

30 July 2020

Dra Conceição Bettencourt
Coordenadora do Gabinete de Gestão de Programas da Qualidade
Centro Hospitalar Universitário de Lisboa Central EPE (CHULC)
Rua José António Serrano
1150 Lisboa
Portugal

Dear Dra Conceição Bettencourt

CHKS Accreditation Awards Panel meeting – 22 July 2020

Further to recent correspondence (letters dated 28 April and 8 June 2020), I am writing to inform you that the Awards Panel has reviewed the impact of delays to surveys caused by Covid-19 and agreed some changes to the award process.

The Panel has agreed that going forward, rather than grant extensions, surveys will be deferred, i.e. organisations will be granted a grace period following the award expiry date, in which to complete their new survey. This will ensure that organisations are able to keep the accreditation start/expiry cycle/time frame to which they are accustomed and prevent disruption of the contractual cycle. I hope you will understand that this is a more satisfactory and effective way of managing the process.

In line with this, your extensions awarded on 22 April and 3 June 2020 will be treated as a deferral and we will revert to your previously existing accreditation cycle.

What this now means for CHULC:

- Your survey has been deferred for six months
- Your new survey must take place before 31 December 2020
- Following your full survey and when you have demonstrated full compliance with all criteria, your new expiry (anniversary) date will be 30 June 2023 (in line with the pre Covid-19 expiry date)
- During this deferment (grace period) your accreditation will remain valid

If you have any queries regarding the above, please contact Adele Cassell, Accreditation Services Manager, (acassell@chks.co.uk) or your Client Manager.

Yours sincerely



Fiona Hibbits
Chairman, CHKS Accreditation Awards Panel