



This is a desktop resource to help practices prepare for their 30 minute introductory presentation to the CQC inspection team.



Care Quality Commission (CQC) inspection – preparing for the 30 minute presentation to the CQC inspection team



You need to:

- Decide who will lead it, be open and honest and involve patients or staff if possible.
- Refer to the [history](#) and developments of the practice.
- Promote outstanding achievements, showing evidence of the practice's performance.
- Focus on quality, safety and patient experience.
- Identify challenges and explain how you address them.
- Use objective measures and evidence.
- Show [audit](#) results and any changes implemented for a minimum of two cycle audits.
- Share patient stories.

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Topics to cover:

- [Partnership and leadership structure](#).
- Workforce and patient demographics.
- How you work with other [professionals and organisations](#), eg, community services and the Local Authority.
- Show how the practice is [well-led](#), eg, how you listen and [respond to patient and staff feedback](#), how risks are identified and mitigated, [staff training](#) and supervision.
- [Patient access](#), urgent and advanced appointments, methods of communication, eg, texting or emailing patients.
- Long term condition management, eg, [care plans](#), named GPs and a robust call and recall process.

Use specific examples or cases (anonymised) to show compliance with consent to care, response to safeguarding issues and patient involvement in decisions about their care.

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Completion of the [matrix guide of population groups and domains](#) should demonstrate areas of achievement throughout all population groups and key domains within your 30 minute presentation.

The next slides show examples of themes practices can use, with useful links leading to further guidance.

You can also download the matrix template [here](#).

Five Key Lines of Enquiry (KLOEs)



Are they safe?

- **Safe:** patients are protected from abuse and avoidable harm.

Are they effective?

- **Effective:** patients' care, treatment and support achieves good outcomes, helps them to maintain quality of life and is based on the best available evidence.

Are they caring?

- **Caring:** staff involve and treat patients with compassion, kindness, dignity and respect.

Are they responsive to people's needs?

- **Responsive:** services are organised so that they meet the needs of patients.

Are they well-led?

- **Well-led:** the leadership, management and governance of the practice make sure it's providing high-quality care that's based around the individual needs of the patient, that it encourages learning and innovation and that it promotes an open and fair culture.

Example matrix guide of population groups and domains

– older people



Population groups	<u>Safe</u>	<u>Effective</u>	<u>Caring</u>	<u>Responsive</u>	<u>Well-led</u>
<p>Older people</p> <p>This group includes all people in your practice population who are aged 75 and over. It includes those who have good health and those who may have one or more physical or mental long-term conditions.</p> <p>It includes people who are living at home or with family as well as those who are in a care home or a nursing home, where your practice provides general medical services to these people.</p> <p>For this population group, an inspection will focus on the role of the GP practice in developing a proactive and personalised programme of care and support, which is tailored to the needs and views of older people registered with the practice.</p>	<ul style="list-style-type: none"> List of older people who are housebound and who have regular visits Prioritising home visits 	<ul style="list-style-type: none"> Processes and systems are in place to monitor patients safely Supporting people to live healthier lives Care in advanced serious illness and end of life 	<ul style="list-style-type: none"> Reminders for patients likely to forget their appointment or for their carers Involving people in decisions about their care Kindness, respect and compassion 	<ul style="list-style-type: none"> An Age UK support worker who attends the practice three days a week to support older patients who live alone Taking account of the needs of different people National Care Association 	<ul style="list-style-type: none"> The practice has a culture that proactively receives feedback from carers on services provided for older patients at their practice Culture of the organisation

Example matrix guide of population groups and domains

– people with long term conditions



Population groups <u>key domains</u>	<u>Safe</u>	<u>Effective</u>	<u>Caring</u>	<u>Responsive</u>	<u>Well-led</u>
<p>People with long term conditions</p> <p>People with long-term conditions are those with an ongoing health problem that cannot be cured. Long-term conditions can be managed with medication and other therapies. Examples of long-term conditions are diabetes, cardiovascular disease, musculoskeletal conditions, chronic obstructive pulmonary disease (COPD), long-term neurological disorders (such as epilepsy), HIV or cancers (this list is not exhaustive). This population group does not include people with long-term conditions who are aged 75 and over as they are included in the older people population group. It does not include children or young people under the age of 18 with long-term conditions, as they are included in the families, children and young people population group.</p>	<ul style="list-style-type: none"> • Significant event analysis (SEA) • Learning from significant events 	<ul style="list-style-type: none"> • Longer appointments and home visits are available, a named clinician is provided, a care plan and structured annual reviews are available and meet the Accessible Information Standard • Warfarin clinics, Spirometry, Insulin initiation etc in general practice • Monitoring care and treatment outcomes 	<ul style="list-style-type: none"> • Involving people in decisions about their care 	<ul style="list-style-type: none"> • Planning services to meet people's needs 	<ul style="list-style-type: none"> • There is an overarching governance framework which supports the delivery of the practice strategy and quality care • This includes monitoring and improving quality and identifying risks • Governance and management

Example matrix guide of population groups and domains

– families, children and young people



<u>Population groups</u> <u>key domains</u>	<u>Safe</u>	<u>Effective</u>	<u>Caring</u>	<u>Responsive</u>	<u>Well-led</u>
<p>Families, children and young people</p> <p>This group includes expectant and new parents, babies, children and young people. For parents, this includes expectant and new parents only, and includes prenatal and antenatal care and advice, where provided by the GP practice. CQC will consider the specific services that a practice provides, including whether it is registered with CQC to provide the regulated activity of maternity services, as this will influence the level of services a practice can provide to mothers. For children and young people, CQC will use the legal definition of a child, which includes young people up to their 18th birthday.</p>	<ul style="list-style-type: none"> • Safeguarding training • Safeguarding children 	<ul style="list-style-type: none"> • Good call/recall processes for childhood immunisations • NHS health checks • Sexual and reproductive healthcare 	<ul style="list-style-type: none"> • Children and young people are treated in an age appropriate way and recognised as individuals • Involving people in decisions about their care • Kindness, respect and compassion 	<ul style="list-style-type: none"> • Improving the environment for patients, ie, children: Toys and artworks • Taking account of the needs of different people 	<ul style="list-style-type: none"> • The practice proactively seeks feedback from staff and patients, which it acts upon • The patient participation group is active • Engagement and involvement

Example matrix guide of population groups and domains – working age people (including those recently retired and students)



<u>Population groups</u> <u>key domains</u>	<u>Safe</u>	<u>Effective</u>	<u>Caring</u>	<u>Responsive</u>	<u>Well-led</u>
<p>Working age people (including those recently retired and students)</p> <p>This includes all people in your practice population who are of working age and those recently retired (up to the age of 75). Working age includes adults up to the age of 75, whether or not they are in employment, eg, students aged 18 and over.</p> <p>Inspections will include a focus on how people in this group are able to access appointments and services at the practice.</p>	<ul style="list-style-type: none"> Sharing safety lessons with the multidisciplinary team and external agencies Safe and reliable management of test results Disruption to services – notifying CQC 	<ul style="list-style-type: none"> Appointment reminder texts are sent out to patients or their careers Practices should be introducing a campaign to increase the cardiovascular screening of patients aged 18 and over Practice has links with other services, eg, the practice hosts an employment support advisor from the Job Centre one day a week to provide advice on a full range of work related issues to interested patients GP Fit Note 	<ul style="list-style-type: none"> Dignity and respect Making information accessible 	<ul style="list-style-type: none"> Phone consultations, online services for ordering repeat prescriptions, booking appointments and getting test results online are available Improving access to care Opening hours 	<ul style="list-style-type: none"> The practice shows innovative approaches to communicating with young people and for adapting services to care for their specific needs Learning, improvement and innovation

Example matrix guide of population groups and domains – people whose circumstances may make them vulnerable



<u>Population groups</u> <u>key domains</u>	<u>Safe</u>	<u>Effective</u>	<u>Caring</u>	<u>Responsive</u>	<u>Well-led</u>
<p>People whose circumstances may make them vulnerable</p> <p>This population group may include those who live in particular circumstances that may make it harder for them to access primary care, or mean they are more at risk of receiving poor care. Some of these people may also be living in circumstances that make them vulnerable. CQC recognises that not everyone in this population group will consider themselves as being vulnerable. CQC will determine which groups to focus on by looking at your practice’s population and your own assessment of the groups of patients that are most vulnerable, find it particularly difficult to access primary care, or are at risk of receiving poor care. However, always include: people with a learning disability, people who are homeless. Also include travellers, vulnerable migrants and sex workers. This is not an exhaustive list and you should determine which groups of people are most relevant in your practice population. CQC inspectors will focus on access to general practice services generally, rather than the physical access to a practice for an appointment. This includes registration with a practice and the ability to book appointments and receive services.</p>	<ul style="list-style-type: none"> • Training staff in safeguarding for Black and Minority Ethnic (BME) patients • Sharing safety lessons with external agencies • Ensuring registers are regularly checked to capture all patients • Promoting appropriate imms, eg, flu/shingles, pneumococcal etc • Chaperones • Speaking up and listening well 	<ul style="list-style-type: none"> • Looking after homeless patients in general practice • Chaperone policy • Female genital mutilation (FGM) 	<ul style="list-style-type: none"> • The computer system flags up if a patient is a carer so that they can be given written information on services and support available to them • Caring for carers - what does outstanding care look like? • Care of people with a learning disability in GP practices 	<ul style="list-style-type: none"> • Links with local care services for carer support also offering carers health checks • Reasonable adjustments for disabled people • Registration and treatment of asylum seekers and refugees 	<ul style="list-style-type: none"> • Register of patients living in vulnerable circumstances are up to date • System to highlight vulnerable patients • Management of risk and performance

Example matrix guide of population groups and domains

– people experiencing poor mental health



<u>Population groups</u> <u>key domains</u>	<u>Safe</u>	<u>Effective</u>	<u>Caring</u>	<u>Responsive</u>	<u>Well-led</u>
<p>People experiencing poor mental health (including people with dementia)</p> <p>This includes the spectrum of poor mental health, ranging from depression, including postnatal depression, to severe and enduring mental illnesses, such as schizophrenia. It also includes people who have dementia.</p>	<ul style="list-style-type: none"> • Open safety culture • Safeguarding adults at risk • Managing high risk medicines in general practice • Learning from significant events 	<ul style="list-style-type: none"> • The practice works in partnership with other agencies, eg, hubs, CMHT • Regular updating of registers to ensure all newly diagnosed patients are captured • Care in advanced serious illness and end of life • GPs and the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards 	<ul style="list-style-type: none"> • Providing emotional support, eg, in house counselling services • Personalised care and support planning • Caring for people with dementia 	<ul style="list-style-type: none"> • Duty of Candour and General Practice (regulation 20) 	<ul style="list-style-type: none"> • Staff have knowledge on how to care for patients with mental health needs and dementia • Leadership capacity and capability

Care Quality Commission (CQC) inspection – preparing for the 30 minute presentation to the CQC inspection team – useful links



- [CQC 'Nigel's Surgery – full list of tips and mythbusters by issue number](#) (April 2018)
- [How CQC monitors, inspects and regulates NHS GP practices](#) (March 2018)
- [Londonwide LMCs' CQC inspection guidance](#) (April 2015)
- [What CQC is looking for in relation to safeguarding – common themes identified in inspection reports](#) (July 2015)
- [Matrix guide of population groups and domains](#) (July 2018)
- [BMA advice – preparing for a CQC inspection](#) (April 2018)
- [NHS England guide to the NHS](#) (June 2014)
- [Examples of outstanding practice for GPs](#) (November 2017)
- [Nigel's surgery - Tips and mythbusters for GP practices broken down by the 5 key lines of enquiry](#) (April 2018)

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Visit www.lmc.org.uk or contact our GP Support team (gpsupport@lmc.org.uk) for further information on CQC and guidance to help general practice.



Londonwide LMCs
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Visit www.gpsoe.org.uk for emergency guidance and support to help your practice through the state of emergency.

