



The Way Ahead


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Accreditation Unit Director



www.chks.co.uk


Review of 2009

- Purchase of CHKs by Capita
- Our market place
- Some facts and figures
- The way we work
- New organisational structure




Implications for CHKS in the change in ownership

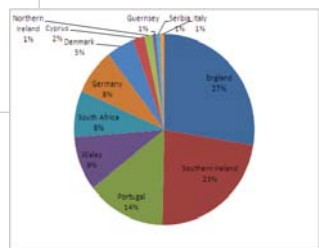
- Part of the Capita Health Division
- Support of other companies within Capita
- IT infrastructure
- HR policies
- Systems and Processes
- Office relocation




Our market place

Accounts








Surveys during 2009

Activity	Volume
Surveys	37
Focus Resurveys	9
Monitoring and surveillance visits	36
Accreditation awarded	40



Surveys and Monitoring Visits


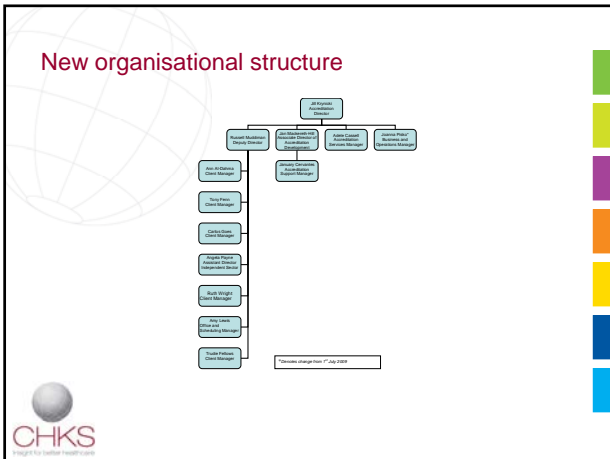
Sector	Volume
Independent sector UK	15
NHS	14
Independent sector Ireland	13
South Africa	9
Cruise Ships	7
Other International	4
MOD	1





The way we work

- Building on current client base
- Ensuring that contracts and accreditation periods are synchronised
- Reviewing our relationships with the Awards Panel and the Accreditation Council
- Encouraging change and innovation

Organisational Changes

- Accreditation Unit Director – Jill Krynicki
- Business and Operations Manager – Joanna Pisko
- Accreditation Services Manager – Adele Cassell
- Client Delivery
 - Deputy Director Russell Muddiman
 - 6 Client Managers – Trudie Fellows - Mark Grainger
- Office and Scheduling Manager – Amy Lewis
- Associate Director Standards and Product Development - Jan Mackereth-Hill




The Year Ahead

- Our International focus
- Integrate with benchmarking
- Exploring ventures outside the box
- Standards and Products
- Fully embed the changes



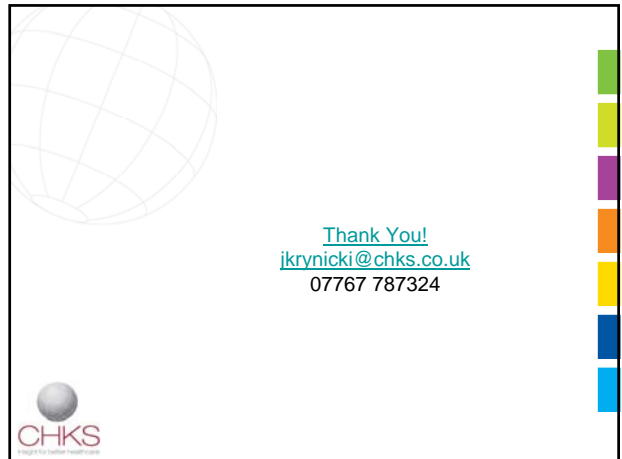
Operational issues

- Shortage of radiotherapy/oncology surveyors
- Surveyor feedback



How can you help?

- Continue to work with us
- Encourage others to become surveyors
- Talk to us
 - New ideas
 - Suggestions about how we can improve



Thank You!
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