**Preparing for CQC Inspection in Primary Care**

 ***Know your service - a guide for managers***

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| **Statement of purpose/ Philosophy of care** | * Does your service have clearly stated aims and objectives?
* What is the purpose of your service?
* Is this displayed and has this been shared with service users?
* Do you have an annual plan / list of priorities for the service for 21/22?
 | **Narration** |
| **Environment** | * Have you undertaken an environmental risk assessment?
* Do you know where it is stored?
* Do you know what risks are identified, and how you are managing those risks day to day?
* Do you know how to escalate risks onto a risk register, where appropriate, and the process for monitoring these risks?
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| **Record keeping** | * Do you audit/review the standard of record keeping regularly for GPs, Nurses and Pharmacists?
* Are patient records completed and up to date?
* Do appropriate patient have care plans in place?
* Are the patient’s records kept securely?
* Are Information Governance and GDPR best practices regularly discussed with the team?
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| **Staffing** | * Do you know your vacancy rates, sickness levels and bank usage and where to access such information?
* Do you know where to access your staff training records?
* Do you know where to access your supervision and appraisal records?
* How do you assure yourself that temporary staff are inducted and trained before working in your service?
* Do you have a locum staffing induction pack?
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| **Service user feedback** | * Do you regularly receive and review service user feedback?
* Do you carry out service user and carer surveys on an ongoing basis?
* Do you have evidence that you respond to feedback?
* Do you have ‘you said we did’ boards displayed in the patient areas?
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| **Safeguarding**  | * Does your team know how to raise safeguarding concerns?
* Does your team know how to access information and support in relation to safeguarding procedures?
* Does your service participate in safeguarding MDTs?
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| **Incidents and complaints**  | * Does your team know how to record incidents?
* Does your team know the complaints process and what to do if a complaint is received locally?
* Do you share information about incident and complaint trends at your practice meetings?
* Do you know how to access incidents and complaints data?
* Do you have evidence of changes resulting from incidents and/or complaints? Lessons learnt?
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| **Clinical Audit** | * Do you have an audit programme?
* Do you keep track of all the audits your service is involved in?
* Are audit findings actioned and changes made to your service?
* Have you got evidence to show this?
* Do you audit against current best practice and NICE guidance?
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| **Learning and improvement** | * What regular forums for learning and improvement do you have within your service?
* Are these minuted?
* How are actions taken forward to ensure lessons are learned?
* Do you have a forum for team learning and improvement?
* Do you share learning with your patients and carers?
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| **KPI and quality dashboards** | * What data do you collect about your service, or is collected to monitor performance on an ongoing basis?
* How do you access and use this to improve the service?
* Is everybody working in the service aware of the practice performance and challenges?
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| **Vision and values** | * Does your team know who the chief executive officer and members of the exec team are?
* Does your team feel proud to work for the trust and understand the organisational values?
* Has your team had a recent away day and done work to develop your tree of life?
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| **Good practice** | * What are you and your team proud of?
* What makes you stand out from the crowd?
* What do you really want the inspectors to know about what you do?
* Do you share your good practice and innovations with your service users? And colleagues?
* What are your services key areas of risk / challenge?
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