

Quality Manual

Title – **POLICY STATEMENT**

Scope

The National Artificial Eye Service is the recognised NHS provider for ocular prosthetic manufacture and fitting around England to all NHS patients. The NAES provides manufacturing service only to NHS colleagues [Other Government Depts] around the UK and also the necessary associated medical devices and accessories required by professional providers and patients.

Objectives

- It is the objective of the National Artificial Eye Service to supply and fit ocular prostheses to all eligible NHS patients to a standard that ensures patient satisfaction.
- Service objectives to be identified and reviewed each year to ensure continuous improvement and satisfaction. Service Objectives can be found on the NAES Intranet.

Regulatory compliance

The National Artificial Eye Service assures the safety and effectiveness of the products through compliance with: -

- Council Directive 93/42/EEC of 14 June 1993 concerning medical devices
- BS EN ISO 9001:2015

The National Artificial Eye Service shall inform the notified body of any substantial changes to the Quality Management System or the product range.

Approved -		Issue reference	C
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Position -	Operational Manager	Doc. reference	QM2
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