



QI Boxset

Webinar/podcast transcript: Clinical governance and the code of conduct

Melissa Donald BVMS, MRCVS

Pam Mosedale BVetMed, MRCVS

RCVS Knowledge:

Welcome to the Quality Improvement Boxset by RCVS Knowledge – A series of webinars, podcasts, and video interviews for practices and practitioners.

Pam Mosedale:

Today I'm talking to Melissa Donald who's Chair of the RCVS Standards Committee. Melissa is a vet who has spent 25 years in first opinion clinical practice. Hi Melissa.

Melissa Donald

Hi there, thanks for asking me.

Pam Mosedale:

You're welcome. Melissa, I've wanted to talk to you about something that's in the code of conduct. In there, it says that vets and RVNs must ensure that clinical governance forms part of their professional activities. Why do you think the college thinks that clinical governance is important enough to be in the code of conduct?

Melissa Donald:

It helps sustain and improve high standards of patient care, the improved and maintained animal safety and animal health and welfare, which is always our very first consideration in everything we do.

Pam Mosedale:

Of course. Well, what does that actually mean for vets and RVNs?

Melissa Donald:

It means we're actually formalising what we do day in, day out. Each day, we reflect on our own performance. We look at what's gone, right, what's gone wrong. And it's just putting this into a slightly more formal structure. So that actually the whole team can benefit.

Pam Mosedale:

Yes as you say, it's something that we've always done, isn't it? Discuss cases and thought about them. And as you say, just making it more formalised. So what are you expecting practices to do?

Melissa Donald:

Practices can do lots of things. They can do clinical audits, which sounds very frightening, but it really isn't. You can just have a look at, say a months' worth of neutering ops and have a look to see how many went really easily. They can have practice meetings, you can organise that if somebody is back from their CPD, they can share it. But actually just making

sure that there's something that's really accessible, readable, and not cumbersome for anyone in the practice to be able to come in and read on how it should be done for their own practice.

Pam Mosedale:

That's great. Isn't it for people who are working in practices that engage with that, but what about the vets and RVNs who may work in practices that don't or who work as locums?

Melissa Donald:

Well again having something that's very accessible and readable and doesn't take half a day to read, if they're coming into your practice. If you're on your own you can reflect on what you do and keep a note of it, of all your own competencies. Once again, what's gone right? What's gone wrong? In your own system and then don't forget that when you do go to a different practice, you can share the benefits. So again, it's always about improving your animal health and welfare. At the end of the day.

Pam Mosedale:

And talking about improvement, the term Quality Improvement seems to be used quite a lot these days. How does that relate to clinical governance?

Melissa Donald:

Quality Improvement is another scary word. But basically, clinical government is what should be done. Quality Improvement is giving you the tools of how to do it. And it's just, again, getting used to different words that we aren't in our normal vocabulary that will become normal and less scary.

Pam Mosedale:

Great. And just to finish off, you're absolutely right about the Quality Improvement tools and any of you want to look at Quality Improvement tools then the RCVS Knowledge website, QI has a big section on Quality Improvement tools to give you tools to look at significant events that happen, clinical audits, doing protocols and guidelines. So please have a look on there. Thank you, Melissa. That's been really, really useful and I hope has demystified for people a little bit. What clinical governance and Quality Improvement really mean.

Melissa Donald:

Thank you very much for asking me.

Pam Mosedale:

You're welcome. Thank you

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