Escalation flowchart

EQA provider monitors lab performance

→ Lab performance gives cause for concern

→ Investigation by EQA provider. Report method-related concerns to MHRA

Resolved by EQA provider intervention. No patient safety event

Yes → Anonymised report to NQAAP as part of routine trend reporting

No ↓

PPP criteria breached or PSE identified. Report to NQAAP within 2 weeks. Lab identity disclosed

- - → PPP reported to other oversight bodies (e.g. HFEA), according to EQA T&Cs

NQAAP review of performance with lab to include actions taken to ascertain and mitigate any risks to patient safety. Seeks UKAS number

Resolved by NQAAP intervention

Yes → Outcome reviewed with EQA provider for closure and review of any remaining concerns

No ↓

Lookback and retesting. Referral to UKAS and CQC (or equivalent)

Escalated to QAPC within 2 weeks for wider review of performance concerns and action

Review of method-related performance concerns and associated risks with MHRA devices committee or subcommittee

↓ Identify wider learning outcomes for sharing

All actions taken to mitigate threats to patient safety and share learning together with feedback from UKAS, MHRA, CQC or equivalent bodies reported to the EQA Governance Framework

Information used to inform quality improvement initiatives