety and environmental management are integral parts of our management function. We view these as a primary responsibility and to be key to good business in adopting appropriate quality standards.

Professional Medical Ambulance Services Limited's quality policy calls for continuous improvement in its quality management activities and business will be conducted according to the following principles:

- Professional Medical Ambulance Services Limited will comply with all applicable laws and regulations
- Professional Medical Ambulance Services Limited follows a concept of continuous improvement and makes best use of its management resources in all quality matters
- Professional Medical Ambulance Services Limited will communicate its quality objectives and its performance against these objectives throughout our organisation and to interested parties
- Professional Medical Ambulance Services Limited takes due care to ensure that our activities are safe for personnel, associates, subcontractors and others who encounter our work
- Professional Medical Ambulance Services Limited will work closely with customers & suppliers to establish & maintain the highest of quality standards

- Professional Medical Ambulance Services Limited adopts a forward-looking view on future business decisions, which may have quality impacts
- Professional Medical Ambulance Services Limited trains staff in the needs & responsibilities of quality management