



## Optegra is the UK's most trusted eye care specialist, offering the UK's largest network of dedicated eye hospitals.

Utilising over 150 qualified NHS surgeons, they strive to ensure accurate, effective results and faster recovery for their patients by investing in the latest technology and advanced equipment. With over 1 million eyes treated to date, free consultations and exceptional reviews for their services, they're committed to continuing this excellent quality of care.

### IMPROVED EVENT MANAGEMENT

Real-time event reporting allows issues to be dealt with quickly, with automatic escalation to the right people.

### MINIMISED RISK

Retrospective report reviews enables us to minimise risks and reduce the potential of an event recurrence.

### BETTER AUDITING

We now have clear access to audit results and hospital action plans, and all have clear actions and owners.



With Radar, our senior managers have alert-based, real time data to work with, and the ability to benchmark compliance performance across the sites really helps drive improvements.

We really like the level of support for ongoing system developments and the fact that we can tailor requirements to our business objectives. And the team at Radar make us feel more like partners than customers, as they're helping drive our business forward.



## The challenge

Optegra needed a solution to standardise governance activity, access required information and facilitate transparency and reporting in order to evidence their position as a company - while keeping up with their continual expansion.

## How Radar helped

The software provides Optegra with access to data that supports them across all their business compliance decisions.

They've found that management teams are empowered to implement effective governance in the hospitals, and staff report ease of access and use of the system. This is key to ensuring that everything is being properly and accurately tracked, and makes it much easier for people to report any issues.

## The Results

- Regulatory compliance and evidencing has improved.
- An improved incident reporting rate, doubling in the first month of use.
- Ability to review the quality of event investigations and evidence associated with events, actions and audits.
- Faster resolution of complaints, with a predicted decrease in escalations to claims and/or external arbitration.
- Complete visibility means any drops in performance are addressed immediately, rather than at the next CQC inspection.