

## Success Story

**Organisation:**

Homerton University Hospital  
NHS Trust

**Sector:**

Fertility

**Solution:**

Q-Pulse

**Success:**

HFEA compliance met

Effective management  
of quality processes and  
procedures



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the way we work  
considerably within the  
Centre, by providing us  
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accreditation standards.”*

**Jennifer Clacy**

Operational Manager  
Homerton Fertility Centre

## Homerton Fertility Centre continues to achieve accreditation with help from Q-Pulse

**One of the first NHS Trusts to achieve Foundation status is ensuring that its fertility services can continue to achieve accreditation to national standards with Q-Pulse.**

Based in the east London borough of Hackney, Homerton University Hospital NHS Trust provides healthcare services to Hackney and the City of London. The Trust's Fertility Centre offers a full range of fertility services.

'As a fertility unit we're inspected and accredited by the Human Fertilisation and Embryology Authority,' explains Jennifer Clacy, Operational Manager at Homerton Fertility Centre, 'and to meet safety and quality standards, we have to have a formal quality system in place.'

'In managing our quality system, Q-Pulse gives us easy-to-use, comprehensive support. All staff now have controlled access to easy-to-find information, and as a result we've found it much easier to maintain and improve management system processes such as auditing and CAPA management.'

'We're currently using Q-Pulse to manage our documentation, including all of our SOPs. As it automatically reminds owners when documents need to be updated, as well as emailing relevant users with new protocols, we can be sure all staff are aware of new or revised policies.'

'Q-Pulse has also provided us with the ability to respond more quickly to any issues raised within the Centre. This has enabled us to streamline how we manage patient concerns by reducing the time that it takes to carry out corrective actions.'

'By providing access to accurate patient information, Q-Pulse has also helped us to reduce the risk of staff accessing outdated information. And with access to Q-Pulse available from all consulting rooms, up-to-date information can be printed out and given to patients at the point of need.'

Jennifer concludes: 'Putting Q-Pulse into place has changed the way we work considerably within the Centre, by providing us with a very user friendly system that will ensure we can continue to meet HFEA accreditation standards.'

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Contact us now on +44 (0) 1355 593400 or at [fertility@gaelquality.com](mailto:fertility@gaelquality.com), to find out how Q-Pulse can help you to comply with regulations and to improve the quality of the services that you provide.

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