Key General Optical Council **GOC** activity **Conditions Management (and Serious** Provider activity **Concerns Review) Process** Key event / meeting [optional step] Conditions met & i. GOC confirms conditions Conditions deadline evidenced Conditions (and deadlines Provider sends evidence met Conditions reviewed by ii. New conditions may be to GOC for evidence) are set GOC set Conditions not met / inadequately evidenced **Serious Concerns review** GOC sends formal letter to GOC collates evidence & Provider responds to the Risk-based review of summarises findings in a the provider, setting out concerns, submitting conditions & impact on the letter, sent to provider for concerns & requests further evidence programme factual correction further information GOC has serious concerns Conditions Provider responds with Optional mediation GOC may contact the met GOC sets out findings & factual corrections & any meeting(s) with provider provider for further recommendation further relevant during this time information information / evidence No serious Conditions not met concerns Council considers Recommend withdrawal GOC decides next Extension granted / Executive's further QA required steps recommendation Extension / further QA recommended Council decide to withdraw GOC approval. Extension granted / **Provider enters withdrawal** further QA required

process.