

Quality Policy

The Southeast Mobility and Rehabilitation Technology (SMART) Services provides coordinated and integrated person-focused services in the field of mobility and rehabilitation technology for defined populations in Scotland. These services include mobility and postural services (wheelchairs and special seating), prosthetics, orthotics, environmental controls, blue badge independent mobility assessment, custom design service, a disabled living centre, a clinical gait analysis service and the national driving assessment service. The SMART Services purpose is to meet a range of rehabilitation needs and includes clinical assessment, prescription, design and manufacturing of equipment, and ongoing support.

The SMART Services is dedicated to providing the highest attainable standards which meet the expectations of our patients. This is achieved by the implementation and review of the effectiveness of our quality management system (QMS), understanding the user needs of each service, setting of Quality Objectives, implementing staff development, and investing in training and technology; this focuses on the enhancement of continuous improvement.

The SMART Services has numerous processes and procedures in place to support our commitments to:

- Provide and continually improve our quality management system, which is compliant to ISO 13485:2016 where applicable, which provides a framework for measuring and continually improving our performance.
- Continuously improve all areas of the SMART Services.
- Comply with applicable requirements and maintain the effectiveness of the QMS.
- Regularly gather and monitor user feedback.
- Set and review Quality Objectives which reflect our Service's purpose and this Quality Policy.
- Regularly gathering staff suggestions to improve the SMART Services and our Services.
- Regularly reviewing processes, tools and procedures for continued suitability and ensure documentation of these areas is made available to relevant employees.
- Strive to comply with the quality framework and national performance indicators.
- Comply with relevant service specific best practice standards.

All SMART Service employees have a responsibility to help ensure that quality is embedded within the SMART Services and wider NHS Scotland.

SMART Services Quality Objectives are set and reviewed by following the documented process. Alongside the Quality Objectives, this Quality Policy is reviewed annually at the Management Review for continued suitability. Updates to this Quality Policy are communicated to staff via Q-Pulse.



Dr. Michael Dolan

Head of SMART Services