

WIG SUPPLIER'S CODE OF PRACTICE 2018

This document is intended to provide guidance on 'best practice' for wig supplier members of the HBSA. As a wig supplier member of the HBSA, you are expected to adhere to the contents of this code of practice.

Information

All customers, both private clients and NHS patients, shall be provided with accurate information on the company's products and service.

Ideally this area should include written guidance of what minimum information should be available to patients/clients in terms of:

- clear identification of who and how they will be supported post diagnosis of hair loss if being treated under the NHS
- who is their named point of contact within the trust
- documenting what is the specific appointment process and what they can expect to receive
- explanation of timescales
- provision of support information around wig selection and cutting

Personnel

Sales personnel and fitters must be trained to have sufficient knowledge of their products and be competent to provide fitting, styling and minor adjustments to the wigs supplied.

They must also be able to show knowledge of caring communications:

- dignity, time and respect for individual choices
- provision of appropriate explanation prior to wig selection and fitting
- appropriate staff training in communications

Consultations

Personnel that are involved in consultation and/or fitting must have the necessary legal clearance to provide this service. (CRB/DBS checks are a minimum requirement under NHS rules)

A choice of up to date styles with a selection of samples and shades must be available for customers to select and try.

- there should be no charge for consultations
- there should be no obligation to purchase
- there should be free assistance with fitting and alteration

All consultations and fittings must be provided in a private discreet area and all customers treated in confidence with dignity and respect with consideration of how it may feel to be a vulnerable patient.

Printed information should be given to customers on supply, detailing the handling, maintenance and any aftercare entitlements including repairs.

A quality control system should be maintained. Complaints should be recorded and attended to promptly.

Working together in partnership – in return, the public will have a transparent opportunity to voice their views and provide constructive feedback.

It is also fair to request in return that clients:

- be patient and respectful of the service and process
- keep appointments wherever possible
- read the information provided to them
- discuss any concerns in an appropriate and constructive manner

To comply with HBSA membership requirements please read and answer the following questions and return this document along with your membership application.

Quality and Standards Questionnaire 2018 (please indicate answers)

1. Does your company produce a management structure document that details roles and responsibilities within your organisation?

Yes _____ No _____

2. Does your company provide adequate facilities, support services and equipment to ensure conformity of your products and services?

Yes _____ No _____

3. Does your company evidence training records of all employed personal and have performance review process in place?

Yes _____ No _____

4. Can your company provide a documented and traceable order process system?

Yes _____ No _____

5. Does your company have a complaints procedure in place that is reviewed and maintained on a monthly or quarterly basis?

Yes _____ No _____

6. Does your company keep inspection records to determine the quality of the products you provide are of the required standard?

Yes _____ No _____

7. Are systems in place to demonstrate product verification and traceability?

Yes _____ No _____

8. Does your company hold a documented procedure relating to customer satisfaction which is fed back to senior management?

Yes _____ No _____

9. Does your company hold regular quality management review meetings to discuss performance and objectives?

Yes _____ No _____

Please sign and date the following declaration:

NAME:

COMPANY:

DATE:

I declare I have read and adhere to the HBSA's Wig Supplier Code of Conduct

SIGNED

DATE

(n.b. A copy of this Code of Practice may be made available to customers, and you may be asked to provide evidence to support your answers.)

**RETURN THIS FORM ALONG
WITH YOUR COMPLETED
MEMBERSHIP APPLICATION**