



The Royal College of  
**Chiropractors**

# Chiropractic Quality Standard

## Clinical Governance

- 1. Education, Training and CPD:** Chiropractors are responsible for continually updating and improving their knowledge, skills and performance in line with their own clinical practice, and the Code of Practice and Standards of Proficiency of the General Chiropractic Council (GCC). Areas for development are self-directed, identified by the use of clinical audit, outcomes measures, patient experiences, personal reflection and professional aspirations. This on-going programme is collated in a personal development plan.
- 2. Evidence Based Care:** Chiropractors integrate the best research evidence with clinical expertise and patient values in order to provide patients with the highest standards of evidence-based care. In addition, chiropractors commit to support and facilitate research efforts with the aim of improving the available evidence-base.
- 3. Clinical Audit:** Chiropractors carry out audit across the range of clinical activities in order to compare their processes and clinical practice to that of identified standards. The results of audit enable the identification of shortcomings, stimulate quality improvement interventions and consequently improve clinical outcomes and the quality of care provided.
- 4. Safety & Risk Management:** Chiropractors ensure that appropriate working and clinical practices, as well as a suitable environment, are in place to avoid harm coming to patients. This includes supporting a culture of safety involving teamwork, openness, honesty and candour in reporting actual, or potential, safety incidents. Chiropractors are committed to learn from any adverse events.
- 5. Policy Development:** Chiropractors establish, review and update a set of operational policy and procedure documents to set standards and expectations (including statutory requirements) for a variety of different aspects of clinical practice. These include statements on records management, referrals, complaints, consent, health and safety, incident reporting, risk management, equality and diversity, diagnostic imaging, audit and patient outcomes.
- 6. Patient Experience and Involvement:** In order to improve the services they provide, chiropractors use patient-reported experience measures (PREMs) to obtain and respond to the views of patients and, wherever possible, to involve patients in decisions made about the services they provide.
- 7. Clinical Effectiveness:** Chiropractors deliver care that provides a clear benefit to patients based on best evidence and outcomes. To achieve this, chiropractors collect and evaluate patient-recorded outcome measures (PROMs) and partake in regular clinical audit in order to improve their clinical practice.
- 8. Patient Communication:** Chiropractors provide their patients with high quality, up-to-date, clear and understandable information to ensure they are involved and well-informed at all stages, and therefore able to consent and make informed decisions about their care.
- 9. Information Governance:** Chiropractors handle all personal and patient information securely, effectively and according to statutory requirements in order to deliver the best possible care.
- 10. Leadership & Staff Management:** Chiropractors provide robust leadership in their practice environment and take responsibility for organisational strategy and planning to maximise the provision of high quality care. Included in this role is the selection, training and supervision of skilled staff, working in an efficient team, with clear lines of responsibility, and in a well-supported environment.
- 11. Interprofessional Learning & Working:** Chiropractors engage in interprofessional learning and endeavour to understand the role and scope of care provided by other healthcare professionals to support the provision of multi-disciplinary and collaborative care for the benefit of patients.

## Scope of this Quality Standard

This quality standard encompasses the key aspects of clinical governance within chiropractic practice by which the quality and safety of patient care can be continually monitored, maintained and improved. Clinical governance relates to the structures, processes and systems in place to manage the quality of the service provided, and needs to be appropriate to that organisation. These quality statements are therefore general, but nevertheless provide aspirational, but achievable, markers of high-quality, cost-effective patient care.

For the management of specific clinical conditions, this standard should be read in conjunction with other chiropractic quality standards published by the Royal College of Chiropractors.

## About the Royal College of Chiropractors' Quality Standards

Quality Standards are tools designed to help deliver the best possible outcomes for patients. They are a series of specific, concise quality statements with associated measures that provide aspirational, but achievable, markers of high-quality patient care. They also form an important part in addressing the increasing priority being placed on improving quality and patient outcomes.

The primary purpose of The Royal College of Chiropractors' quality standards is to make it clear what quality care is by providing patients, the public, healthcare professionals, commissioners and chiropractors with definitions of high-quality chiropractic care.

By providing a clear description of what a high-quality service looks like, clinics can improve quality and achieve excellence. The quality standards encompass statutory requirements, best practice and existing clinical guidelines, but they are not a new set of targets or mandatory indicators for performance management. They are, however, a useful source to form the basis of clinical audit and to identify priorities for future improvement.

Chiropractors are encouraged to adopt the Royal College of Chiropractors' quality standards as practice policy. They can be used in a wide range of circumstances, such as a source of identifying CPD, promoting the services that you provide, tendering for NHS contracts, or education at a local and national level. They enable healthcare professionals to understand the standard of service that you provide, and allow commissioners to be confident that the services they are purchasing are of high quality. Importantly, they also help patients to understand what service they should expect.

For the fully detailed version of this Quality Standard, please visit [www.rcc-uk.org](http://www.rcc-uk.org) and choose the 'Quality' menu.

The Royal College of Chiropractors' Quality Standard on Clinical Governance  
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