



Caring is our passion... Compassion is our belief...

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Client Performance Review Meetings

Policy Number 47

Introduction

Regular performance review meetings with Clients' are integral to NOA Healthcare Quality Assurance programme.

Policy

Client review meetings will be arranged at three monthly intervals. Where NOA Healthcare is not the prime supplier, the frequency of reviews may, with the Clients agreement, be adjusted according to need.

Items for discussion are jointly identified between the Client and NOA Healthcare but will be expected to include:-

- *Key performance (vacancies posted, % fill rates, cancellations, costs).*
- *Satisfactions.*
- *Issues (concerns, complaints, investigations, corrective action).*
- *QA monitoring.*
- *Developments.(systems, policies, procedures, organisational)*
- *Service Variations.(contractual, provision)*

Policy Origin

In House Policy.

References

Quality Assurance Monitoring.

HTE submission 2016.

Date Policy Active.

July 2016.

Review Date.

July 2017.

Quality Assurance Reference

POL/ 47/ 16