Healthcare Improvement Scotland (HIS) – process for responding to concerns

**Stage 1 (Assessment)**
- Internal Assessment Group (IAG) members from across HIS are alerted to concern received and review the information

**Stage 2 (Initial response)**
- There are three options available in response to a concern raised

Concern identified as an immediate risk to patient safety or quality of care (using risk matrix). Immediate response required from service provider organisation.
Executive team informed and may identify immediate quality assurance activity is required (Scottish Government may also be informed).

Further information required to support the assessment. The service provider organisation is contacted to alert them to concerns and to seek a response

Not within HIS’s remit (consider potential to refer to another organisation)

**Stage 3 Assessment of response from service provider organisation**
- IAG considers response and agrees action

No further action required - close case
Record in HIS customer relationship management system to support any future consideration of new intelligence

Further information requested from the service provider organisation

**Stage 4 (Activity/intervention required)**

Actions/recommendations identified for the service provider organisation

IAG agrees the function within HIS to lead on further action to support improvement, for eg
- Additional improvement support
- Quality assurance activity (eg initiation of an ad hoc review)

**Stage 5 (Monitoring progress)**
- IAG will agree route/process for monitoring the service provider organisation’s progress

Actions completed – close case
Record in HIS customer relationship management system to support any future consideration of new intelligence

Insufficient progress – refer to HIS escalation process