

### **GP Practice Registration with the Care Quality Commission**

The Care Quality Commission (CQC) regulates all health and adult social care services in England, including those provided by the NHS, local authorities, private companies or voluntary organisations.

The CQC makes sure that essential standards of quality and safety are being met where care is provided, from hospitals to private care homes. It has a wide range of enforcement powers to take action on behalf of people who use services if services are unacceptably poor.

The CQC's aim is to make sure that better care is provided for everyone, whether in hospital, in care homes, in people's own homes or elsewhere.

From April 2013 the above regulation will extend to GP practices. This is why our practice is busy reviewing the various components of the service that we provide in order to ensure that we meet the essential standards identified by the CQC.

We feel confident that we currently achieve this, but we do not want to be complacent. This is why we are working with colleagues to ensure that, when we submit our registration documents later this year, we can be certain that we meet these standards. If we feel that we are not currently meeting a particular standard then we will put plans in place to achieve this in the future.

There are currently 16 essential standards which the CQC will be looking at (See Page 2 & 3).

For information these are as follows : > *Respecting and involving people who use services* > *Consent to care and treatment* > *Care and welfare of people who use services* > *Meeting nutritional needs* > *Cooperating with other providers* > *Safeguarding people who use services from abuse* > *Cleanliness and infection control* > *Management of medicines* > *Safety and suitability of premises* > *Safety, availability and suitability of equipment* > *Requirements relating to workers* > *Staffing* > *Supporting workers* > *Assessing and monitoring the quality of service provision* > *Complaints* > *Records*

The CQC stresses that is very much a transitional phase for GP practices and recognises that this process, previously applied to much larger organisations, will require some bedding in.

If you would like to find out more please visit the CQC website at : <http://www.cqc.org.uk/>

*The 16 CORE STANDARDS*

Outcome	Title and summary of outcome
1	<p><b>Respecting and involving people who use services</b> People understand the care and treatment choices available to them. They can express their views and are involved in making decisions about their care. They have their privacy, dignity and independence respected, and have their views and experiences taken into account in the way in which the service is delivered.</p>
2	<p><b>Consent to care and treatment</b> People give consent to their care and treatment, and understand and know how to change decisions about things that have been agreed previously.</p>
4	<p><b>Care and welfare of people who use services</b> People experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.</p>
5	<p><b>Meeting nutritional needs</b> People are encouraged and supported to have sufficient food and drink that is nutritional and balanced, and a choice of food and drink to meet their different needs.</p>
6	<p><b>Cooperating with other providers</b> People receive safe and coordinated care when they move between providers or receive care from more than one provider.</p>
7	<p><b>Safeguarding people who use services from abuse</b> People are safeguarded from abuse, or the risk of abuse, and their human rights are respected and upheld.</p>
8	<p><b>Cleanliness and infection control</b> People experience care in a clean environment, and are protected from acquiring infections.</p>
9	<p><b>Management of medicines</b> People have their medicines when they need them, and in a safe way. People are given information about their medicines.</p>
10	<p><b>Safety and suitability of premises</b> People receive care in, work in or visit safe surroundings that promote their wellbeing.</p>
11	<p><b>Safety, availability and suitability of equipment</b> Where equipment is used, it is safe, available, comfortable and suitable for people's needs.</p>

12	<p><b>Requirements relating to workers</b>          People are kept safe, and their health and welfare needs are met, by staff who are fit for the job and have the right qualifications, skills and experience.</p>
13	<p><b>Staffing</b>          People are kept safe, and their health and welfare needs are met, because there are sufficient numbers of the right staff.</p>
14	<p><b>Supporting workers</b>          People are kept safe, and their health and welfare needs are met, because staff are competent to carry out their work and are properly trained, supervised and appraised.</p>
16	<p><b>Assessing and monitoring the quality of service provision</b>          People benefit from safe, quality care because effective decisions are made and because of the management of risks to people's health, welfare and safety.</p>
17	<p><b>Complaints</b>          People and those acting on their behalf have their comments and complaints listened to and acted on effectively, and know that they will not be discriminated against for making a complaint.</p>
21	<p><b>Records</b>          People's personal records are accurate, fit for purpose, held securely and remain confidential. The same applies to other records that are needed to protect their safety and wellbeing.</p>