



MANAGEMENT FOR  
QUALITY IN  
HEALTHCARE SERVICES

## POLICY INDEX

Version 4.0 Last Up-dated 01 February 2008 ©GMP Systems, Year 2008

Policy Title / Description  
No:

## 2. QUALITY ASSURANCE MANAGEMENT

- 12-200 Statement of Aims & Objectives (Mission Statement)
- 12-201 Statement of Values (Philosophy of Care)
- 12-202 Quality Policy Statement
- 12-203 Health & Safety Policy
- 12-204 Equal Opportunities & Diversity Policy
- 12-205 Disability Discrimination Policy
- 12-206 Race Relations Policy
- 12-207 Ethnic Awareness & Anti-Discrimination Policy
- 12-208 Policy on Service Users' Rights (*Charter of Rights*)
- 12-209 Staff Meetings & Management Reviews
- 12-210 Monitoring Service Users' Feedback regarding the Care Service
- 12-211 Monitoring Advocate & Visitor Feedback regarding the Care Service
- 12-212 Monitoring Staff Feedback regarding the Care Service
- 12-213 Management of Complaints
  
- 12-250 STATEMENT OF PURPOSE