**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? |  |
| **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? |  |
| **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? |  |
| **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? |  |
| **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? |  |
| **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? |  |
| **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? |  |
| **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? |  |
| **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? |  |
| **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? |  |
| **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? |  |