Health services around the globe struggle to balance the books, and in the UK, the NHS appears to be at an all-time low in managing the increased demand on services (as shown by this winter’s record emergency attendances and admissions to hospital) and year on year reductions in finances.

With the backdrop of BREXIT, there are concerns healthcare services will be given less attention – a distraction we can ill afford. Maintaining good quality systems efficiently to help support services throughout difficult times is critical.

As I write, the UK regulator is consulting on plans to use accreditation schemes to support their inspection regimes to reduce the burden of the inspection. Portugal and Ireland and elsewhere in the world already see the benefit of and use such schemes to support continuous quality improvement. I believe accreditation schemes are likely to take on a more significant role in the UK in 2017 and beyond. CHKS Assurance and Accreditation will keep you informed of developments.

2016 was a year of great change internally for CHKS. We said goodbye to our Managing Director, Jason Harries and we are now, after a bit of a detour, part of the Digital & Software Solutions (DSS) division within Capita. We have integrated with another business and now form part of the Capita Healthcare Decisions business, within this division, with Andy Lockwood as our Managing Director.

CHKS will retain its strong brand and we will continue to be referred to as CHKS assurance and accreditation, although a new branding exercise brings a fresh and exciting look - we hope you like it. The new division has some exciting opportunities for CHKS with a global market and a chief medical officer, Charles Young, who leads on triage services and all clinical content, and is very enthusiastic about our accreditation programme. So watch this space for more developments.

We welcomed a new client manager in September, Kirstie Oliver, who has been inducted and trained and is fast becoming an asset to the team with her experience and knowledge as a radiographer.

The standards development team, has excelled this year and worked hard to deliver a single programme of CHKS standards incorporating the range of diverse programmes into a set of general core standards alongside a set of specialist and supporting standards. We are evaluating this new programme to ensure we continue to meet the needs of all our clients. We hope this will ensure our standards are updated consistently, and support a more efficient review programme.

We grew our client base again in 2016 with seven new clients including an ambulance service, a fertility clinic, primary care services and two new radiotherapy services. We are delighted to have 27 clients re-contract with us for another cycle of accreditation and again hit our target rate of 95%+ retention of clients.

If you have any comments about the newsletter or our accreditation service, please do not hesitate to get in touch.

Moyra Amess
Director - Benchmarking, Assurance and Accreditation, CHKS
CHKS New Library of Standards for Health and Care Organisations and other updates to our standards

We are delighted to report that the CHKS 2016 Standards are now ready for client use, with the creation of a new library of standards for health and care organisations.

This is a significant step forward for CHKS, supporting us to develop bespoke packages of standards that reflect the individual services provided by the organisation. It can also enable clients to focus specifically on services which may be of concern or enable the assessment of services across boundaries, following the patient through their pathway of care.

As part of the development process, CHKS has listened carefully to the issues raised by clients and the feedback provided to ensure the standards continue to represent best practice, reflect professional guidance and the requirements of the national regulator.

These revised standards draw on the best elements from the International 2010 standards and the International 2013 standards, including additional clinical services, a focus on quality improvement, and criteria which reflect the patient pathway.

The CHKS library of general core standards includes the following:

- Leadership and management
- Risk and safety
- Patient focused care
- Facilities and site services
- Service governance
- Specialist and clinical services
- Support and rehabilitation

The Service Governance standard has been created to cross check corporate elements within the specialist clinical and support services (see right). It contains generic criteria for service management, staffing, risk, the environment and quality improvement to be applied at the service level.

This has significantly reduced the number of criteria and repetition of criteria from previous standards and will be a great improvement for clients.

The standards for primary care and medical centres for cruise ships will be reviewed early in 2017.

As part of the development and review process, the standards:

- include the requirements of the new ISO:9001 2015 International standard for quality management systems
- are ‘tagged’ to the national regulator of Ireland, National Standards for Safer Better Healthcare. Health Information and Quality Authority, Ireland, June 2012 and likewise the requirements of the CQC Key Lines of Enquiry, March 2015.
- incorporate national and professional references to enable clients to explore further the context and background of the criterion statement

Work carried out in relation to other regulatory requirements will therefore feed into the CHKS accreditation and assurance programmes.

Likewise, working to implement these standards will help clients meet national requirements and regulations at an organisational level.

A number of clients have been invited to participate in a pilot programme to review the implementation of this approach and each be followed up individually to assess their experience.

In addition to all the standards being available on Accreditation Online, the standards will be published in two manuals, one containing the CHKS General Standards and one containing the CHKS Specialist and Support Standards. Both will be translated into Portuguese for our Portuguese clients.

This is an exciting development for CHKS, which we anticipate will lead to a more responsive and flexible service for clients.

The standards development team value your feedback, please do get in touch regarding any matter relating to standards development. We welcome your input.

Please email: jrayner@chks.co.uk, (Jackie Rayner, Standards Development Manager)

Section 6
SPECIALIST AND CLINICAL SERVICES

26: Ambulance service
27: Assisted conception service
28: Blood transfusion service
29: Cancer services
30: Chemotherapy services
31: Children and young people’s cancer service
32: Children and young people’s hospice service
33: Clinical haematology service
34: Critical care service
35: Dementia care
36: Diagnostics investigations
37: Emergency care
38: End of life care
39: Maternity service
40: Mental health service
41: Neonatal care service
42: Operating theatres
43: Paediatric and adolescent services
44: Pathology service
45: Radiotherapy service
46: Radiotherapy physics service
47: Termination of pregnancy service

Section 7
SUPPORT AND REHABILITATION SERVICES

48: Addiction treatment service
49: Community palliative care teams
50: Complementary therapy service
51: Day care service
52: Hospice at home service
53: Mortuary service
54: Portering service
55: Rehabilitative medicine service
56: Residential care
57: Retail services
58: Social support
59: Supporting carers
60: Supportive housing
61: Transport service
The CHKS 2016 Ireland conference was based in Dublin and was well attended by both clients and non-clients. The theme was pertinent to the current challenges that healthcare providers face with the delivery of a high quality service with patient safety at the forefront.

It was an opportunity to listen to the speakers share their experiences of how they manage the challenges to deliver a quality service to their patients and service users. The guest speakers included one of our clients, Centric Health. The team shared how they faced and overcame the barriers on their quality improvement journey to achieve the CHKS Quality accreditation and ISO certification award.

Healthcare quality improvements can result from learning from serious incidents and used as a catalyst for change. We were very privileged to hear from Margaret Murphy who shared her personal experience following the death of her son as a result of a medical error. Her presentation was very open and from the heart, and while the errors seem appalling played back, you could understand that not only was it a breakdown of processes, it was the catalogue of ‘preventable’ errors. Her commitment to quality improvement was tangible and she was passionate that what happened to her son should never happen again. Margaret is now actively involved as a ‘patient safety advocate’ and the External Lead Advisor with WHO (world healthcare organisation) for patient safety.

It is acknowledged that patient safety is improved by managing risk and quality improvement. Geraldine Reynolds our very own Client Manager gave a presentation on how through using the CHKS standards they can support effective and efficient practice, and minimise risk to ensure the delivery of safe, high quality patient care.

Finally, Saheba Iaciofano, an experienced CHKS surveyor, shared her experience from a surveyor’s perspective on the ‘common barriers’ to change and how to overcome them. Saheba’s presentation was based on the premise that to be successful in implementing changes for improvement it was essential to have the buy-in from the employees.

The feedback from the delegates was excellent and everyone loved the opportunity for networking. As they were putting their coats on, many of the attendees wanted to know when the date of the next conference was for 2017.

Feedback was very positive and the draft report identified only seven criteria that need additional work / supportive evidence. The ISQua reporting process awards scores between one and four with scores three and above deemed a pass.

The service is pleased to announce we achieved five *3 rated and three *4 rated. An action plan is in place for the seven outstanding criteria. The report has been reviewed by the ISQua Validation Committee and we are currently awaiting the decision of the ISQua Board Accreditation Committee.

The service wishes to take the opportunity to thank all who were involved - particularly our clients and surveyors.
Weekend mortality in the NHS has been a topic of debate for some years. While it is agreed that there is an increase in mortality for patients admitted at the weekend, there isn’t a consensus on the underlying causes for this effect.

While this relationship has been suggested before, it has never been fully investigated. A number of proposed causes include decreased senior staffing levels, reduced access to primary and community services out of a hospital, and a lack of specialist services at weekends.

The studies presented in the current paper analysed over 25 million emergency (admission method 21, 22, 23, 24, 28) hospitals spells in all English acute non-specialist trusts over a five year period from 2011 to 2015. The authors demonstrate, among other results, that emergency admissions reduce by almost a fifth at weekends, caused mainly by a large drop in admissions from GPs, and the reported rise in mortality can be explained by the weekly admissions cycle and due to higher severity of cases admitted at the weekend.

The research of Chris Raspin and Dr. Suraj Bassi confirm in the CHKS Health Insight report of September 2016 recent findings of the team from Manchester University (Meacock et al.) who generated a similar study. Meacock et al. raised the possibility that the population admitted at weekends are on average sicker than the population admitted on weekdays, which contributes to the higher mortality rates observed during these periods.

See the full report at: www.chks.co.uk/knowledge-base

---

**Staff changes**

We are pleased to welcome Kirstie Oliver, our new client manager, who some of you may already have met.

Kirstie joined us in September and her professional background is in Radiotherapy. Kirstie has worked clinically in numerous radiotherapy centres, in both the NHS and independent sector, as a Therapy Radiographer. She has significant experience in the development of paperless working environments, radiotherapy satellite development and Quality Assurance (ISO 9001). Prior to joining us, Kirstie moved into radiotherapy management and held the position of Principal Radiographer for Quality and Education at The Christie, Manchester.

Most of you know our colleagues Mark Grainger and Stuart Lonie very well. They have both taken on new/extended roles within the team. Mark is now our Head of Assurance and Accreditation with responsibility for managing the client managers on a daily basis and supporting Moyra with the operational aspects of the accreditation programme.

Stuart’s role has been extended to include surveyor management alongside his Quality Manager responsibilities.

---

**CHKS Accreditation Awards Panel**

**September 2016 - January 2017**

- Action on Addiction, Wiltshire
- Alliance Medical Diagnostic Imaging Service Ltd., Limerick, Ireland*
- ASL4, Italy*
- Cara Ambulance Service Ltd., Co. Cork, Ireland
- Clane General Hospital, Co. Kildare, Ireland
- Galway Hospice Foundation, Galway, Ireland*
- Hospital Magalhães Lemos. Portugal*
- Instituto Portugues de Oncology do Porto Francisco Gentil, EPE, Portugal
- Lifeline Ambulance Service, Co. Kildare, Ireland
- Park West Clinic, Dublin, Ireland*
- The Priory Group*
- Southend University Hospital – Radiotherapy Service*
- South Scan MRI, Cork, Ireland
- Talbot Grove Addiction Centre, Co. Kerry, Ireland*
- Vhi Swiftcare Clinics, Dublin, Ireland*

* also certificated to ISO 9001:2008.
# ISO 9001:2008 only.

---

**The CHKS Surveyor update Day 2017**

**7 March**

The 2017 Surveyor Update event will take place on Tuesday 7 March at Double Tree by Hilton - Victoria, 2 Bridge Place, London, SW1V 1QA.

The event is for CHKS Surveyors by invitation only. We believe it is a great opportunity for our surveyors to get together and share learning and experiences, as well as take time out away from the busy day job to reflect and consider new ideas.

Like previous years, the day will include a variety of informative practical sessions and workshops. We look forward to seeing you there.

Please visit www.chks.co.uk/events to find out more.