

# HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

31 MARCH 2015

## CARE QUALITY COMMISSION APPROACH TO INSPECTION OF GP SERVICES

Report from: Barbara Peacock, Director of Children and Adults

Author: Rosie Gunstone, Democratic Services Officer

### Summary

This report is to inform the Committee of the Care Quality Commission's (CQC) approach to the inspection of GP Services.

### 1. Budget and Policy Framework

1.1 Under Chapter 4 – Rules, paragraph 22.2 (c) terms of reference for Health and Adult Social Care Overview and Scrutiny Committee has powers to review and scrutinise matters relating to the health service in the area including NHS Scrutiny.

### 2. Background

2.1. Since April 2014 the Care Quality Commission has had the responsibility of inspecting GP Services. This covers general practice, independent doctors, dentists, health care in the health and justice system (including prisons and police custody suites) and children's care. The inspections in this region commenced six months ago.

2.2. The Head of General Practice Inspection – South Region from CQC will attend the meeting and give a powerpoint presentation (attached to this report) setting out what is involved in the inspection of the 8000 general practices in England.

### 3. Risk management

3.1. There are no specific risk implications for Medway Council arising directly from this report.

#### **4. Legal and Financial Implications**

4.1. There are no legal or financial implications for the Council.

#### **5. Recommendations**

5.1. Members are asked to consider and comment on the presentation.

#### **Background papers:**

None.

#### **Lead officer:**

Rosie Gunstone, Democratic Services Officer

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# Care Quality Commission

Michele Golden  
Head of General  
Practice

31 March 2015

# The landscape of care



## General public

**53 million** (35 million adults)

## Private hospital

**1.4 million** people receive treatment in a private hospital / year

## Dentists

- **22 million** on a dentist list
- 15 million NHS
- 7 million private

## Health & social care staff

- 1.7m NHS staff
- 1.5m in adult social care

## Care homes

- **565,000** residents
- 165,000 going into care per year
- 39,000 people with learning disabilities in residential care
- 18,000 in a care home or care in their own home with no kith or kin

## GP practices

- **52 million** registered with a GP
- 150m appointments / year

## Home-care

**700,000** people receiving home-care support per year

## NHS hospitals

- 90 million outpatient appointments / year
- 11 million inpatients / year
- 18 million A&E attendances
- 5 million emergency admissions / year
- 600k maternity users
- 42,000 detained and treated against their will

**Stroke 1m**    **Diabetes 3m**    **Arthritis 8.5m**    **Cancer 2m**    **Dementia 0.7m**  
↑25% by 2020    ↑67% by 2025    ↑100% by 2030    ↑100% by 2032    ↑100% by 2040

# Our purpose and role




## Our purpose

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve


## Our role

We monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and we publish what we find, including performance ratings to help people choose care



**Raising standards,  
putting people first**

Our strategy for 2013 to 2016



# What are we doing differently?



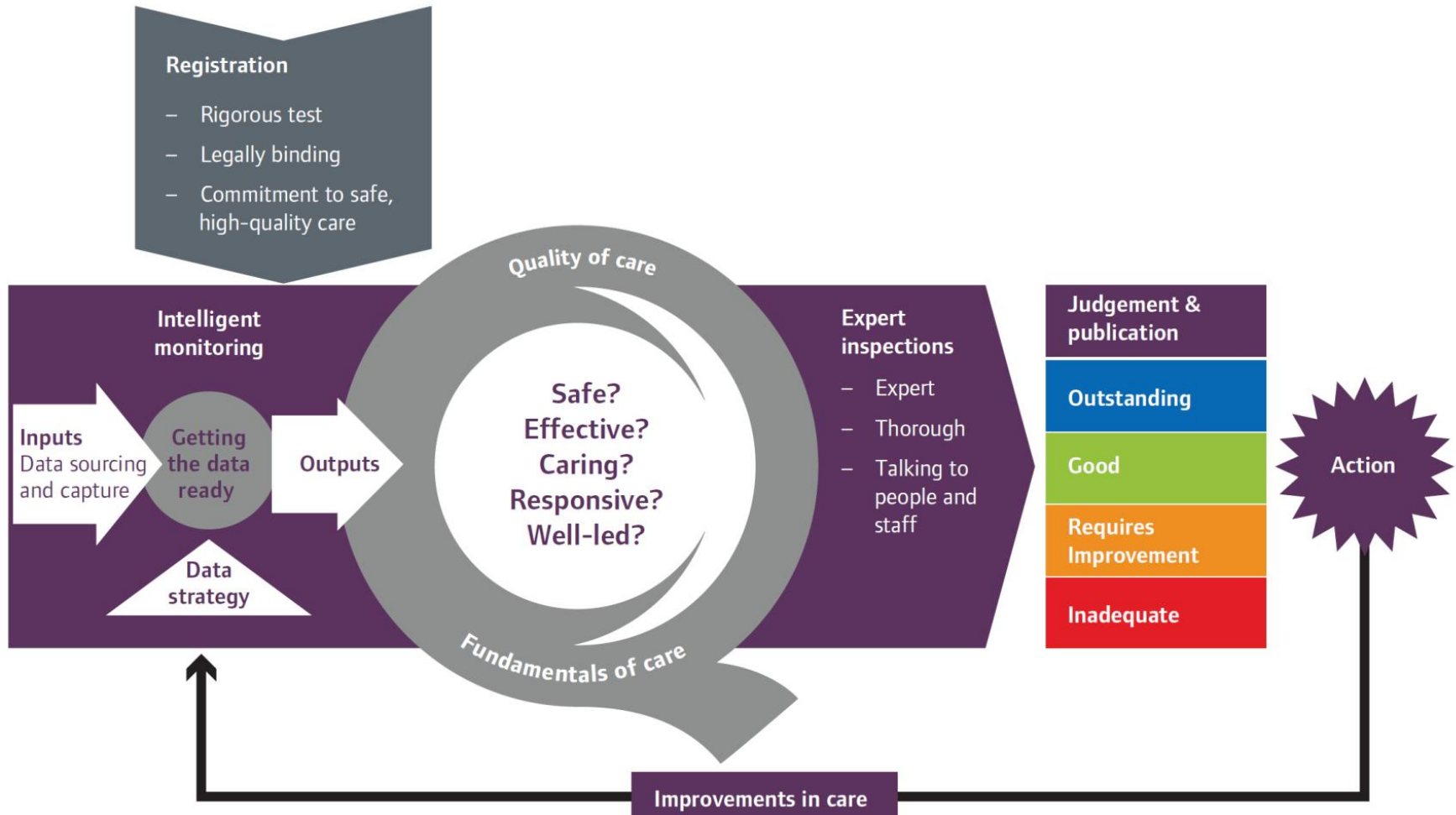
- Larger inspection teams including **specialist inspectors, clinical experts, and Experts by Experience**
- **Intelligent monitoring** to decide when, where and what to inspect
- Inspections will focus on **five key questions** about services
- We have developed **services/groups and pathways** that we focus on in each sector
- **KLOEs (key lines of enquiry)** form the overall framework for a consistent and comprehensive approach
- **Ratings** compare services and highlight where care is outstanding, good, requires improvement or inadequate

# The 5 key questions we ask



- Is it Safe?
- Is it Effective?
- Is it Caring?
- Is it Responsive?
- Is it Well-led?

# Our new approach



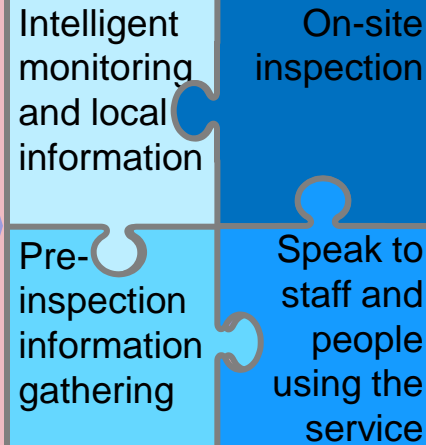


# Inspection process

## Questions to answer

Key lines of enquiry (mandatory plus additional KLOEs identified from information held)

## Gather and record evidence



## Make judgements and build ratings

Apply consistent principles, build ratings from the recorded evidence

## Write report and publish with ratings

Outstanding   
Good   
Requires improvement   
Inadequate 

# Four point scale

## Judgement & publication

Outstanding



Good

Requires  
Improvement

Inadequate

## High level characteristics of each rating level

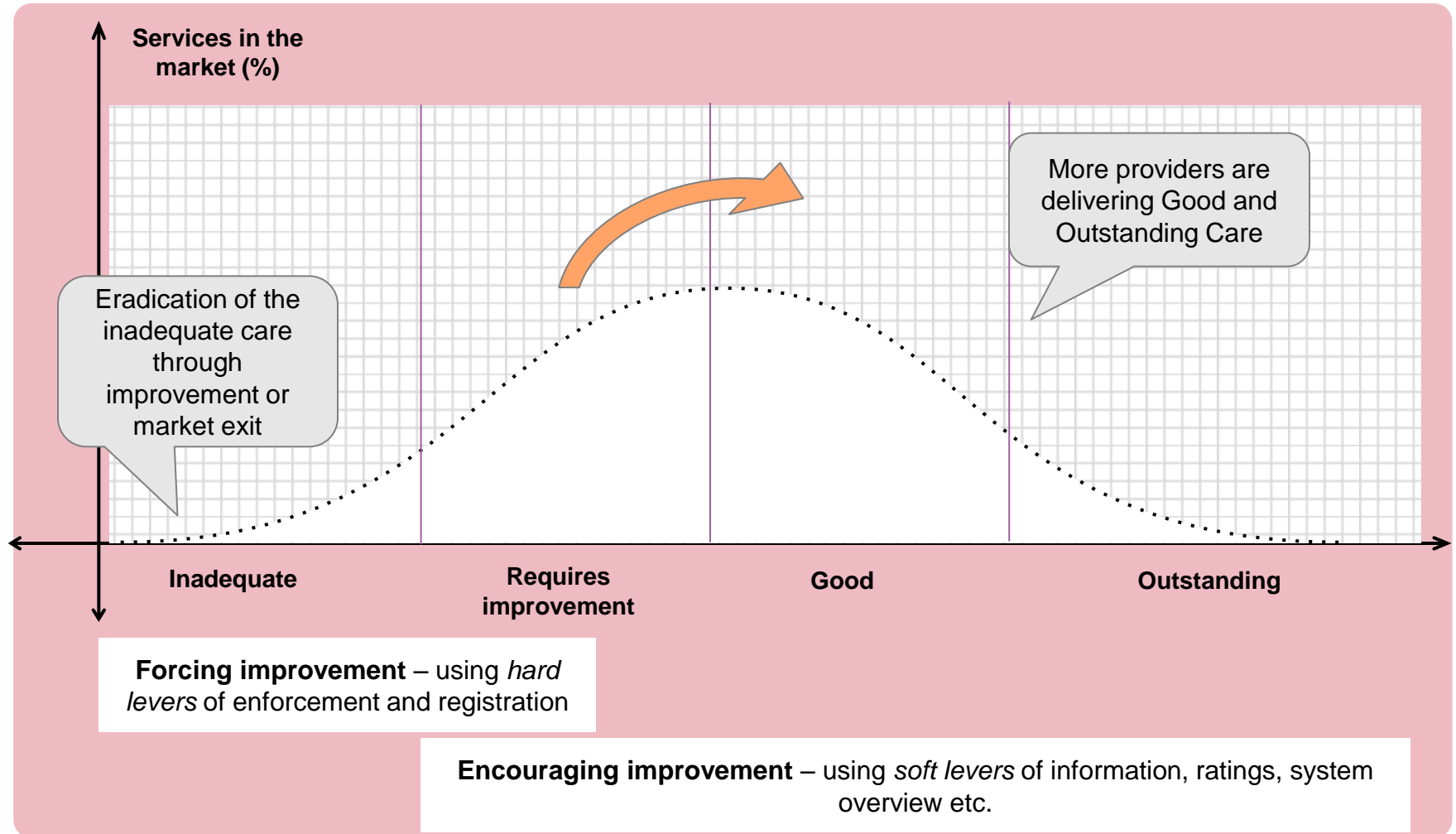
Innovative, creative, constantly striving to improve, open and transparent

Consistent level of service people have a right to expect, robust arrangements in place for when things do go wrong

May have elements of good practice but inconsistent, potential or actual risk, inconsistent responses when things go wrong

Severe harm has or is likely to occur, shortfalls in practice, ineffective or no action taken to put things right or improve

# What we are trying to achieve



## 2013/14: OUR YEAR AT A GLANCE

30,334  
LOCATIONS  
INSPECTED



IN  
NUMBERS

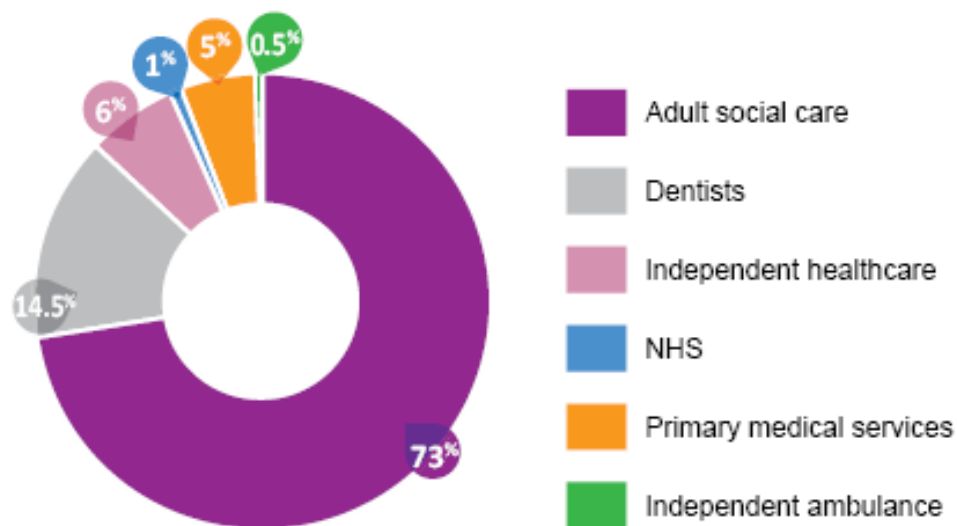
9,473  
WHISTLEBLOWING  
CONTACTS



1,456  
WARNING  
NOTICES SERVED



INSPECTIONS BY SECTOR



There are two areas where we've found variation in quality that particularly stand out

## Safety

The principle of keeping people safe from harm is fundamental.

Variation in basic safety is a serious problem:



- ✘ lack of effective safety processes
- ✘ lack of a culture that learns from mistakes and near misses

## Leadership

Strong, effective leadership at all levels in an organisation is vital.

Our new inspections of NHS trusts show:



good leadership  
drives up quality  
and safety overall

Thank you



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 [@CareQualityComm](https://twitter.com/CareQualityComm)



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