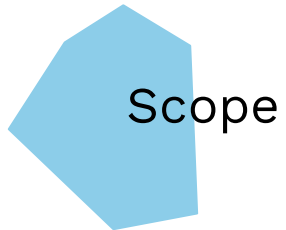




Quality Assurance Policy





OneMedical Group is committed to providing quality products and services to its stakeholders, be that patients, commissioners, clients, or anyone else we come in contact with.

Quality is led from the top and championed by all members of the Board of Directors.

We work in line with ISO 9001 (Quality Management System) to ensure that we critically review our processes and procedures to ensure on-going compliance, as well as complying to relevant legislation and continuously strive to improve.

The OneMedical Group Quality Policy covers all activities undertaken by OneMedicare and OneMedical Property.

Rachel Beverley-Stevenson  
Co-Founder and Executive Chair  
June 2024



# Our Strategic Plan

OneMedical Group aims to offer good customer experience and accessibility to our products and services, working where appropriate in partnership with system partners and providers.

We focus on demonstrating quality to our customers, regulators, patients, and commissioners by operating effectively and efficiently and delivering measurably outcomes.

We aim to be sustainable across all areas of our business, championing innovation and adaptability to successfully prepare for new and future change and challenges in UK healthcare.

<p><b>Our purpose</b></p> <p>We are building a healthier future for all</p>	<p><b>Our values</b></p>  <p><b>PEOPLE FIRST</b></p>  <p><b>WORKING TOGETHER</b></p>  <p><b>A HEALTHIER FUTURE</b></p>	<p><b>Where we deliver our strategy</b></p>  <p><b>One Medicare</b></p>  <p><b>OneMedical Property</b></p>	<p><b>Our strategic objectives</b></p> <ul style="list-style-type: none"> <li>• Deliver excellence in outcomes, safety and experience</li> <li>• Business and financial strength, sustainability and growth</li> <li>• High performance behaviours and operational effectiveness</li> <li>• Positive impact on society and our environment</li> <li>• The leading employer of choice in our sector</li> </ul>	<p><b>Driven by our six C's</b></p> <p>Communication Clarity Consistency Connectivity Curious Courageous</p>
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## Our commitments

Sitting behind our Strategic Plan, are our quality assurance commitments, which fall under four key delivery areas: business growth, recognised leader, quality assurance, and financial strength.

### **Business Growth**

We build lasting relationships with our stakeholders to drive success against their and our KPIs.

We use proactive communications to embrace and drive positive change within our business, externally to engage and stakeholders and educate patients to access the healthcare they need, when they need it.

Projects are developed using a people-first approach to ensure we deliver the right thing first time.

### **Quality Assurance**

OneMedical Group is committed to working in line with all applicable legal requirements as well as those of our customers and wider stakeholders.

We use our monitored and measured compliance and quality assurance processes and procedures to ensure we're always doing what we say we will.

As well as completing mandatory and statutory training, colleagues are offered continual personal development within their roles.

We are committed to following and implementing best practice in securing our information and intellectual property as well as that of others that we handle.

We are committed to managing the health and safety of those in our care.

### **Recognised Leader**

OneMedical Group works towards maintaining health care services that are rated 'Good' as minimum.

We aim to be the leading employer of choice in our sector.

We are committed to monitoring and reducing our negative environmental impact and having a positive impact on society and our environment.

### **Financially Strong**

Our business is data-driven, and we use this data to shape what we do but also to report how we are performing.

We deliver excellence in outcomes, safety and experience through high performance behaviours and operational effectiveness.



## Measuring success

We track progress against our commitments to ensure we're continually improving and growing as a business.

### **Business Growth**

Retention of contracts, and growth of services and healthcare estates within our Group.

Patient feedback and Friends & Family test reporting.

Stakeholder engagement results.

### **Recognised Leader**

CQC inspections.

Measured quarterly employee surveys.

Publishing an annual carbon footprint report for OneMedicare.

Using BREEAM and carbon footprinting tools in OneMedical Property's healthcare estates.

### **Quality Assurance**

Compliance training and audits.

Monitored training matrix.

Significant Event Reporting.

Annual Health & Safety assessments.

ISO 9001 Quality Assurance Management System.

Legal Register tracks compliance.

### **Financially Strong**

Delivering against stakeholder KPIs.

External financial audits.

Achieving high levels against QOF targets.



 Reporting

We will review our progress against our objectives each quarter as part of our ISO 9001 management reviews, and annually with the Board of Directors.

Each year we publish an internal infographic report updating colleagues on our performance against our ISO 9001 objectives but also wider Group commitments. We will aim to support this with an ISO 9001 update report on our company website.



Get in touch

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W: [www.onemedicalgroup.co.uk](http://www.onemedicalgroup.co.uk)

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