



Key

- Process step
- Data
- Start/End
- Decision
- Sub Process
- Document

SPC – Surgical Performance committee
 NIR OMT – NIR Operational Management Team
 (X) – number or letter used to denote a letter template
 To mark a process that relates to updating the Outlier Management System

Note:

- Alarm Letter A – Flags Alarm status based on all Surgeon data
- Alarm Letter B – Flags Alarm status based on the last 5 years of Surgeon data
- Alarm Letter C – Flags Alarm status based on all Surgeon data, as well as the last 5 years
- Units may be escalated to the CQC if there are concerns with Surgeons continually being outliers and lack of adequate Trust governance to deal with the issue
- The Surgeon & Unit are responsible for reviewing data, making any corrections and confirming these to Northgate
- If a Surgeon is identified as a persistent outlier (previously been identified as an outlier and produced an action plan, remains an outlier in data after 5 years) they will go straight to escalation and a conversation occurs at SPC

*Please see annual cycle for detail as to when data is produced and analysed
 **If the Surgeon appears as an Alarm (outlier) after they have died/retired/emigrated then the process is to write directly to the CEO (Using Alarm Letter R)