



CHKS
Insight for better healthcare

Assessing compliance

Mark Grainger and Stuart Lonie

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<Presenters name>

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Aim of the session

A refresher and discussion session covering aspects of AO, criterion interpretation and compliance and what to write when documenting your decisions.

Who are we?...







Mark Grainger

**Head of Assurance and
Accreditation**



Stuart Lonie

Quality and Surveyor Manager



5 Teams of 6

In your teams agree between you who is the Y or the O

Quick Tip 

Mark is the Y and Stuart is the O

You are now a survey team

The Y will act as your Client Manager and will feedback on behalf of your team:

Teams are:

1 Diamond

2 Platinum

3 Gold

4 Silver

5 Bronze

As a team review the criterion and the information provided and decide on the level of compliance, noting down your reason if you make it a partial or a none compliance.

3 minutes per criterion – 15 minutes in total.

Review of criterion

<https://live.chks.co.uk/portal/>

Top tips

1. Read the criterion.
2. Read the criterion.
3. Read the criterion.
4. Make sure the answer you are giving for partial or non compliance is related to the criterion.
5. If unsure of a rating field it to the team to get their thoughts.
6. Involve the Client Manager in any discussions around compliance ratings if you are unsure.