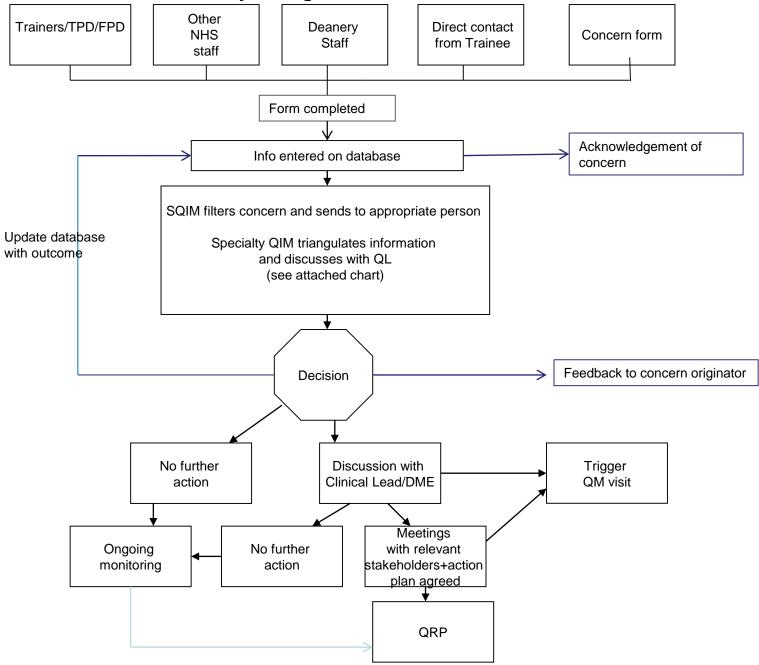
## **Quality Management – Notification of Concerns**



## Flow Chart for Triangulation of data following a quality concern being raised

QIM to check the following data sources with regard to the concern	
Concerns database – NTS STS TPD report LEP (DME) report APD/GP Director QM	To ascertain if it is the first one or has been raised before To check for any relevant information including red flags. To check for any relevant information To check whether issues has been raised/mentioned To check whether issues have been raised/mentioned To check for any local intelligence To check any recent QM visit reports with regard to this issue

QIM produces summary note and discusses with QL

Decision:

•Discuss further with LDD and then take relevant action

•Discuss with relevant DME and then take relevant action

•No further action

•Trigger visit to be undertaken