



TOWER HAMLETS GP CARE GROUP

Assessment and Support Planning Policy

Date Issued	01/04/2015
Date to be reviewed	Periodically or if statutory changes are required
Title	Assessment and Support Planning Policy
Supersedes	All previous Policies
This policy will impact on	All staff
Financial Implications	No change
Policy Area	Quality & Safety
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Issued By	
Author	Ayesha Lulat/Caroline Gillet
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Approval Record

	Committees / Groups / Individual	Date
Consultation	Ops Group	
Approved by		

Assessment and Support Planning Policy - Overview

Assessment

Monitor environmental and health status to identify and solve community environmental health problems



Diagnose and investigate environmental health problems and health hazards in the community

Policy Development

Inform, educate, and empower people about environmental health issues

Mobilise community partnerships and actions to identify and solve environmental health problems

Develop policies and plans that support individual and community environmental health efforts

Assurance

Enforce laws and regulations that protect environmental health and ensure safety

Link people to needed environmental health services and assure the provision of environmental health services when otherwise unavailable

Assure a competent environmental health workforce

Evaluate effectiveness, accessibility, and quality of personal and population-based environmental health services

Research for new insights and innovative solutions to environmental health problems





Assessment and Planning Policy – Surgical Aftercare

Introduction

This policy sets out the Tower Hamlets GP Provider Group aims and objectives which define our approach to the post-operative assessment of needs and the support planning process for patients registered with its constituent practices.

Rationale

- If a patient is fully informed, they will be less stressed and recover more quickly
- Planning admission and discharge individually ensures that patient and carers know what to expect facilitating earlier post-operative care at home
- Cancellations due to patient ill health or DNAs are reduced

Implementation

- Ensure that patients are assessed for support needs promptly on presentation or referral and that this is regularly reviewed and updated
- Use a patient-centred care planning approach in all interactions with patients.
- Ensure that all patients undergoing a procedure or treatment are aware of potential risks and give informed consent.
- Ensure that all clinical staff undertaking assessment and treatment have the necessary skills and training to ensure safety and effectiveness.
- Ensure that we have safeguarding policies and procedures in place for both children and vulnerable adults.
- Ensure that confidentiality is maintained and information is held and used in accordance with Data Protection legislation.
- Ensure that patients are aware of how to complain if they are dissatisfied with any aspect of their care and that copies of the Complaints Policy & Procedure are available if requested.

Tower Hamlets GP Provider Group are committed to ensure that no patient, or group of patients will be treated less favourably and will carry out our duty with positive regard for the equality of all patients.



Support Provision Principles

The Tower Hamlets GP Provider Group have an approach based on the following principles:

- Person centred care
- Empowerment, with patients supported to retain a sense of ownership with their health and care needs
- Outcome focussed with the patient taking active leadership in the assessment process
- Continuous improvement – using national guidelines, evidence-based practice and patient feedback to promote the learning environment with a commitment to continuous improvement

Patient Information

The Tower Hamlets Provider Group will ensure that patient information regarding Surgical After Care is available at all our delivery sites and will ensure interpretation or advocacy services are available for patients receiving surgical after care services should this be required.

Monitoring and Responsibilities

The Tower Hamlets GP Provider Group Board are responsible for monitoring of this policy and the Clinical Director will ensure annual reviews and compliance to the assessment and support planning framework above. This will include compliance and adherence to suite of policies including infection control, adequate premises and supplies, partnership working, service evaluation and user experience.

It is the responsibility of Network Managers to ensure that all the colleagues within their constituent teams are aware of their responsibilities in relation to this policy.

It is the responsibility of all clinical and administration staff involved in patient care to read, understand and implement this policy.

