

BloodWorks Ltd

Policy Suite

Communication Consent and Engagement

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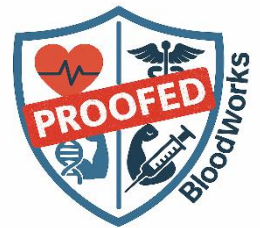
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Applies To All employees, directors, self-employed practitioners, associate clinicians, volunteers, students, contractors, agency workers and anyone representing BloodWorks

Status Live



BloodWorks Ltd

Consent Policy

Document Information

Policy Title		Consent Policy
Policy Category	Clinical Governance	
Policy Owner	Registered Manager	
Approved By	Director and Senior Responsible Officer	
Version	2.0	
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Review Frequency	Annual	
Applies To	All employees, directors, self-employed practitioners, subcontractors, associate clinicians, volunteers, contractors, agency workers and anyone representing BloodWorks	
Status	Draft	

Consent at a Glance

Our Commitment

Choice – Informed • Voluntary • Respectful

Clinical Practice – Capacity • Communication • Understanding

Governance – Documentation • Confidentiality • Compliance

Always

- ✓ Obtain valid consent before providing any assessment, procedure or service.
- ✓ Ensure clients understand the purpose, benefits, risks and alternatives.
 - ✓ Respect a client's right to refuse or withdraw consent.
 - ✓ Confirm consent before undertaking clinical procedures.
 - ✓ Record consent appropriately.
- ✓ Escalate concerns regarding capacity or safeguarding.

Never

- X Assume consent has been given.
- X Apply pressure or influence a client's decision.
- X Continue a procedure after consent has been withdrawn.
- X Share information without appropriate consent or legal authority.
- X Ignore concerns regarding a client's capacity.
- X Falsify or retrospectively record consent.

If you're unsure...

Registered Manager



Director / Senior Responsible Officer

1. Statement of Intent

BloodWorks Ltd recognises that obtaining valid consent is fundamental to delivering safe, effective and person-centred healthcare.

The organisation is committed to ensuring that every client makes informed and voluntary decisions regarding their care, treatment, investigations and the processing of their personal information. Consent is viewed as an ongoing process based upon clear communication, mutual understanding and respect for individual choice.

BloodWorks will obtain, record and manage consent in accordance with legal, ethical and professional standards.

2. Purpose

This policy aims to:

- Ensure valid consent is obtained before delivering services.
- Promote informed decision-making and client autonomy.
- Support compliance with legal and regulatory requirements.
- Ensure consent is appropriately recorded and managed.
- Protect the rights, dignity and privacy of clients.
- Promote safe and ethical clinical practice.

3. Scope

This policy applies to all employees, directors, self-employed practitioners, subcontractors, associate clinicians, volunteers and anyone representing BloodWorks involved in:

- Client registration.
- Clinical consultations.
- Venepuncture and other clinical procedures.
- Physiological assessments.
- Collection, processing and sharing of personal information.
- Laboratory testing and reporting.
- Any activity requiring client consent.

This policy also applies to partner organisations acting on behalf of BloodWorks where consent forms part of service delivery.

4. Consent

Principles of Consent

BloodWorks recognises that valid consent must be:

- Given voluntarily.
- Based on sufficient information.
- Provided by a person with capacity.
- Specific to the proposed intervention.
- Recorded appropriately.
- Withdrawn at any time where legally permissible.

Consent is regarded as an ongoing discussion rather than a single event.

Obtaining Consent

Before undertaking any assessment, investigation or procedure, clients will be provided with information appropriate to their individual needs.

This will normally include:

- The purpose of the service or procedure.
- Expected benefits.
- Material risks or limitations.
- Available alternatives where appropriate.
- The opportunity to ask questions.
- The right to decline or withdraw consent.

BloodWorks operates a digital consent process through approved electronic systems. Staff must confirm that consent has been completed before proceeding with any clinical intervention.

Capacity

BloodWorks will presume adults have capacity unless there is reason to believe otherwise.

Where concerns exist regarding a person's ability to understand, retain, weigh or communicate information, staff must seek advice from the Registered Manager before proceeding.

Any decisions involving individuals who lack capacity will be managed in accordance with the Mental Capacity Act 2005 and other relevant legal requirements.

Withdrawal of Consent

Clients may withdraw consent at any stage before or during service delivery.

Where consent is withdrawn, BloodWorks will explain any implications, respect the client's decision and cease the relevant activity unless there is a lawful reason to continue.

Withdrawal of consent will be recorded within the client's record.

Sharing Information

Consent will normally be obtained before sharing identifiable information with third parties.

Information may only be disclosed without consent where required by law or where there is an overriding legal, safeguarding or public interest obligation.

All information sharing will comply with BloodWorks' Information Governance and Confidentiality arrangements.

5. Failure to Comply

Failure to comply with this policy may place clients, colleagues or the organisation at unnecessary risk.

Employees who fail to follow this policy may be subject to management or disciplinary action.

Serious breaches may include undertaking procedures without valid consent, failure to recognise concerns regarding capacity, inappropriate disclosure of confidential information or failure to accurately record consent.

6. Responsibilities

Director

- Promote a culture that respects client choice and autonomy.
- Ensure appropriate governance arrangements exist for consent.
- Receive assurance regarding significant consent-related risks.

Registered Manager

- Maintain oversight of consent processes.
- Ensure consent arrangements comply with legislation and regulation.
- Monitor incidents, audits and learning relating to consent.
- Ensure staff receive appropriate training.

Everyone Representing BloodWorks

- Obtain valid consent before providing services.
- Respect client decisions.
- Record consent appropriately.
- Escalate concerns regarding capacity or consent.

- Protect confidentiality.
-

7. Monitoring and Review

Compliance with this policy will be monitored through:

- Governance meetings.
- Clinical audit.
- Consent record review.
- Incident reporting.
- Complaints and feedback.
- Quality assurance activities.
- Policy review.

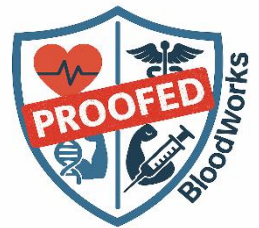
This policy will be reviewed annually or sooner where legislation, organisational change or developments in professional guidance require.

Related Policies

- Clinical Governance and Risk Management Policy
- Information Governance and Confidentiality Policy
- Data Protection Policy
- Safeguarding Adults and Children Policy
- Incident Reporting and Learning Policy
- Duty of Candour Policy
- Equality, Diversity and Inclusion Policy
- Complaints Policy

References

- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Care Quality Commission Fundamental Standards
- CQC Regulation 11 – Need for Consent
- Mental Capacity Act 2005
- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)
- Human Rights Act 1998
- General Medical Council – *Decision Making and Consent*
- NHS Guidance on Consent



BloodWorks Ltd

Collection of GP Details Policy

Document Information

Policy Title		Collection of GP Details Policy
Policy Category	Clinical Governance	
Policy Owner	Registered Manager	
Approved By	Director and Senior Responsible Officer	
Version	2.0	
Approval Date	[Insert Date]	
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Review Frequency	Annual	
Applies To	All employees, directors, self-employed practitioners, subcontractors, associate clinicians, volunteers, contractors, agency workers and anyone representing BloodWorks	
Status	Draft	

GP Details at a Glance

Our Commitment

Choice – Autonomy • Respect • Accessibility

Clinical Safety – Proportionate • Supportive • Person-Centred

Governance – Confidentiality • Consent • Compliance

Always

- ✓ Only request GP details where appropriate to the service being delivered.
- ✓ Explain why GP information may be helpful.
- ✓ Respect every client's decision whether to provide GP details.
- ✓ Deliver services regardless of whether GP information is supplied.
- ✓ Obtain consent before sharing information with a GP, unless there is a legal obligation to do otherwise.
- ✓ Protect confidential information at all times.

Never

- X Collect information that is not required for the service being provided.
- X Make GP details a condition of receiving BloodWorks services.
- X Pressure a client to disclose GP information.
- X Share information without consent or lawful authority.
- X Treat clients differently because they are not registered with a GP.
- X Compromise confidentiality.

If you're unsure...

Registered Manager



Director / Senior Responsible Officer

1. Statement of Intent

BloodWorks Ltd is committed to providing accessible, person-centred healthcare that removes unnecessary barriers to engagement and promotes equitable access to health screening and clinical services.

The organisation recognises that many individuals accessing BloodWorks services come from communities that experience poorer access to healthcare or have limited engagement with primary care. This may include people who are not registered with a General Practitioner (GP), those who choose not to disclose their GP details, or individuals who have had previous experiences that have reduced their trust or engagement with mainstream healthcare services.

BloodWorks adopts a proportionate approach to collecting personal information. GP details are requested only where they are appropriate to the service being provided and where they may reasonably support clinical safety, continuity of care or communication with other healthcare professionals.

Many BloodWorks services, including health and fitness screening, wellbeing assessments and educational activities, do not involve diagnosis, treatment or onward clinical management. In these circumstances, GP details may not be requested as they are not necessary for the safe delivery of the service.

Where GP details are requested, providing them remains entirely voluntary. No individual will be refused, delayed or disadvantaged because they choose not to provide GP information. Where appropriate, BloodWorks will support clients to engage with primary care whilst always respecting their autonomy and informed choice.

2. Purpose

This policy aims to:

- Ensure GP details are only collected where appropriate and proportionate to the service being provided.
 - Promote equitable access to BloodWorks services regardless of GP registration status.
 - Explain why GP details may be requested.
 - Respect client autonomy and informed choice.
 - Support continuity of care where clinically appropriate.
 - Ensure GP information is collected, stored and shared lawfully.
 - Support compliance with clinical governance and data protection requirements.
-

3. Scope

This policy applies to everyone representing BloodWorks involved in:

- Client registration.
- Health screening.
- Clinical consultations.
- Blood testing and physiological assessment.
- Results management.
- Clinical escalation.
- Information sharing with healthcare professionals.

It also applies to partner organisations acting on behalf of BloodWorks where GP information forms part of service delivery.

4. Collection of GP Details

Client Choice and Proportionate Collection

BloodWorks collects only the information necessary to safely and effectively deliver the service requested.

GP details are requested only where they are considered appropriate to the nature of the service and where they may reasonably support continuity of care or the management of clinically significant findings.

For services involving clinical assessment or health screening where abnormal results may require onward medical review, clients may be invited to provide their GP details.

For services where no diagnosis, treatment, prescribing or onward clinical management is anticipated—such as health and fitness screening, educational events or general wellbeing assessments—GP details may not be requested where they are not required for the safe delivery of the service.

Where GP details are requested, clients remain free to decline. Choosing not to provide GP information will not affect access to any BloodWorks service.

When GP Details Are Requested

Where GP details are appropriate to the service being delivered, BloodWorks will explain:

- Why the information is being requested.
- How it may support continuity of care.
- How the information will be used and protected.
- That information will only be shared with a GP where consent has been provided or another lawful basis exists.

- That clients remain free to decline without affecting access to services.

GP details and consent preferences are recorded securely within BloodWorks' digital registration process.

Clients Who Do Not Provide GP Details

BloodWorks recognises that some clients:

- Are not registered with a GP.
- Are temporarily living within the UK.
- Are experiencing homelessness or housing insecurity.
- Have previously disengaged from primary care.
- Prefer not to share GP information.
- Trust BloodWorks whilst choosing not to engage with other healthcare services.

These individuals remain entitled to the same high-quality, respectful and confidential service as every other client.

Where GP details have not been provided, BloodWorks will communicate significant findings directly with the client and explain any recommendations for onward medical assessment where appropriate. Responsibility for arranging follow-up care will normally remain with the client unless another legal or safeguarding duty applies.

Clinical Escalation

Where clinically significant or unexpected findings are identified, BloodWorks will act in the client's best interests.

Where GP details have been provided and the client has consented, relevant information may be shared securely with the client's GP to support continuity of care.

Where GP details have not been provided, BloodWorks will communicate directly with the client, explain the significance of the findings and advise them how and where to seek appropriate medical assessment.

Where there is a serious risk to the client or another person, or where there is a legal or safeguarding obligation, BloodWorks may share information without consent in accordance with relevant legislation and organisational policies.

Record Keeping

Where GP details are collected, they will be recorded securely within BloodWorks' electronic records together with the client's consent preferences.

Access will be limited to authorised personnel and information managed in accordance with BloodWorks' Information Governance, Data Protection and Records Management policies.

5. Failure to Comply

Failure to comply with this policy may compromise client safety, confidentiality, continuity of care or equitable access to services.

Employees who fail to follow this policy may be subject to management or disciplinary action.

Serious breaches may include requesting unnecessary personal information, making GP information a condition of treatment, inappropriate disclosure of confidential information, failure to respect client choice or failure to appropriately escalate significant clinical concerns.

6. Responsibilities

Director

- Promote equitable access to BloodWorks services.
- Ensure governance arrangements support lawful and proportionate information collection.
- Receive assurance regarding significant information governance risks.

Registered Manager

- Maintain oversight of GP information management.
- Ensure information is collected only where appropriate.
- Monitor incidents and learning relating to information sharing.
- Ensure staff receive appropriate training.

Everyone Representing BloodWorks

- Request GP details only where appropriate to the service being delivered.
- Respect client choice.
- Never make GP information a condition of receiving services.
- Obtain consent where appropriate.
- Protect confidential information.
- Escalate clinically significant findings in accordance with BloodWorks policies.

7. Monitoring and Review

Compliance with this policy will be monitored through:

- Governance meetings.

- Clinical audit.
- Information governance audit.
- Incident reporting.
- Complaints and feedback.
- Quality assurance activities.
- Policy review.

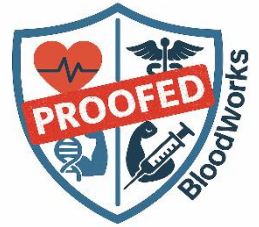
This policy will be reviewed annually or sooner where legislation, organisational change or developments in clinical practice require.

Related Policies

- Consent Policy
- Clinical Governance and Risk Management Policy
- Information Governance and Confidentiality Policy
- Data Protection Policy
- Safeguarding Adults and Children Policy
- Duty of Candour Policy
- Incident Reporting and Learning Policy
- Equality, Diversity and Inclusion Policy

References

- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Care Quality Commission Fundamental Standards
- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Caldicott Principles
- NHS Code of Confidentiality
- Care Act 2014
- Children Act 2004



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GP Details at a Glance

Our Commitment

Choice – Autonomy • Respect • Accessibility

Clinical Safety – Proportionate • Supportive • Person-Centred

Governance – Confidentiality • Consent • Compliance

Always

- ✓ Only request GP details where appropriate to the service being delivered.
- ✓ Explain why GP information may be helpful.
- ✓ Respect every client's decision whether to provide GP details.
- ✓ Deliver services regardless of whether GP information is supplied.
- ✓ Obtain consent before sharing information with a GP, unless there is a legal obligation to do otherwise.
- ✓ Protect confidential information at all times.

Never

- X Collect information that is not required for the service being provided.
- X Make GP details a condition of receiving BloodWorks services.
- X Pressure a client to disclose GP information.
- X Share information without consent or lawful authority.
- X Treat clients differently because they are not registered with a GP.
- X Compromise confidentiality.

If you're unsure...

Registered Manager



Director / Senior Responsible Officer

1. Statement of Intent

BloodWorks Ltd is committed to providing accessible, person-centred healthcare that removes unnecessary barriers to engagement and promotes equitable access to health screening and clinical services.

The organisation recognises that many individuals accessing BloodWorks services come from communities that experience poorer access to healthcare or have limited engagement with primary care. This may include people who are not registered with a General Practitioner (GP), those who choose not to disclose their GP details, or individuals who have had previous experiences that have reduced their trust or engagement with mainstream healthcare services.

BloodWorks adopts a proportionate approach to collecting personal information. GP details are requested only where they are appropriate to the service being provided and where they may reasonably support clinical safety, continuity of care or communication with other healthcare professionals.

Many BloodWorks services, including health and fitness screening, wellbeing assessments and educational activities, do not involve diagnosis, treatment or onward clinical management. In these circumstances, GP details may not be requested as they are not necessary for the safe delivery of the service.

Where GP details are requested, providing them remains entirely voluntary. No individual will be refused, delayed or disadvantaged because they choose not to provide GP information. Where appropriate, BloodWorks will support clients to engage with primary care whilst always respecting their autonomy and informed choice.

2. Purpose

This policy aims to:

- Ensure GP details are only collected where appropriate and proportionate to the service being provided.
 - Promote equitable access to BloodWorks services regardless of GP registration status.
 - Explain why GP details may be requested.
 - Respect client autonomy and informed choice.
 - Support continuity of care where clinically appropriate.
 - Ensure GP information is collected, stored and shared lawfully.
 - Support compliance with clinical governance and data protection requirements.
-

3. Scope

This policy applies to everyone representing BloodWorks involved in:

- Client registration.
- Health screening.
- Clinical consultations.
- Blood testing and physiological assessment.
- Results management.
- Clinical escalation.
- Information sharing with healthcare professionals.

It also applies to partner organisations acting on behalf of BloodWorks where GP information forms part of service delivery.

4. Collection of GP Details

Client Choice and Proportionate Collection

BloodWorks collects only the information necessary to safely and effectively deliver the service requested.

GP details are requested only where they are considered appropriate to the nature of the service and where they may reasonably support continuity of care or the management of clinically significant findings.

For services involving clinical assessment or health screening where abnormal results may require onward medical review, clients may be invited to provide their GP details.

For services where no diagnosis, treatment, prescribing or onward clinical management is anticipated—such as health and fitness screening, educational events or general wellbeing assessments—GP details may not be requested where they are not required for the safe delivery of the service.

Where GP details are requested, clients remain free to decline. Choosing not to provide GP information will not affect access to any BloodWorks service.

When GP Details Are Requested

Where GP details are appropriate to the service being delivered, BloodWorks will explain:

- Why the information is being requested.
- How it may support continuity of care.
- How the information will be used and protected.
- That information will only be shared with a GP where consent has been provided or another lawful basis exists.

- That clients remain free to decline without affecting access to services.

GP details and consent preferences are recorded securely within BloodWorks' digital registration process.

Clients Who Do Not Provide GP Details

BloodWorks recognises that some clients:

- Are not registered with a GP.
- Are temporarily living within the UK.
- Are experiencing homelessness or housing insecurity.
- Have previously disengaged from primary care.
- Prefer not to share GP information.
- Trust BloodWorks whilst choosing not to engage with other healthcare services.

These individuals remain entitled to the same high-quality, respectful and confidential service as every other client.

Where GP details have not been provided, BloodWorks will communicate significant findings directly with the client and explain any recommendations for onward medical assessment where appropriate. Responsibility for arranging follow-up care will normally remain with the client unless another legal or safeguarding duty applies.

Clinical Escalation

Where clinically significant or unexpected findings are identified, BloodWorks will act in the client's best interests.

Where GP details have been provided and the client has consented, relevant information may be shared securely with the client's GP to support continuity of care.

Where GP details have not been provided, BloodWorks will communicate directly with the client, explain the significance of the findings and advise them how and where to seek appropriate medical assessment.

Where there is a serious risk to the client or another person, or where there is a legal or safeguarding obligation, BloodWorks may share information without consent in accordance with relevant legislation and organisational policies.

Record Keeping

Where GP details are collected, they will be recorded securely within BloodWorks' electronic records together with the client's consent preferences.

Access will be limited to authorised personnel and information managed in accordance with BloodWorks' Information Governance, Data Protection and Records Management policies.

5. Failure to Comply

Failure to comply with this policy may compromise client safety, confidentiality, continuity of care or equitable access to services.

Employees who fail to follow this policy may be subject to management or disciplinary action.

Serious breaches may include requesting unnecessary personal information, making GP information a condition of treatment, inappropriate disclosure of confidential information, failure to respect client choice or failure to appropriately escalate significant clinical concerns.

6. Responsibilities

Director

- Promote equitable access to BloodWorks services.
- Ensure governance arrangements support lawful and proportionate information collection.
- Receive assurance regarding significant information governance risks.

Registered Manager

- Maintain oversight of GP information management.
- Ensure information is collected only where appropriate.
- Monitor incidents and learning relating to information sharing.
- Ensure staff receive appropriate training.

Everyone Representing BloodWorks

- Request GP details only where appropriate to the service being delivered.
- Respect client choice.
- Never make GP information a condition of receiving services.
- Obtain consent where appropriate.
- Protect confidential information.
- Escalate clinically significant findings in accordance with BloodWorks policies.

7. Monitoring and Review

Compliance with this policy will be monitored through:

- Governance meetings.

- Clinical audit.
- Information governance audit.
- Incident reporting.
- Complaints and feedback.
- Quality assurance activities.
- Policy review.

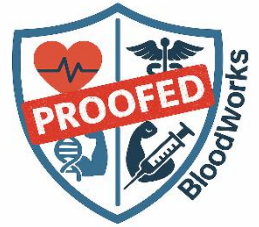
This policy will be reviewed annually or sooner where legislation, organisational change or developments in clinical practice require.

Related Policies

- Consent Policy
- Clinical Governance and Risk Management Policy
- Information Governance and Confidentiality Policy
- Data Protection Policy
- Safeguarding Adults and Children Policy
- Duty of Candour Policy
- Incident Reporting and Learning Policy
- Equality, Diversity and Inclusion Policy

References

- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Care Quality Commission Fundamental Standards
- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Caldicott Principles
- NHS Code of Confidentiality
- Care Act 2014
- Children Act 2004



BloodWorks Ltd

Compliments, Comments and Feedback Policy

Document Information

Policy Title		Compliments, Comments and Feedback Policy
Policy Category	Governance	
Policy Owner	Registered Manager	
Approved By	Director and Senior Responsible Officer	
Version	2.0	
Approval Date	30.07.26	
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Status	Draft	

Feedback at a Glance

Our Commitment

Listening – Respect • Openness • Accessibility

Improvement – Learning • Recognition • Quality

Governance – Accountability • Responsiveness • Continuous Improvement

Always

- ✓ Welcome compliments, comments and feedback.
- ✓ Listen respectfully and professionally.
- ✓ Record significant feedback where appropriate.
- ✓ Recognise and celebrate good practice.
- ✓ Use feedback to improve services.
- ✓ Escalate concerns where necessary.

Never

- X Discourage someone from providing feedback.
- X Ignore constructive comments or suggestions.
- X Respond defensively or dismiss concerns.
- X Share confidential information without authority.
- X Fail to act where feedback identifies risk.
- X Treat anyone unfairly because they have provided feedback.

If you're unsure...

Registered Manager



Director / Senior Responsible Officer

1. Statement of Intent

BloodWorks Ltd recognises that compliments, comments and feedback are essential to delivering safe, high-quality and person-centred services.

The organisation values feedback from clients, staff, partner organisations and members of the public as an important source of learning and continuous improvement. Positive feedback helps recognise excellent practice, whilst comments and suggestions help identify opportunities to improve quality, safety and client experience.

All feedback will be welcomed, managed appropriately and used to support service development, good governance and public confidence.

2. Purpose

This policy aims to:

- Promote an open culture where feedback is welcomed.
- Ensure compliments, comments and feedback are managed consistently.
- Recognise and celebrate good practice.
- Support continuous quality improvement.
- Ensure concerns identified through feedback are managed appropriately.
- Promote compliance with governance and regulatory requirements.

3. Scope

This policy applies to compliments, comments and feedback relating to BloodWorks services received from:

- Clients.
- Family members and carers.
- Employees.
- Self-employed practitioners.
- Associate clinicians.
- Subcontractors.
- Volunteers.
- Partner organisations.
- Commissioners.
- Members of the public.

This policy also applies to everyone representing BloodWorks who receives, records, reviews or responds to feedback.

4. Compliments, Comments and Feedback

Receiving Feedback

BloodWorks encourages feedback through verbal conversations, written correspondence, email, digital platforms, surveys, social media and routine service delivery.

Everyone representing BloodWorks should respond positively to feedback and ensure significant compliments, comments or concerns are shared with the Registered Manager where appropriate.

Recording Feedback

Where appropriate, compliments, comments and feedback will be recorded to support governance, learning and service improvement.

Records may include:

- Date received.
- Nature of the feedback.
- Service or activity concerned.
- Actions taken.
- Outcome.

Feedback records will be maintained securely in accordance with BloodWorks' Information Governance and Data Protection policies.

Responding to Feedback

Where a response is requested, BloodWorks will acknowledge feedback promptly and aim to provide a response within appropriate timescales.

Positive feedback should be shared with relevant individuals to recognise excellent practice and encourage high standards.

Constructive feedback will be reviewed to identify opportunities for improvement.

Where feedback identifies a complaint, incident, safeguarding concern or other significant risk, it will be managed under the relevant BloodWorks policy.

Learning and Improvement

Feedback forms an important part of BloodWorks' quality assurance arrangements.

Themes and trends identified through compliments, comments and feedback may be used to:

- Improve services.
- Review policies and procedures.

- Inform training and supervision.
 - Improve communication.
 - Recognise excellent practice.
 - Support quality improvement activities.
-

5. Failure to Comply

Failure to comply with this policy may result in opportunities for learning and service improvement being missed.

Employees who fail to follow this policy may be subject to management or disciplinary action.

Serious breaches may include failure to appropriately record significant feedback, failure to escalate concerns, breaches of confidentiality or deliberate disregard of issues affecting client safety, service quality or organisational learning.

6. Responsibilities

Director

- Promote a culture of openness, learning and continuous improvement.
- Receive assurance regarding organisational learning arising from feedback.
- Support quality improvement initiatives.

Registered Manager

- Maintain oversight of feedback management.
- Ensure significant feedback is appropriately recorded.
- Review themes, trends and improvement actions.
- Ensure concerns are managed appropriately.

Everyone Representing BloodWorks

- Welcome feedback professionally.
 - Record or share significant feedback.
 - Protect confidential information.
 - Support continuous improvement.
-

7. Monitoring and Review

Compliance with this policy will be monitored through:

- Governance meetings.
- Feedback review.
- Audit.
- Incident reporting.
- Complaints review.
- Quality assurance activities.
- Policy review.

This policy will be reviewed annually or sooner where legislation, organisational change or service developments require.

Related Policies

- Complaints Policy
- Clinical Governance and Risk Management Policy
- Quality Improvement, Audit and Assurance Policy
- Incident Reporting and Learning Policy
- Duty of Candour Policy
- Information Governance and Confidentiality Policy
- Data Protection Policy
- Equality, Diversity and Inclusion Policy

References

- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Care Quality Commission Fundamental Standards
- CQC Regulation 16 – Receiving and Acting on Complaints
- CQC Regulation 17 – Good Governance
- Data Protection Act 2018
- UK General Data Protection Regulation