



Accreditation On-line update

Surveyor Update Day
March 2014

May Wood
Stuart Lonie



Today's session

Three key areas:

- Recent changes to AO
- Mini quiz
- Future developments



Recent changes to AO

Survey access

Accessing your survey – as before from CHKS Live.

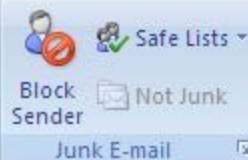
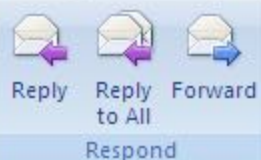
User will receive two emails.

24hrs to activate your account.

Must request new activation code if outside the 24hr period using the link on email 2.

Changes to the process are to increase the security of AO and other CHKS systems.

Message Developer



From: CHKS Live [noreply@chks.co.uk]
To: Lonie, Stuart (CHKS)
Cc:
Subject: Details of your new CHKS live account - [slonie] - 1 of 2



Details of your new CHKS live account - [slonie] - 1 of 2

Welcome to CHKS live

A system administrator has created an account for you to access the system. Your account details are as follows:

Site code : **aodem**
Username : **slonie**

You will receive a second email with instructions on how to set your password to be able to access the system using the account details above.

To log in to the CHKS live system, open a web-browser and go to the following address:

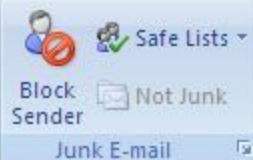
<https://live.chks.co.uk/login.php>

PLEASE DO NOT REPLY TO THIS EMAIL

If you require further assistance, please speak to your CHKS live System Administrator

CHKS live team.

Message Developer



From: CHKS Live [noreply@chks.co.uk]
To: Lonie, Stuart (CHKS)
Cc:
Subject: Access information of your new CHKS live account - [slonie] - 2 of 2

To prevent this and other CHKS emails from getting swept up by your spam filter, please add our "From" address (noreply@chks.co.uk) to your address book.



Access information of your new CHKS *live* account - [slonie] - 2 of 2

Welcome to CHKS *live*

To access your account you need to visit the following link to confirm your email address and enter your account details supplied previously so that you can set your password:

<https://live.chks.co.uk/register.php?code=a24a1155-c51c-4133-a037-9fad752752ce>



The account activation link above will expire in 24 hours. Once the account activation link has expired you will have to request a password reset to generate a new Activation Code to access your CHKS account. You can request a password reset by selecting the expired account activation link above.

PLEASE DO NOT REPLY TO THIS EMAIL

If you require further assistance, please speak to your CHKS *live* System Administrator

Reviewing uploaded evidence

Use document manager option as before

 [Edit]	8.1 (P) A Doc. Req.
	There is a dated, documented policy to ensure the checking/verification of patient identity prior to any clinical intervention. The policy has been written/reviewed in the last three years.
	NEW
	ISO

CHKS live: Document manager

Please Note

By uploading any files to this system you agree that you will:

- Ensure any patient information is anonymised before upload.
- Not upload any identifiable personal data (as defined in the Data Protection Act 1998).
- Only upload or download files for which you own or have a right or consent to use.
- Remain responsible for any information you upload or download.

By using this system you agree that CHKS will not be held liable or responsible for any material stored

I agree to the above rules

I disagree

8.1 (P)

There is a dated, documented procedure for checking/verification of clinical intervention, written/reviewed in t

[Edit]

8.2 (P)

There is a dated, documented procedure for identifying patients, this should ensure that there are at least two

Mini quiz – 12 questions



Q1

Access codes can be shared between members of the survey team?

True / False



Q2

How many attempts at logging in does AO allow before you are 'locked out'?

A – 2

B – 3

C – 4



Q3

What is the maximum time the system allows you to work on AO?

- A. 5 minutes
- B. 15minutes
- C. 30 minutes
- D. 1 hour
- E. 2 hours
- F. 3 hours
- G. 5 hours
- H. No time limit



Q4

You can work on AO:

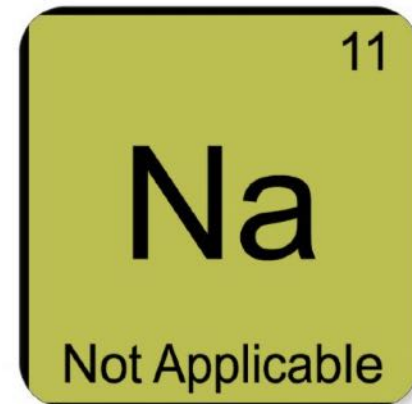
- A. In a secure environment only
- B. In a Capita building/facility
- C. In a clients building/facility
- D. In your own office (work)
- E. In your own home
- F. Anywhere



Q5

Who can identify a 'not applicable' criterion?

- A. Client
- B. Client Project Manager
- C. CHKS Client Manager
- D. Surveyor
- E. Non of the above
- F. All of the above



Q6

At what stage can a 'not applicable' be identified?

- A. Baseline assessment only
- B. Self assessment only
- C. At survey time
- D. None of the above
- E. All of the above



Q7

At what stage does a surveyor receive access to AO?

- A. Baseline assessment
- B. Self assessment
- C. Survey time
- D. None of the above



Q8

All surveyor findings must be submitted via AO?

True / False



Q9

What three pieces of information do you need to log onto AO?



Q10

What are the correct phases of a report review?

A – Client manager, Client, Surveyor, CHKS

B – Surveyor, Client manager, Client, CHKS

C – Client manager, surveyor, CHKS, Client



Q11

You can make all the criteria in a standard fully compliant at one go?

True / False



Q12

You can delete your entry later on
AO if you made a mistake or
change your mind?

True / False



Future Developments?



Surveyor Support Programme

A programme to support you the surveyor

Commences at recruitment

Recruitment programme revised in 2013, 12 new surveyors selected, including four from Portugal

Surveyor newsletter?

Greater access to standards / AO?

Other training opportunities? Capita security training

Surveyor involvement in development phase

Working party set up to review process – Stuart, May, Ger and Trudie

‘Just one wish.....’



Surveyor Competency Assessment

A review of the content of the current tool has been undertaken.

Revised tool devised – now expanded to cover 11 topics

New tool already piloted

Plan to introduce revised tool from April 2014

Demonstrates a sound understanding of current healthcare provision
Is punctual and demonstrates good time management
Is well prepared for interviews with evidence of background reading
Is able to communicate effectively on a one to one basis and in a team situation
Is able to adjust their communication and interview style to suit the interview
Demonstrates good questioning and listening skills
Is tactful and diplomatic with no personal bias or prejudices
Can apply the audit process to evaluate observed evidence against agreed criterion
Can provide feedback to the area in an effective and professional manner
Demonstrates impartiality recording outcomes
Demonstrates the ability to work as part of a team



User guides

Current user guides will be revised to ensure all recent changes are included.

Each surveyor will receive own copy.
(Digital Information Pack)



Recent staffing changes

Retirements:

Ann Al Dahma

Ruth Wright

Career enhancement:

Amy Lewis, left at end of the year

Stuart Lonie, Quality Manager as well as Client Manager

Additional support:

Provided by Alcester Office

Survey Scheduling

Previously a role Amy undertook

Now the remit of **Rita Burton** (Alcester)

Any issues re a planned survey to Rita

Contact details

rburton@chks.co.uk

01789 761602



Expenses

Now falls under the remit of **Julie Hodges** (Alcester)

Expense forms to be submitted to Julie within 4 weeks of
The final survey date.

Contact details

jhodges@chks.co.uk

01789 761602





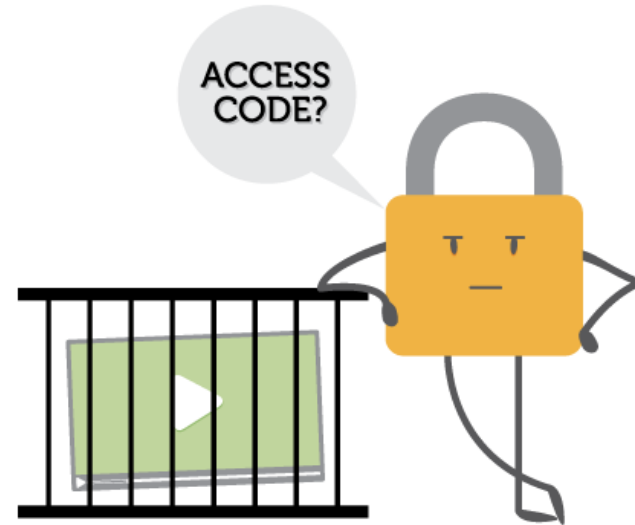
Quiz recap



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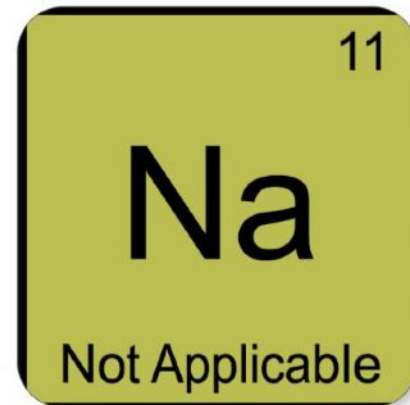
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And finally.....

Thank you for your time, we hope you enjoy the rest of the day. Please leave your 'just one wish' forms as you leave.

