

Connect Health was established in 1989, initially to provide physiotherapy services to both public and private sector customers. With our Head Office based in Newcastle upon Tyne, we now provide Musculoskeletal, Pain, Rheumatology and Talking Therapies / counselling services nationwide, principally on behalf of the NHS

Our purpose is to make healthcare better, improving wellbeing and we will achieve this through broadening and continually improving our clinical excellence, operational effectiveness and workforce engagement. The quality and effectiveness of our services is a key measure of performance. We strive to provide our customers with services which meet their needs and deliver demonstrable improvements in their reported outcomes. We have an established Quality Management System which provides a framework for measuring and improving our performance. Connect Health Ltd complies with all requirements of the ISO9001 Quality Management Standard.

We have the following systems and procedures in place to support us in our aim of providing total customer satisfaction, meeting all regulatory and other requirements made of us, and ensuring continuous improvement, throughout our business:

- Regular gathering and monitoring of customer feedback, both from the commissioner and individual service user.
- A formal customer complaints procedure.
- Selection and performance monitoring of our colleagues and suppliers, against set criteria.
- Training and development for our colleagues.
- Regular audit of our internal processes.
- Measurable quality objectives, which reflect our business aims, set by our Senior Leadership Team on an annual basis.
- Formal assessment, review and management of risks.
- Management review of audit results up to Board level.
- A focus on Continuous Improvement, through 'lessons learned' and innovative development.

Our internal procedures held in our Quality System are reviewed regularly and are made available to all colleagues. Training and support on these procedures is provided where necessary. This statement, posted on the Company Notice Board, is also accessible to employees through PolicyStat and can be made available to our customers.

Our Chief Executive Officer (CEO) has ultimate accountability for quality, with the Director of Governance and Quality responsible for providing assurance around the monitoring compliance across the business. The Head of Integrated Governance manages quality compliance. All colleagues have their own responsibility within their areas of work. Collectively it is everyone's responsibility to ensure that quality is embedded in everything we do, across the whole of the company.

Signed: 

Name: Mike Turner

Position: CEO

Date: 08/04/2024

Signed: 

Name: Lesley Crosby

Position: Director of Governance and Quality

Date: 08/04/2024