

## Clinical Quality Officer

### About The Evewell

The Evewell is a group of (currently two) independent prestigious private clinics at Harley Street and West London specialising in gynaecology and fertility treatments. Each Evewell clinic is a fully integrated centre of medical excellence dedicated to caring for and protecting all aspects of a woman's gynaecological and reproductive health.

The Evewell is committed to providing patients a high level of individualised patient care. We aim to have satisfied patients and a happy team who are fulfilled by their jobs and can truly care for their patients.

We value diversity, and you will find an inclusive environment where everyone is driven by the same values and purpose.

## Clinical Quality Officer

### Role overview

The Clinical Quality Officer is a new role vital to the clinical governance and risk management of the clinical services at the Evewell Group. The Clinical Quality Officer will be a member of the Quality department. The role is to provide an independent and impartial quality oversight of the Evewell Nursing and Consultant departments. The successful candidate will support the Quality, Nursing and Consultant departments in ensuring the clinical services are meeting HFEA Code of Practice, CQC regulations and all relevant clinical directives.

The successful candidate will be a qualified nurse or midwife with extensive fertility experience. You will support the Quality department in oversight of the QMS system, for monitoring and developing this in line with regulatory compliance. You will be involved in training of clinical staff in QMS tasks including investigations, internal audits, document control and management of non-conformances.

You will play a core role in Multi-Disciplinary Meetings management and carrying out Controlled Drugs audits at the clinics.

In addition, a core objective of the Quality department in 2026 is data improvement. Collating, cleaning, analysing and presenting data regularly from our internal systems for reports which will include, but not be limited to, updates on key quality performance indicators, risk assessment and individual practitioner performance. You will be responsible for presenting these reports to core meetings across the clinics, as part of individual performance review and reflection and/or for marketing purposes.

The Clinical Quality Officer will be a confident individual who is well versed in managing challenging situations and/or conversations across multidisciplinary teams. They must have a keen eye for detail, be adaptable, be able to work closely with their multidisciplinary team, possess excellent communication skills and have an appetite for quality improvement. The individual must be dynamic, using initiative and considering all elements of the IVF pathway to identify areas of development and problem solve within the scope of professional practice to improve quality and optimise outcomes.

Overall, the Clinical Quality Officer will work alongside the quality team and their objectives. The role is responsible for the development, implementation, monitoring and evaluation of clinical processes, clinical data, clinical personnel, the clinical services as part of the multidisciplinary team and patient care. The Clinical Quality Officer will work

towards optimal pregnancy outcomes, effective cohesion within the multidisciplinary team and continual development of knowledge and expertise within the clinical teams.

Salary is dependent upon experience and abilities, plus a statutory pension and discretionary bonus.

### **Duties and responsibilities**

#### **Compliance & Risk**

- Comply with HFEA requirements in assisting the Person Responsible and in relation to the laboratory.
- Liaise with HFEA if required in the absence of the PR.
- Ensure the Company's compliance in relation to its contract with the installer of the clinical equipment.
- Comply with the Human Fertilisation and Embryology Authority's Code of Practice, the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, the Care Quality Commission (Registration) Regulations 2009 and the Data Protection Act, with special reference to patient confidentiality

#### **Quality of Processes**

- Contribute to the ongoing delivery of quality management through the Quality Management System (QMS), supporting the Quality department and their strategy as required.
- Assist in writing and updating SOPs.
- Assist in clinical audits; coordination, implementation, review and communicating results.
- Ensure clinical practice complies with the requirements of the clinic's QMS, HFEA, CQC and ISO certifying bodies.
- Attend clinical meetings to update and develop processes/SOPs.
- Assist the nurse leads and managers when considering new processes and pathways to develop strategy for trial, review and considerations for implementation.
- Continual review of clinical performance to identify opportunities to improve function and outcomes.
- Investigations/Managing issues reported on QMS (Q-Pulse)
- Risk management including Root Cause Analysis Etc.
- Assist in Controlled Drugs audits

#### **Data Management**

- Support pregnancy outcomes data submission to HFEA.
- Communication of errors, common mistakes and lead training for staff across the multidisciplinary team.
- Generate personal and clinical KPIs.
- Collating, cleaning and analysing data from internal systems such as Meditex.
- Presenting data via PowerPoint at Governance forums etc.
- Regular system maintenance and audits

#### **Leadership**

- Identifying courses and information opportunities and communicate them within the Quality, Nursing, Consultants and/or wider teams.
- Support and lead on quality related training for all clinical employees.
- Support in communicating feedback from training within the team.
- Support coordinate and complete Q-pulse incident reports with the wider clinical team, monitoring and sharing trend analysis.
- Assist in the HFEA Licence application and/or renewal process.
- Assist in CQC inspection /or preparations.
- Work alongside the Quality department in achieving the shared Quality objectives

- Chair Multidisciplinary Team (MDT) Meetings
- Attend and/or present at Nurse/HCA Meetings
- Support Nurse Manager, Nurse Leads and HCA Leads in quality management
- Deputise for Quality Manager

#### Patient Care

- Continual review of patient experience within the clinical led phase of treatment.
- Identifying, collating and presenting data which can be useful for appraisals or social media channels.

#### General

- Comply with The Evewell's health & safety policies with particular reference to procedures to be followed in the event of a fire and to report all accidents and untoward incidents to the health & safety officer.
- Undertake mandatory training as required, including health & safety, fire, manual handling.
- Comply with infection control, CQC and safeguarding policies and procedures.
- Contribute to the ongoing development and expansion of clinic services.

#### The ideal candidate will be

- Essential
  - Current NMC registration (Midwife or General Adult Nurse)
  - Substantial IVF Nursing experience
  - Good understanding of HFEA regulations
- Desirable
  - Quality Management Course
- Experience
  - Essential
    - Involvement with external assessments/inspections e.g. HFEA/CQC
    - A diligent and thorough reviewer of quality documentation and strategy
    - Skilled in providing constructive feedback and managing challenging conversations
    - Proficient in Excel
  - Desirable
    - Experience using Q-Pulse or similar electronic quality management system.
    - Training colleagues in QMS, disseminating changes to SOPs and regulations pertaining to quality.
    - Performing audits, investigation of Adverse Incidents and Root Cause Analysis.

#### Benefits

- Discretionary bonus
- Cycle to work scheme
- Annual season ticket loan
- Treatment discounts
- 6.6 weeks' holiday inclusive of bank holidays
- Enhanced maternity pay

#### Location



- This role is across both Harley Street and Hammersmith locations, with some opportunities for remote work once established.

#### Job type

- Permanent

#### Hours

- Monday to Friday, 9am to 5pm

#### Salary

- £45,000 - £50,000 per annum

#### Experience / qualifications

- Applicants must be registered nurses or midwives and demonstrate significant experience in fertility nursing, alongside a clear appetite and engagement in quality improvement.

#### Other

- This post is subject to an Enhanced DBS check.

#### Diversity and Inclusion

The Evewell is committed to making sure that every applicant is assessed solely on personal merit and qualifications. We believe diversity in the workplace leads to a positive and stronger team and value the diversity of our colleagues. At The Evewell we advocate a culture of inclusivity where you can bring your true self. We'll make sure you are treated fairly, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.