

21 March 2022

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 – 16 March 2022

The Accreditation Awards Panel considered the accreditation report of Centro Hospitalar Universitário de Lisboa Central EPE (CHULC) in relation to CHKS Standards for Health and Care Organisations, 2016.

I am pleased to inform you that your organisation has been awarded both accreditation and certification to ISO 9001* as the Panel feels that the issues outstanding can be addressed. The Panel has agreed the outstanding criteria can be assessed at the next survey that is due to take place in June 2022. However, the Awards Panel was very concerned about the outstanding criteria and the fact that some criteria have been outstanding since the 2018 survey. The Panel expects these criteria to be fully met when your report is next presented to the Awards Panel.

This award is valid until 30 June 2022. It is subject to a satisfactory report from the surveillance visit that is part of our own quality assurance measures. The surveillance visit will take place in June 2022. A copy of the accreditation report is enclosed so that you can see which items will be checked as part of the surveillance visit.

The purpose of the surveillance visit is to assure the Accreditation Awards Panel that those organisations holding a valid, in-date CHKS accreditation certificate are upholding and maintaining the standards for which they are accredited. In addition, any issues highlighted by the Accreditation Awards Panel at the time of the award or any services identified by the Panel as requiring further work to meet the standards, will be assessed as part of the monitoring process to ensure compliance. Please note that it is a requirement of UKAS that all organisations holding ISO certification have a surveillance visit once every 12 months. This cannot be deferred under any circumstances if you wish to retain your ISO certification.

The Awards Panel also noted that you participated in a surveillance visit (part of the remote assessment) for the Centre for Reproductive Medicine and the Pathology services.

Accredited organisations are required under the CHKS accreditation rules to notify the accreditation services manager of any changes to their organisation e.g. mergers, reduction in the services offered, new services, changes in ownership etc. Any serious untoward incident resulting in the death of a patient and/or investigation by an external authority must also be notified to the accreditation services manager at the earliest opportunity. The Accreditation Awards Panel will then determine whether the changes or incident affects the organisation's accredited status and decide if any action has to be taken.

Accreditation/certification certificates will now be produced. Please complete and return the enclosed page to ensure that the correct name of the organisation is put on the certificate.

A guidance sheet is also enclosed that includes guidance on wording for publishing your award status.

Many congratulations to you and all members of staff on your organisation achieving these awards as they reflect the continuing commitment to quality improvement.

If you have any queries about this letter please contact Adele Cassell, Accreditation Services Manager, on +44 (0)7834 600085 or email acassell@chks.co.uk.

Yours sincerely



Fiona Hibbits
Chairman, CHKS Accreditation Awards Panel

* Centre for Reproductive Medicine and the Pathology services