



# Medica achieves reaccreditation and transition to version 3 of Standard

A seamless transition is how Liz Carey, clinical governance administrator at Medica Group, has described the company's recent successful QSI reaccreditation and transition to version 3 of the Standard, achieved through a true team effort across the organisation.

"Medica first gained accreditation for QSI in 2015 and the reaccreditation process proved to be very straightforward in essence, requiring good policy and procedure management. The company has robust audit, discrepancy and appraisal processes which are managed by the governance and compliance team," Liz said.

"The reaccreditation process gave me a chance to look at the process with fresh eyes and it meant that we have been able to devise an even more robust procedure for our submission.

"It was a big relief when we learned we had achieved reaccreditation. We had had a very positive site assessment but nonetheless, until we had confirmation that our improvement actions were evidenced and accepted, we were all holding our breath and checking our inboxes," she added.

## The process

"We reviewed the QSI criteria and created an Excel tracker to record who owns the document or process and we meet with that person to review the criteria and agree on documentation



Julie West and Liz Carey.



to evidence that. At the same time, we review the narrative for each criteria within the portal and update this based on our discussions. Key stakeholders are then contacted and given set deadlines on when to submit documentation ready for uploading.

"When evidence is received, all documents are saved in pdf or other acceptable format, anonymised or redacted as required. Documents and statements are then added to the QSI portal. When we are happy that all evidence has been uploaded and all criteria evidenced, we can submit our application.

"It is a time-consuming process that needs a dedicated person to oversee the entire project. The most challenging aspect is the document requests. This has been a stumbling block, which we have overcome, in both years that I have managed the submission. This submission, however, I was prepared and gave document owners a longer time to gather evidence. Inevitably, there was some chasing up of colleagues for a small number of documents."

Liz says that the UKAS administration support was fantastic: "They respond to questions and queries very quickly and I have always found them to be very helpful when I have required assistance or guidance.

"The QSI accreditation gives confidence to our clients that our processes and procedures meet a required standard. We very proudly display our certificate in a picture frame in the main reception.

"Work has already commenced on our 2019 submission and we are now in a position where all teams are familiar with the requirement and are fully engaged and anticipating forthcoming meetings."

For more information about Medica Group visit <https://www.medicagroup.co.uk>



## The Imaging Services Accreditation Scheme - QSI

The Royal College of Radiologists and College of Radiographers have developed the Imaging Services accreditation Scheme (QSI) to support diagnostic imaging services to manage the quality of their services and make continuous improvements; ensuring that their patients consistently receive high quality services delivered by competent staff working in safe environments.

Accreditation to Professional Standards is supported by the CQC, NHS England, NHS Northern Ireland and NHS Wales.



## UKAS

UKAS accreditation gives formal third-party recognition that an imaging services provider has demonstrated their organisational competence to deliver high quality imaging services.

Visit the QSI website to find out more, including information about organisations accredited so far, workshops to help services prepare for QSI accreditation, and becoming an QSI assessor.