

Thanet Health CIC – Quality Policy

The commitment of Thanet Health Community Interest Company (TH CIC) is to deliver superior quality integrated healthcare for the people who live and work in Thanet.

To achieve this objective, the organisation has produced and maintains an effective and efficient Quality Management System meeting the requirements of ISO 9001:2015.

The Directors of TH CIC are committed to the following:

- Establishing measurable quality and business objectives that are consistent with the context and strategic direction of the organisation and address risks and opportunities associated with them
- Ensuring quality objectives help the organisation achieve customer and patient requirements
- Developing truly inclusive criteria, focussing on continuous improvement and acting with positivity and ambition
- Monitoring and measuring the effectiveness of its business processes and objectives through management reviews and the internal audit process
- Proactively seeking feedback from patients on the extent to which TH CIC services meet their requirements and set objectives for continual improvement
- Analysing the causes of any complaint or problem, and taking appropriate action to prevent recurrence
- Recruiting employees who are customer and patient focused and supporting them with appropriate training and systems to ensure their competence always meets requirements
- Providing a work environment that promotes the wellbeing of its employees and encourages positive teamwork
- Encouraging all employees to identify problems and make suggestions to improve all aspects of the organisation's products / services and business processes
- Ensuring that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System
- Ensuring that the organisation complies with all necessary customer, regulatory and legal requirements

The continual improvement of the organisation's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

A handwritten signature in black ink, appearing to read 'Markus Maiden-Tilsen', with a stylized flourish at the end.

Dr Markus Maiden-Tilsen

CEO Thanet Health Community Company