

General Communication Arrangements Policy

Version Control Sheet

VERSION	DATE OF REVIEW	IMPLEMENTED AND AUDITED BY	STATUS	COMMENTS
4	01/04/2024	Ann Kelly (Registered Manager)	Active	To be reviewed 01/04/2025

Purpose

This policy applies to all healthcare professionals working for Clinical24 Staffing Limited within Northern Ireland.

Statement

Clinical24 Staffing Limited is committed to promoting effective communication within the organisation and ensuring clear and timely communication between staff, clients, and stakeholders. This policy outlines the general communication arrangements to be followed by all staff of Clinical24 Staffing Limited to facilitate efficient information sharing and collaboration.

Procedure and Guidance

Communication Channels

- Utilise designated communication channels established by Clinical24 Staffing Limited for day-to-day communication, such as email, phone calls, messaging applications, and the organisation's intranet.
- Ensure that communication is conducted through secure and approved platforms to maintain the confidentiality and security of sensitive information.

Timeliness of Communication

- Respond promptly to communication received from internal and external stakeholders, ensuring timely and efficient exchange of information.
- Set realistic expectations for response times and inform stakeholders of any anticipated delays.
- Notify relevant parties promptly of any urgent or critical information that requires immediate attention.

Professional and Respectful Communication

- Maintain a professional and respectful tone in all written and verbal communication.

- Use clear and concise language, avoiding jargon to ensure understanding by all recipients.
- Consider the needs and preferences of the intended recipient(s) when choosing the appropriate communication medium and format.

Confidentiality and Data Protection

- Adhere to strict confidentiality measures in all communication, ensuring compliance with relevant legislation and organisational policies, including Data Protection Act 2018 and GDPR.
- Use discretion when discussing sensitive or personal information, both within and outside the organisation.
- Comply with data protection laws and regulations in handling and sharing confidential information.

Documenting Communication

- Maintain accurate and up-to-date records of communication, including phone calls, emails, and other significant correspondence.
- Clearly document any decisions, agreements, or actions resulting from the communication, ensuring that they are easily retrievable for future reference.
- Follow established procedures for record keeping and storage, in compliance with organisational policies and legal requirements.

Internal Communication

- Engage in regular and open communication with colleagues and superiors, sharing relevant information and seeking input when needed.
- Attend and actively participate in meetings, team briefings, and other forms of internal communication, as required by the organisation.
- Foster a culture of effective communication, encouraging feedback, suggestions, and ideas from all staff.

External Communication:

- Represent Clinical24 Staffing Limited professionally and accurately when communicating with clients, healthcare professionals, regulatory bodies, and other external stakeholders.
- Obtain necessary permissions or consents when sharing information with external parties, ensuring compliance with relevant laws and regulations.
- Direct any media inquiries or public statements to authorized representatives within the organisation.


Training and Education

- Provide regular training and education to staff on effective communication techniques and the use of communication tools.
- Support staff in developing their communication skills to enhance their ability to collaborate and engage with colleagues, clients, and stakeholders effectively.

Review and Revision

This policy will be reviewed annually or as deemed necessary, taking into account any changes in legislation, internal processes, or industry best practices.

Next Review

Reviewed by:	Ann Kelly
Title:	Registered Manager
Signed:	
Last Review Date:	01/04/2024
Actions:	Address Updated

Next Review Date: April 2025