



Fact Sheet No. 33

CQC Inspections

What to expect, planning ahead....



Practical tips for Family Doctor Practices

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*"If there's someone standing outside your surgery with
a clip board ... it's probably the CQC Inspector..."*

CQC Inspections: what you need to know

Our top tips are based on feedback from pilot practice inspections and the FDA representation on CQC's Primary Care Stakeholder Group. *Do let us know if there are errors of fact or omission.*



Notice Period 48 hours' notice by email for a routine inspection to the practice's Registered Manager (RM). If the RM is on leave ensure their email account is monitored or you risk missing the important notice email. Otherwise the first you may know about it is when the Inspector appears at your door.

Preparation Preparation Preparation

1. If you've declared any **standards non-compliant** at registration, have you got an action plan to show if asked during the inspection? How you are working towards compliance in that area?
2. Staff briefing session. Run a practice meeting on "Everything you need to know about CQC."
3. Ensure staff know what do regarding **Safeguarding Children and Vulnerable Adults**. Inspectors are likely to ask open ended questions e.g. "What would you do in XX situation?" Get safeguarding training sorted.
4. Ensure patient notes safely stored. Keep your BNF/MIMS up to date.
5. Consider Lone Worker safety procedures and policy and ensure understood by staff.
6. **Plan where CQC will work** from during the inspection. CQC says, "if you wish to, give inspectors access to refreshments." Best china FDA mugs? Hobnobs? You decide.
7. Check confidential information on computer screens is shielded – buy covers for risk areas.

On Arrival and During the Inspection

- When they arrive Inspectors will show ID and give some time to organise yourself
- Alert the staff as soon as possible that the Inspector has arrived.
- It is in the practice interest to ensure that the PM is present.
- Prepare for a long day. Some pilot inspections were 9 hours long.
- Help them to do their job and smile! Feedback from pilot inspections said it took a while for the Inspector to "thaw out".
- Don't be intimidated by Inspectors with a legal background.

QUICK TIPS

- Tell patients about the visit; put a notice in the waiting room.
- Inform your PPG about the visit.
- Before the Inspector leaves ask for feedback.

What Are They Inspecting/Not Inspecting?

- Inspectors are NOT looking to spend a lot of time looking at paperwork or folders full of practice protocols.
- Inspection will cover **five outcome areas** and they will tell you which ones on arrival. Safeguarding is likely to be part of every inspection visit. **(Outcome 7)**.
- 'Pathway tracking' to follow a patient route through the service and get their views on it.
- They want to speak to staff members at all levels to ensure understanding of their role in patient care. Inspectors are interested in ensuring that staff are aware of how all information and processes are followed.

Managing the Inspector

- Ask questions and challenge (politely) anything you feel is incorrect in the discussions.
- Promote your practice and its good work in all discussions.
- Inspectors are not expecting perfection; treat the visit as a fresh pair of eyes on the practice.
- Ask the Inspector how something should be done if questioned.

The Inspection Report will be sent ten working days after the visit and **it will be made public on the CQC website**. So you have ten working days to check the factual accuracy and send comments to CQC. Ensure the RM email is checked if the RM is on leave.

Further Information www.cqc.org.uk 03000 616161

Including: Compliance documentation, what to expect from an inspection, feedback from the pilot inspections—useful to see what was picked up on and what they were looking for at GP practices

